



## WOMEN'S RUGBY WORLD CUP PACKAGE TERMS & CONDITIONS

VERSION: February 2025

---

### INTRODUCTION

Thank you for choosing to travel on one of our official travel and/or accommodation packages.

Please read this document carefully as it sets out the terms of our relationship with you. All of our Package Terms & Conditions (**Package Terms**) are important. We recommend that you print/keep a copy for your records.

When we dispatch our Booking Confirmation Email to you, this is the stage that your contract forms with us and is binding. If you then choose to cancel your package, the cancellation charges set out in these Package Terms will apply, which can be 100%.

You can make changes to your booking in certain circumstances. We make a charge for this. We can change and cancel your booking. We'll pay you compensation in certain circumstances. Please note all communications to our suppliers must be through us and you agree not to contact them directly.

You must not transfer, resell, offer, expose or make available any Tickets or other services you purchase from us. For example, you may not offer tickets for sale on an auction website or secondary ticket market website, or split your package and sell each service separately.

We are responsible to you for providing your holiday but there are legal limits. We are a Member of ABTA, membership number V4759. We provide protection for the monies you pay for packages booked with us. We provide this security by way of an ATOL (number 3030) administered by the Civil Aviation Authority and a bond held by ABTA for packages that do not include a flight. If you book arrangements other than a package holiday from us, the financial protection referred to above does not apply.

---

### SPECIAL TERMS

These special terms are specific to the England Rugby Travel official travel and/or accommodation packages, for the tournament, destination of travel and package you have chosen.

#### STADIUM CAPACITY CANCELLATIONS

- (1) We reserve the right to cancel your booking at our sole discretion in the event that: (i) the fixture is played; and, (ii) the capacity of the stadium is reduced, therefore reducing the number of Tickets available. This will include where the capacity of the stadium is reduced due to government legislation, restrictions and/or advice. If we cancel your booking for this reason you will be entitled to a full refund and nothing further.

#### MINIMUM NUMBERS

- (2) We reserve the right to cancel your booking or offer an alternative package of comparable standard in the event that the minimum number of participants required for the package, you have chosen, to go ahead is not reached. In the event that the minimum number is not reached, and we cancel your package, you will receive a full refund of all monies paid in respect of your package within 14 days of cancellation. We will not pay you compensation if we have to cancel your package due to not reaching minimum numbers.

#### RELEVANT SUPPLIER TERMS AND CONDITIONS

- (3) The following third party terms and conditions (as updated from time to time by the relevant service provider) will apply in the event your Package includes a service by the relevant service provider:

National Express Terms & Conditions where National Express is the carrier for a Day Return Package:  
<https://www.nationalexpress.com/en/help/conditions-of-carriage>

#### DATE CHANGES

- (4) We understand that the main reason for your booking is to attend a sporting event. In the event that the scheduled date of the sporting event changes we will adjust any other arrangements included in your booking accordingly. Where the scheduled date of the event changes you agree to the new times and dates and that any such change will not be classed as a significant change

#### COMMUNICABLE DISEASES

- (5) The Entities cannot prevent any Party Members from becoming exposed to, contracting, or spreading any other communicable disease while attending the England Rugby event. It is not possible to prevent against the presence of the disease. Therefore, if you choose to travel you are aware and accept that you may be exposing yourself to and/or increasing your risk of contracting or spreading any such communicable diseases. By accepting these terms and booking a package with England Rugby event, you and your Group assume the risk to and understand this warning concerning any such communicable diseases. In this regard any Party Member waives the right to bring any claims including for personal injury, death, disease or property losses, or any other loss, including but not limited to claims of negligence and shall not seek damages, whether known or unknown, foreseen or unforeseen relating to any communicable diseases except for death or personal injury where caused by our negligence.

- (6) We will not be liable to you if you are unable to comply with any entry requirements or are prevented from entry due to failure to comply with any communicable disease related entry requirements.
- Covid-19 or any communicable disease related entry requirements for venues once in destination may differ from those

---

## CONTENTS

### SECTION

1. HOW TO MAKE YOUR BOOKING
2. YOUR BOOKING
3. PAYMENT
4. CHARGES
5. CHANGES TO YOUR BOOKING
6. CANCELLATION
7. GENERAL TRAVEL INFORMATION
8. TRAVEL INSURANCE
9. INCLUSIONS & EXTRAS
10. ACCOMMODATION
11. FLIGHTS
12. TRAVEL SERVICES
13. TICKETS
14. YOUR OBLIGATIONS
15. IF THINGS DON'T GO QUITE RIGHT
16. YOUR FINANCIAL PEACE OF MIND
17. YOUR INFORMATION AND HOW WE USE IT
18. SUPPORT
19. CONTACT
20. GENERAL
21. CUSTOMER CODE OF CONDUCT
22. GLOSSARY

---

## SECTION 1 – HOW TO MAKE YOUR BOOKING

### YOUR BOOKING REQUEST AND OUR BOOKING REQUEST ACKNOWLEDGEMENT

- (1) You may make a booking request online via our website or by returning to us a signed booking request form. After completing your booking request and paying the required deposit (*see Section 3 – Payment*) you should receive a Booking Request Acknowledgement Email from us acknowledging that we have received your booking request. If you have not received a Booking Request Acknowledgement Email from us after submitting your booking request, please contact us (*see Section 19 - Contact*).
- (2) By making a booking request, you promise that you are at least 18 years old. Any booking requests that do not comply with this will be cancelled.

### WHEN YOUR CONTRACT WITH US FORMS

- (3) We will consider your booking request and confirm to you in writing if we accept it. Your contract with us forms and is binding when we dispatch our Booking Confirmation Email to you. If we do not accept your booking request, we will not send you a Booking Confirmation Email and no contract will form. We will contact you if we cannot accept your booking request.
- (4) Confirmation of your booking request for one of our packages is subject to availability and at our sole discretion.

### CHECKING YOUR BOOKING CONFIRMATION EMAIL

- (5) It is your responsibility to check the travel package detailed in your Booking Confirmation Email is complete and accurate as this is what we will provide. If it is not complete or accurate you must let us know within five working days of receipt, any changes after this time may be subject to administration and/or cancellation charges as set out in *Sections - 4, 5 and 6*.
- (6) It is always possible that, despite our best efforts, the information in your Booking Confirmation Email may be incorrect (for example, an incorrect ticket category has been listed). If we discover an error in your Booking Confirmation Email we will inform you in writing of this error and we will give you the option of:
  - (a) paying any additional fees to continue to purchase the package as incorrectly listed in your Booking Confirmation Email;
  - (b) accepting the correction to the Booking Confirmation Email; or
  - (c) cancelling your package and receiving a full refund.
- (7) We will not proceed until we have your written instructions. If we are unable to contact you within seven days of the discovery of the error using the contact details you have provided, we will treat the package as cancelled, refund all payments made and notify you in writing. Please note that if the error is obvious and unmistakeable and could have reasonably been recognised by you, we do not have to provide the incorrectly stated elements to you at the incorrect price. The provision of the original or incorrectly stated elements are subject to availability at the date the mistake is brought to our attention.

### PAYMENT

- (8) Payment is required at the time your booking request is made and we hold your payment until your booking request is confirmed. If we do not accept your booking request we will return your payment to you.

### CONDITIONAL BOOKING REQUESTS

- (9) We do not accept booking requests that are conditional on any special requests you have made, unless we confirm this in your Booking Confirmation Email.

### QUOTATIONS

- (10) If we have provided you with a quote it will remain valid for 48 hours unless we say otherwise. If you choose to progress the quote, you must confirm this to us in writing and our acceptance of your booking request is still subject to availability at the time of booking and no contract will form until we issue you with a Booking Confirmation Email.

---

## SECTION 2 – YOUR BOOKING

### THE LEAD BOOKER

- (1) You (as the **Lead Booker**) must accept the Package Terms in order to submit a booking request. When you make a booking request, you guarantee that you have the authority to accept all of the Package Terms on behalf of your travelling party (**Group**). You are responsible for ensuring all of your Group comply with the Package Terms.
- (2) The booking contract is made up of these Package Terms and your Booking Confirmation Email and is between us and the Lead Booker. We will only discuss the booking with the Lead Booker, except where we have (at our sole discretion) agreed with the Lead Booker to discuss the booking with a named third party and have received from the Lead Booker written authorisation confirming the named third party's details. The Lead Booker promises that they have the authority to make, amend and/ or cancel the booking on behalf of the Group and each Party Member.
- (3) The Lead Booker shall be liable for:
  - (a) the full payment of any deposits and balances;
  - (b) the payment of any amendment fees or cancellation charges;
  - (c) confirming the details all the persons named in the booking to us;
  - (d) passing on to all persons in the booking any and all information issued by us including, without limitation, these booking conditions; and
  - (e) the conduct of the persons in the booking (see Section 14 Your Obligations, Section 15 If Things Don't Go Quite Right and Section 21 Customer Code of Conduct).

### IF THE LEAD BOOKER IS NOT TRAVELLING

- (4) If the Lead Booker submits the booking request but will not be part of the Group then the person listed as Party Member 1 will become the Lead Party Member. The Lead Booker will receive all correspondence in respect of the booking and will be the main contact for the booking, unless you tell us otherwise in writing. The contract will remain with the Lead Booker.
- (5) When the Group is travelling, the Lead Party Member will be the main contact for the Group and will receive all travel information.

### YOUR INFORMATION

- (6) You are responsible for promptly informing us should any of the personal information provided for your booking change (for example a change of correspondence address or change of name). We will not be responsible or liable for any losses occurring due to incorrect or out of date information provided by you or your Group.
- (7) Should any of your information change, for example your passport information or name changes, you may be charged by the relevant service provider in addition to our administrative charges.

### STATUS

- (8) Your booking request is for the accommodation/travel services you have selected and may include official match tickets (**Tickets**). We call this your "package" and will confirm these details to you in writing in a Booking Confirmation Email when your booking request is accepted.
- (9) The content, duration and particulars of a package may vary from the date of publication of a quote, brochure, marketing material or content on our website to when your booking is confirmed. You should check if your package has changed prior to making your booking request.

### THE TERMS & CONDITIONS OF YOUR BOOKING

- (10) We reserve the right to alter these Package Terms from time to time in accordance with changes to legislation, regulations and ABTA Guidelines and Code of Conduct.

### TRAVELLING WITH CHILDREN

- (11) Children under the age of 18 will be refused travel unless each child is accompanied by a parent or guardian. Please contact us if you are planning to travel with children to discuss arrangements (*see Section 7 – General Travel Information*).

### ADDITIONAL PRODUCTS AND SERVICES

- (12) Your package includes those products and services confirmed to you in the Booking Confirmation Email. If you purchase additional, upgrades, products and services they do not form part of your package and will be governed by separate terms and conditions. Please note that a third party's terms and conditions may change from the time of booking their products or services. Unless you book and pay for additional products and services through us we are not responsible for them.

- (13) We do not guarantee that any optional additional service or product mentioned in our brochures, on our websites or elsewhere will be available to book during your holiday and/or will operate as advertised as these services are not under our control. They may not be available for various reasons and are strictly subject to availability. Any prices given in advance are indicative only. We will not be liable if you cannot, for whatever reason, book any such additional product or service.

#### TRANSFERRING YOUR BOOKING

- (14) Your package is not transferable unless we agree otherwise and confirm this in writing. You must not sell, advertise for sale, donate (including charity donations), auction or raffle your package, or any part of it (including the Tickets, entry to special events etc.), to another person, company or organisation. If you breach this obligation the Ticket issuer may cancel your Tickets and we reserve the right to cancel your booking (without liability to you) and retain your money or refuse to transfer your booking. Nothing in this clause is intended to exclude or limit your statutory rights in relation to your package.
- (15) The Lead Booker may transfer the package to another person (**Transferee**) who satisfies all conditions applicable to the package by giving us reasonable notice of the transfer. Any request for transfer must be made in writing by the Lead Booker and the Lead Booker and the Transferee must sign our transfer of booking form.
- (16) Both the Lead Booker and the Transferee will be responsible for paying all costs incurred by us in respect of the transfer (please see *Sections – 4 and 5*) and the Novation charge.
- (17) The closer the transfer request is made to the departure date; the more likely certain travel arrangements may not be transferable and could incur a cancellation charge of up to 100% (for example flight tickets).
- (18) If the flights included in your package have been ticketed before the transfer date, it is highly unlikely that the airlines will be able to transfer the ticket to the Transferee. It is likely that there will be a cancellation charge of 100% of the original flight cost, with the Transferee then having to purchase a new flight (subject to availability).
- (19) The Ticket issuer's Ticket Terms and Conditions will apply to the transfer of the Tickets included in a package over which we have no control. It may not be possible for the Tickets to be transferred as they have been named (for security purposes) or have already been sent out to the Lead Booker before the transfer date.
- (20) We will advise you at the time of your transfer request any difficulties with the transfer, together with the anticipated costs and charges applicable.

#### LINKED BOOKINGS

- (21) If you request to link your booking to that of another group, we will only be able to link those services included in your package which are the same as the services in the other group's package. For example, it would not be possible to link tickets (and for the individuals to sit together) where the group's packages contain different categories of tickets.
- (22) A request to link your booking must be made not less than 8 weeks before the date of travel by the Lead Booker of both groups requesting to link their bookings. If only one of the groups Lead Bookers makes a linked booking request, we will not be able to link the bookings.
- (23) It may not always be possible to link bookings even when the same services are included in the group's packages. Where you select to link bookings, any linking is at our discretion, the linked booking request does not form part of your package, and the request is not a term of the contract between us.

---

## SECTION 3 – PAYMENT

#### PAYMENT OF YOUR PACKAGE

- (1) The price of your package must be paid in the following instalments:

<i><b>Tournament</b></i>	<i><b>Non-refundable Deposit</b></i>	<i><b>Final Balance Due</b></i>
Women's Rugby World Cup	25% of total price	Two calendar months before the date of travel

- (2) We will invoice you for the total amount of your booking with your Booking Confirmation Email and confirm the instalments and payment dates.
- (3) If your booking is made less than 10 weeks before the date of travel you must pay in full.

#### NON-REFUNDABLE DEPOSIT

- (4) When you make your booking request you must pay a deposit per person which becomes non-refundable if and when we send you the Booking Confirmation Email.

#### PAYMENT METHODS & PROCESS

- (5) You may pay by any payment method we make available to you at the time of payment or as set out on our invoice. Available payment methods will be set out on the relevant payment screen or in the payment documentation.
- (6) When a payment instalment or final balance payment is due, we will either email, text or instant message you in advance of the payment due date with a request for the amount payable and provide you with instructions on how to make payment.
- (7) You must pay us in Pound Sterling. You will be responsible for paying all bank and foreign exchange charges as applicable.

#### LATE AND NON-PAYMENT

- (8) In the event you are not required to make payment of the deposit at the time of your booking request, should you fail to pay the deposit within 48 hours or such shorter period as we notify to you from the date of making your booking request, we reserve the right to deem your booking request withdrawn and cancelled.
- (9) If for any reason any payments are not received by us by the due dates, we reserve the right to cancel your booking and levy a cancellation charge as though there had been a cancellation.

#### PRICING

- (10) We reserve the right to alter the prices of any of the packages shown in our brochures or on our website.
- (11) You will be advised of the current price of the package that you wish to book before your contract is confirmed. If there is a pricing error on our website, we will contact you before we confirm your booking.

#### WHAT IS NOT INCLUDED IN THE PRICE

- (12) Your Booking Confirmation Email will specify what is included in the price of your package.
- (13) The following are not included in any package price unless specified and you should budget for these expenses accordingly: Visa applications, destination airport departure taxes, early check-in, late check-out, inoculations, transport to and from your UK departure point, transport to and from our special events, transport to and from the matches, insurance, portage, car parking, excursions, gratuities, internet access, excess baggage costs, additional baggage, baggage storage, meals, snacks and beverages. This is not an exhaustive list – if it is not in your Booking Confirmation Email it is not included in your package.

#### WHO IS RESPONSIBLE FOR PAYMENT?

- (14) The Lead Booker is responsible and liable for payment for all Party Members.
- (15) A third party may make payment on behalf of the Lead Booker; however, the contract remains with the Lead Booker regardless of who has made payment.

#### REFUNDS

- (16) If applicable, refunds will only be made to the payment source from which the payment originated.

#### ADDITIONAL NON-REFUNDABLE DEPOSITS

- (17) Additional non-refundable deposits may be required for upgrades and other non-standard products or services you request from us. Such deposits do not form part of the cancellation terms (see *Section 6 - Cancellation*).
- (18) If required, we will write to you to confirm when and how you will have to pay an additional payment.
- (19) These additional payments may become non-refundable in part or full if we have made commitments to suppliers for those services for which we are unable to receive a full refund or are charged a cancellation fee.

---

## SECTION 4 – CHARGES

#### CHARGES

- (1) The total price of the package is inclusive of taxes (except as set out in these Package Terms). Additional costs and charges that you may be required to pay (which are not included in your booking) are set out in this section.

#### IMMIGRATION DOCUMENTS AND ASSISTANCE

- (2) The total price of the package does not include immigration documents (for example VISAs, ESTA, eVisitor visa, ETA (electronic travel authority)) or any immigration assistance. You will need to organise and pay for these documents and services. We do not provide any immigration assistance.

### SINGLE ROOM SUPPLEMENT

- (3) Unless stated otherwise in your Booking Confirmation Email all our rates and charges are calculated on the total occupancy of the room being filled by your Group. All bookings for single room occupancy, (which may include a single bed only) or odd number Group bookings (the total number in your Group is lower than the total occupancy of the rooms booked) will be subject to our Single Room Supplement unless we agree otherwise in writing.
- (4) A Single Room Supplement will be applied if you amend your booking and the total number in your Group is lower than the total occupancy of the rooms booked.

*Example: A Group of four booked two twin rooms. The Lead Booker wishes to amend the booking, reducing the Group to three. As the total number in the Group (3) is lower than the total occupancy of the rooms (4), a Single Room Supplement would be applied in addition to the Change to Package (non-flight) Charge.*

### POSTAGE/COURIERS

- (5) The price of your package covers the cost of postage for your documents and merchandise (as applicable) within the UK only (excluding the Scottish Highlands and Scottish Islands where a higher rate may be charged) to the Lead Booker. If you require postage outside the UK or to the Scottish Highlands or Scottish Islands (and we agree to provide this) or special delivery instructions are requested by you, an additional postage/courier charge will be payable by you before the documents and merchandise are sent. We are unable to calculate these charges at the time of your booking request. Please contact us for further information if required.
- (6) If you require postage outside of the United Kingdom (and we agree to provide this subject to you paying the applicable fees), the package(s) may require customs clearance, which may incur delays, tax and 'duty' (customs charges) as per [www.GOV.uk](http://www.GOV.uk), of which you will be responsible to pay. You promise that you will provide all necessary information in order for us to arrange the delivery and such information will be accurate and provided without delay. You consent to us providing the delivery company with your contact information and any other relevant information for the purposes of arranging postage. We are unable to track or recall packages once they have left the UK.
- (7) We will not send any packages (or merchandise) until we have received full payment of your Final Balance.
- (8) We do not guarantee that you will receive one package per booking and items may arrive in multiple packages. We cannot guarantee that all packages will arrive at the same time. Packages may be delivered without the requirement of a signature. All packages included in a booking will be sent to the same address.
- (9) We will not be liable for lost packages, or be required to track or replace any packages or their contents due to incorrect or out of date address information provided by you or your Group.

### DEPARTURE TAXES

- (10) Departure taxes may apply to your package which you will need to pay for separately to your package price.

### CHARGES TABLE

- (11) The table sets out our charges and fees. These charges reflect our administration cost for amending a booking. Some fees can vary depending on the nature of your request.

Amendment	Charge
Any changes to package (non-flight)	£30 per Party Member per change
Any Flight Amendments	£150 per Party Member per change
Novation	£150

- (12) All charges are charged separate to the package contract and are non-refundable. You will be invoiced and required to make 100% payment upfront before your request is confirmed.

## SECTION 5 – CHANGES TO YOUR BOOKING

### YOUR REQUEST TO AMEND YOUR BOOKING

- (1) If, after you have received your Booking Confirmation Email, you wish to change your travel arrangements in any way, please contact us to discuss your requirements. Please note changes may not always be possible.
- (2) Any request for changes must be made in writing (which shall include email) by the Lead Booker.
- (3) You will be required to pay the relevant charges (as set out in *Section 4 – Charges*) if we agree to amend your booking, together with any other increase in price or charge as a result of the amendment. We will confirm the charges and costs in advance of making the amendment.

- (4) You should be aware that the closer to the departure date, the more difficult and costly changes are. You should contact us as soon as possible if you want to consider amending your booking.
- (5) Certain travel arrangements cannot be changed after a reservation has been made. Any amendment to those arrangements could incur a cancellation charge of up to 100% and you may be required to pay the cost of the new services.
- (6) In addition to our charges (see *Section 4 – Charges*), suppliers may charge us for making your amendments. If they do, we will pass these charges on to you. Our charges will be payable notwithstanding whether a supplier charges for the amendment to the booking.
- (7) Amendments to products and services that do not form part of your package will be subject to the terms and conditions applicable to those products and services.

### IF WE CHANGE YOUR PACKAGE

- (8) We make arrangements for your package a long time in advance. Given this lead in time we may have to make insignificant changes to your arrangements and we reserve the right to do so at any time. We will advise the Lead Booker of any changes in writing at the earliest possible date.
- (9) If we are constrained by circumstances beyond our control and make a 'major change' to your package or cannot fulfil any special requirements that we have previously accepted, we will inform you as soon as reasonably possible. You will have the choice of either:
- accepting the change of arrangements; or
  - accepting an offer of alternative arrangements of comparable standard from us if available (we will refund any price difference if the alternative is of a lower value); or
  - cancelling your package and receiving a full refund of all monies paid in respect of your package within 14 days of your cancellation.
- (10) We will inform you of any alternative package we are offering, the period within which you must inform us of your decision, and the consequences of failure to respond within this period. If we do not receive a response within two attempts to contact you about this change, we reserve the right to terminate our contract with you and refund all monies paid.
- (11) If you chose option (c) above, we will refund any money you have paid to us and where you are advised of the change within six weeks of departure, we will pay compensation on the following scale:

Compensation per Party Member					
Period Before Departure (days)	More than 42	29 - 41	15 - 28	9 - 14	0 - 8
	NIL	£10	£15	£20	£25

A compensation payment discharges all our liabilities to you and by accepting it, you agree to waive any other rights you may have. If we are otherwise required to pay compensation, the amounts above shall apply.

- (12) If the change is not a 'major change' we will not provide any compensation or refund any expenses or other costs incurred and you will not be entitled to cancel free of charge.
- (13) We will not pay you compensation if we have to cancel or change your travel arrangements in any way because of unavoidable and extraordinary circumstances. These can include, for example, war, riot, industrial dispute (strikes), terrorist activity and its consequences, natural or nuclear disaster, fire, ash clouds, adverse weather conditions, drought match fixture or scheduling changes, epidemics, pandemics and unavoidable technical problems with transport.
- (14) Changes to events, additional services and excursions will be separate to your package and will not require us to pay you compensation.
- (15) A major change before departure includes a change of:
- UK departure airport (excluding a change of London airports); or
  - Outbound departure time or overall length of your holiday of 12 or more hours on a package of 14 days duration, or 24 or more hours on a package of 21 days duration (this only applies once we have confirmed your final itinerary to you specifying your flight details).
- (16) A major change does not include a change:
- of travel service provider;
  - of the type/method of transportation (for example, flight to train, coach to train, coach to plane and vice versa);
  - of carriers and any change to a departure airport where in the same locality (for example London City, London Gatwick, London Heathrow, London Luton, London Stansted and London Southend);

- (d) to, or cancellation of, an event you are attending;
- (e) to match venues for a match which you are due to attend;
- (f) to scheduled match dates and times to which we are providing Tickets;
- (g) to additional elements such as excursions; or
- (h) of accommodation if the new accommodation is of the same or a higher standard.

SECTION 6 – CANCELLATION

IF YOU CANCEL YOUR PACKAGE

- (1) You may cancel your package at any time prior to the start of your trip subject to the cancellation charges set out below.
- (2) A cancellation can only be accepted in writing from the Lead Booker and is only effective from the date it is received in our offices.
- (3) Since we incur costs in cancelling your package arrangements:
  - (a) we will retain all non-refundable deposits you have already paid us; and
  - (b) where the non-refundable deposit you have paid is less than the cancellation charge; you will be required to pay the difference as well as any other costs which we are committed to with our suppliers for your booking that are non-refundable before the date of cancellation.
- (4) The following scale of cancellation charges will apply:

<i>Time Before Departure (Days)</i>	181+	180 - 56	55 - 42	41 - 28	27 or less
<i>Cancellation charge as a percentage of total package cost</i>	Deposit	25%	50%	75%	100%

- (5) The cancellation charges or retention set out will be applied regardless of the reason for cancellation. However, if the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges from your insurer.
- (6) At minimum, your non-refundable deposit(s) and cancellation charges will be retained to cover the costs of the sale to you and subsequent re-sale (if possible). These are a genuine pre-estimate of our losses incurred due to your cancellation and it is irrelevant whether we re-sell your package or not. Please note, if special arrangements have been specifically made for you, the cancellation charges will be higher as our losses will also increase due to the bespoke nature of the special arrangements and the likely impossibility of resale. Please note we are not required to re-sell your cancelled package.
- (7) If you have cancelled your package and you are owed a refund, you will receive this within 14 days after the date we confirm the cancellation.

CANCELLATION AND UNAVOIDABLE AND EXTRAORDINARY CIRCUMSTANCES

- (8) You may cancel your booking without paying cancellation charges if the performance of your package, or the carriage of Party Members to your destination, is significantly affected by unavoidable and extraordinary circumstances at the destination of your package or within its immediate vicinity. In such circumstances, we will arrange for your booking to be terminated and for you to receive a full refund. We will observe advice provided by the UK Foreign, Commonwealth & Development Office.

CANCELLATIONS AND CHANGES FOR NON-REFUNDABLE AMENDMENTS

- (9) When you opt for upgrades, make bespoke travel arrangements or other special arrangements we may commit money on your behalf with the end supplier. Often the end supplier will require us to pay a non-refundable amount to secure these. If you cancel a package and we cannot recover the monies from the end supplier for these arrangements we will charge this amount to you or deduct this from any refund in addition to the cancellation charges set out in the relevant terms applicable to that additional element. Cancellations for events and other additional products or services are dealt with in the relevant additional product or service terms.
- (10) If you are required to pay for any amendment to your package and we require payment for that amendment in full at the time of amendment, that payment will be a non-refundable deposit and the scale of cancellation charges above will not apply.

*Example 1: The package cost for two people is £5,000. The Lead Booker requests an amendment to the flights in the package. The Lead Booker is informed that the amendment is non-refundable and will require payment in full of £2,000 for the flight and £300 administration charge. The Lead Booker has paid £7,000 and a £300 administration charge. 60 days before travel, the Lead Booker wishes to cancel the booking. The Lead Booker will receive £2,500 (being 50% of the package costs). We will retain £4,800 being 50% of the package costs, 100% of the non-refundable amendment and the £300 administration charge.*

*Example 2: The package cost for two people is £5,000. The Lead Booker requests an amendment to the flights in the package. The Lead Booker is informed that the amendment does not require payment in full, however the package cost (and subsequent instalment payments) has increased by of £2,000, totalling £7,000. The Lead Booker pays the £300 administration charge. 60 days before travel, the Lead Booker wishes to cancel the booking. The Lead Booker will receive £3,500 (being 50% of the package costs). We will retain £3,800 being 50% of the package costs and the £300 administration charge.*

- (11) If you wish to change the flights included in your package and they have been ticketed before the date you make your request to change the flights, it is highly unlikely that the airlines will be able to transfer or amend the flight. It is likely that there will be a cancellation charge of 100% of the original flight cost, with you then having to purchase the new flight (subject to availability). See *Section 11 – Flights* for more information on ticketing of flights.

CANCELLATION OF A PARTY MEMBER ONLY

- (12) If you have made a Group booking and wish to cancel part of the package for a Party Member within your Group but the remainder of the Group still intends to travel, then the cancellation charges will apply as above but in relation to the pro rata total package cost attributed to that Party Member. If this change creates an odd number within your Group then you will have to pay the Single Room Supplement (see *Section 4 – Charges*).

NON-USE OF SERVICES

- (13) If you choose not to receive part of the services you have booked or you finish your stay or trip part way through you will not be entitled to a refund for the products and services that you do not utilise.

IF WE CANCEL YOUR PACKAGE

- (14) We reserve the right to cancel your booking. We will not cancel your travel arrangements after your Final Balance payment, except:
  - (a) for unavoidable and extraordinary circumstance;
  - (b) for failure by you to pay any instalment by the due date or the Final Balance;
  - (c) if you are in serious breach of these Package Terms (for example the Ticket Terms and Conditions or *Section 21 Customer Code of Conduct*); or
  - (d) if the minimum number required for the booking to go ahead hasn't been reached.

Unavoidable and extraordinary circumstances means a situation beyond our control, the consequences of which could not have been avoided even if all reasonable measures had been taken.

The minimum number required will be provided to you in the quote and as set out in the Booking Confirmation Email, along with the time limit for us to tell you if the booking has to be cancelled.

- (15) If we cancel your package (other than for non-payment of your package instalments or for a serious breach of these Package Terms, for example a breach of *Section 21 - Customer Code of Conduct*), you can accept an offer of an alternative package of comparable standard from us, if available, (we will refund any price difference if the alternative is of a lower value) or you may have a refund of all monies paid.
- (16) If it is necessary to cancel your travel arrangements, other than for reasons outside of our control or your failure to pay, we will pay to you compensation equivalent to the relevant level set out as follows:

<i>Number of days before departure we notify you of cancellation</i>	More than 56 days	55 - 43 days	42 - 21 days	20 - 8 days	7 - 0 days
<i>Amount of compensation per full paying Party Member</i>	£0	£10	£20	£30	£40

- (17) If we cancel your package because you are in serious breach of these Package Terms (for example the Ticket Terms and Conditions or *Section 21 – Customer Code of Conduct*), the contract with us will terminate immediately and we will have no further responsibility or liability to you.



---

## SECTION 7 – GENERAL TRAVEL INFORMATION

### ACCESSIBLE TRAVEL & SPECIAL REQUIREMENTS

- (1) Everyone is welcome to travel with us but we will need to know if you require any assistance on flights, at accommodation, stadia, event venues or on travel services, have reduced mobility or have a medical condition that might affect your ability to travel with us.
- (2) Due to the nature of attending sporting events at large stadia, there may be considerable walks, queuing, extended travel time, limited space and other practicalities associated with large crowds of people. Distance between parking areas or local transportation and stadiums may not be known prior to the event. If you have concerns as to whether this is suitable for any of your Group, please contact us.
- (3) Please contact us to discuss your requirements if you believe any Party Member has any medical condition or disability that may affect active participation in the package activities.
- (4) You must let us know about your special requirements when you make your booking request so that we can make arrangements with our suppliers.
- (5) Special requirements are not always possible, are subject to availability and may incur additional charges. If we reasonably feel unable to properly accommodate the special requirements of the person concerned, we reserve the right to inform you of this. You may be required to complete a questionnaire or provide further information promptly on our request.

### FOREIGN, COMMONWEALTH & DEVELOPMENT OFFICE (FCDO) TRAVEL ADVICE

- (6) If you are travelling outside of Great Britain, we advise you to regularly check the FCDO travel advice before you depart. The FCDO provides specific advice about most destinations around the world. This can be viewed at [www.gov.uk/knowbeforeyougo](http://www.gov.uk/knowbeforeyougo).

### PASSPORT, VISA AND HEALTH REQUIREMENTS

- (7) It is the Lead Booker's responsibility to check that the Group:
  - (a) are in possession of valid passports and any appropriate visas. You should check passport and visa requirements well in advance, particularly if you are a non-British passport holder (see *Section 4 – Charges*). Any charges, fines etc., that may be levied by authorities in the UK or overseas for non-compliance of regulations in this area will be recharged to the Lead Booker;
  - (b) have checked with a medical professional well in advance of your departure date that you and your Group are fit to travel and which vaccinations or inoculations are advisable for the chosen destination. Please see [www.fitfortravel.nhs.uk](http://www.fitfortravel.nhs.uk) and [www.travelhealthpro.org.uk](http://www.travelhealthpro.org.uk); and
  - (c) have checked the National Travel Health Network and Centre and NHS Choices advice about travelling with medicines and contact the embassy, high commission or consulate of the countries your Group are travelling to if you or your Group need more information. Please see <https://www.gov.uk/guidance/foreign-travel-checklist#before-you-go>.
- (8) Medication and medical equipment may need to be declared in advance to local customs authorities. You may be required to present a letter from a doctor or a copy of a prescription to allow you to bring medication or medical equipment into the country. It is your responsibility to check if any such restrictions apply to any medication or medical equipment you intend to travel with.
- (9) Where your flight includes transit through another country, you will be required to comply with that country's entry requirements. Where your travel itinerary includes a stop-over/stay abroad you may need to obtain and pay for a VISA (or equivalent immigration papers prior to departure) (see *Section 4 – Charges*). Please review the [www.gov.uk/knowbeforeyougo](http://www.gov.uk/knowbeforeyougo) for further information on countries' entry requirements.
- (10) We do not accept any responsibility or liability if any Party Member cannot travel because they have not complied with any travel, passport, visa, vaccination, testing or immigration requirements or are not in possession of necessary travel documentation (including, without limitation, vaccination certificates, testing kits and any other required documentation).
- (11) Most countries now require passports to be valid for at least 6 months after your return date. If your passport is in its final year from date of issue, you should check with the Embassy of the country you are visiting.
- (12) Passport, visa and health requirements change on a regular basis and you must therefore continually check and monitor the requirements up to your date of return, both in regard to the countries to which you are travelling to or through, and any requirements on your return to the UK.
- (13) You agree to reimburse us in relation to any fines or other losses which we incur as a result of your failure to comply with any such requirements.

### ARRIVALS

- (14) Customs/border patrol restrict what you can bring into a country on arrival and carry out inspections at the borders. Please review the [www.gov.uk/knowbeforeyougo](http://www.gov.uk/knowbeforeyougo) for further information on customs requirements.

### TRAVELLING WITH CHILDREN

- (15) You must inform us of any children that are part of your Group. Each travel service provider operates different rules regarding children and you must ensure compliance with these rules.
- (16) It is advised that children travel in a travel seat appropriate to their age. You are responsible for providing and fitting the seat yourself. Whilst a child travel seat is recommended it may not always be possible to fit these on some of transport providers' services.
- (17) Any child travel seat that is left on a vehicle is left at your risk. We shall not have any liability to you for any loss or damage to a child travel seat that was left on a vehicle.
- (18) It may not be possible to make changes to your booking to facilitate traveling with children.
- (19) We and our suppliers are unable to provide travel cots.

### LOST PROPERTY AND LEFT BELONGINGS

- (20) You take luggage and valuables at your own risk and we shall not be liable for any of your personal property being lost, stolen or damaged.
- (21) We are not obliged to return to accommodation, travel services, events or excursions used by the Party Members to collect personal belongings left behind by you or any Party Member. Accommodation, travel, event and excursion providers are not obliged to hold or return lost property. Any assistance with the return of lost property by either us or the providers may incur additional charges.

---

## SECTION 8 - TRAVEL INSURANCE

### TRAVELLING WITH US

- (1) We consider adequate travel insurance with a reputable insurance company to be essential and as such we make it a condition of our contract with you. Your travel insurance should cover the cost of cancellation, medical expenses, loss of luggage or money, personal liability claims, participation in activities and costs of assistance (including repatriation) in the event of accident, injury, illness (including full Covid-19 cover) or death.
- (2) You promise and undertake on behalf of yourself and each Party Member to:
  - (a) arrange travel insurance;
  - (b) not hold us responsible for any costs incurred by any Party Member of your party due to your (or their) failure to take out adequate insurance; and
  - (c) indemnify us for any costs incurred by any Party Member due to your (or each Party Member's) failure to take out adequate insurance.
- (3) Confirmation of the above in no way limits or excludes your statutory rights or limits the legal obligation owed to you where the providers of your holiday/travel arrangements (such as an airline or accommodation provider) are at fault. By booking a travel package with us you agree to the indemnity detailed above and detailed during the booking process.
- (4) Generally, most insurance policies apply limits and exclusions based on the cost of the travel package and your time spent abroad in any one year. It is your responsibility to check that you have adequate cover under your policy.
- (5) In addition, it is your responsibility to make sure there are no exclusion clauses within your policy relating to the activities or excursions to be undertaken during the travel package.
- (6) It is your choice but we recommend that you obtain travel insurance as soon as you can after your booking is confirmed as most travel insurance policies will provide coverage for cancellation and other events prior to your travel date.
- (7) All comments about insurance are intended to be general and not to amount to regulated financial advice or recommendation. If you are in doubt you should speak to your insurance broker/provider.

---

## SECTION 9 – INCLUSIONS & EXTRAS

### EVENTS

- (1) If entry into one of our events (physical or virtual) is included in your Booking Confirmation Email we will confirm the details of your attendance and the event inclusions in your final itinerary or event documentation.

## TERMS RELATING TO ALL EVENTS

- (2) We or our service providers may refuse entry or exercise the right of ejection if you or a Party Member are deemed to be behaving inappropriately (including but not limited to aggressive behaviour and drunken behaviour) and/or failing to follow instructions. We or our service providers may refuse entry or exercise the right of rejection to comply with all applicable laws.
- (3) If we are prevented from holding the event for reasons outside of our control then no refund will be payable.
- (4) At our events we may be fortunate to gain privileged access to celebrities, coaches, athletes or players who we ask to speak openly and freely to provide you with an enhanced insight and experience. In order to provide an environment where our celebrities, coaches and players feel comfortable to speak freely, we ask you to refrain from recording (audio and/or visual) and/or publicly disseminating any part of our event. Still photography is permitted for physical events only.
- (5) The celebrities, coaches and players in attendance at an event are at our complete discretion and you acknowledge that those persons advertised as being in attendance at an event may change at short notice. In addition, the date, time and venue and/or virtual platform of an event may change due to reasons outside of our control. We will not be liable for the cost of any arrangements you have made which you no longer require.
- (6) Celebrities, coaches or players in attendance at the event have the freedom to express their own views and opinions. You acknowledge that the views and opinions expressed are not necessarily a representation of the views and opinions of us or our commercial partners.
- (7) We have no control over the language or experiences expressed by the celebrities, coaches or players in attendance at the event. Adult language may be used at our events which may not be suitable for children.
- (8) Photographers and film makers will be in attendance at the event and may capture your image. It is a condition of entry/ access into the event that you and your Group consent to use and publication of your image and likeness by us for any purpose we see fit (including marketing purposes).

## ADDITIONAL TERMS RELATING TO PHYSICAL EVENTS

- (9) Your Group will be required to comply with the venue operator's terms of entry which will include policies on acceptable behaviour. If you are unable or choose not to attend the event there is no refund or cash alternative available. Your right to enter the event is not transferable and is at our discretion.
- (10) Transport to and from the event is your own responsibility and is not provided as part of any package unless otherwise stated in your Booking Confirmation Email and/or itinerary.
- (11) Where provided, food and drinks are allocated based on the number of attendees, however items may run out. Food and drinks may not be removed from our events.
- (12) Unless stated in your travel documentation, there is no reserved seating for you or your Group at our events and seats are given on a first come basis. Although we aim to ensure there is adequate seating, due to the nature of some events you may be required to stand. At the discretion of the organiser some seating may be reserved.

## ADDITIONAL TERMS RELATING TO VIRTUAL EVENTS

- (13) We will inform you by email as to how and when to access the virtual event and the hardware and software requirements in order to access the event.
- (14) It is your responsibility to ensure that you have adequate technology in order to access the virtual event and we will not be liable for any costs associated with doing so.
- (15) We may have to suspend the virtual event to deal with technical problems or make minor technical changes.

## ENTRY INTO ATTRACTIONS

- (16) If your package includes admission tickets for an attraction, day out, performance or show, such tickets will be subject to the ticket issuer's terms and conditions in addition to the venue's terms of entry.
- (17) Once tickets are sent to you these cannot be replaced if lost, stolen, damaged or defaced after delivery.
- (18) There are no cash refunds available if you do not use your admission tickets.

## MERCHANDISE

- (19) Where your package includes merchandise, you will be required to submit sizing choices for you and your Group at the point that you purchase your package or at a later date.
- (20) Please note that sizing varies between providers. We will provide sizing guides where available, but these are for information purposes only. We will endeavour to provide the nearest size if your size is not available. Merchandise sizes are subject to availability. Once selected it will not be possible to change your selected size. Some items of merchandise may only be available in unisex sizes. Women may be given men's sizes if the equivalent women's size is unavailable.

- (21) If you require children sizes you must make this known to us at the time you place your booking. We will endeavour to provide children sizes but this will be subject to availability.
- (22) You acknowledge that where merchandise is provided as part of your package, items provided in children's, men's and women's merchandise packs may differ.
- (23) We will not accept requests to return or exchange items of merchandise. The exception to this is where the item is faulty and/or damaged. In this instance where the fault/damage is proven to be genuine we will provide you with a replacement/repair for the faulty/damaged item at our cost. You will be responsible for returning the item to us. We will reimburse your reasonable costs of returning the faulty item to us.
- (24) Where your Package includes merchandise, this will be posted to the address provided by you or your Group during the booking process. The timing of delivery of merchandise will be at our complete discretion.
- (25) If you cancel your package before we provide you with the merchandise forming part of your package, you will not receive that merchandise, and this shall not alter or affect the cancellation charges payable by you.

## OFFICIAL HOSPITALITY

- (26) If we are able to offer official hospitality products to you as an addition or inclusion to your package, the official hospitality product will be subject to the official hospitality provider's terms and conditions, available on request, and may be subject to additional terms which we will provide to you.

## EXCURSIONS

- (27) Your Group will be required to comply with the excursion provider's terms & conditions in order to attend and participate in any excursions contained in your package. The Lead Booker is responsible for ensuring the Group are aware and comply with the terms & conditions of the excursion provider.
- (28) For any excursion that you book that has separate terms and conditions, a separate contract is formed and does not form part of your package. If you book excursions independently, we are not responsible for the provision of the excursion or for anything that happens during the course of the provision of the services by the excursion operator.

- (29) Children and babies may not be permitted to attend excursions. If they are permitted:

Child prices are not available unless stated in the excursion description/cost summary.

There may be no additional charge for a Baby provided they are seated on the lap of a parent/guardian. Please note that baby meals cannot be included and must be supplied by the parent/guardian. Please note that baby feed and change facilities may not be available.

- (30) There may be considerable walks, queuing, extended travel time, limited space and other practicalities associated with the nature of the excursion. If you have concerns as to whether this is suitable for any of your Group, please contact us.
- (31) If you choose to cancel an excursion or you fail to show up at the required time, there will be no refund or cash alternative available. This is because the excursion provider may charge us cancellation fees which we will not be able to recover.
- (32) All personal possessions (for example your mobile phone or camera) taken on excursions are at your own risk and we shall not be responsible if they are lost, stolen or damaged.
- (33) If you book your own excursions independently, either before you depart or whilst you are away we will have no responsibility to you for any such excursions and we do not accept any liability if things go wrong.
- (34) The excursion provider is responsible for delivery of all parts of the excursion (which may include transfers to and from the hotel – if applicable to the relevant excursion) and you should check what is included (for example meals may be extra). It is possible that the content, structure or format of an excursion may change slightly during the period between booking and the date on which you are due to participate in the excursion. In addition, inclement weather may also result in excursion itinerary changes or curtailment for which we shall not be responsible and no refunds will be paid.
- (35) A decision as to whether an excursion is going ahead (and in what format) is made at the excursion provider's sole discretion. If you decide not to participate in an excursion for reasons including but not limited to the weather, you will not receive a refund.
- (36) If any celebrities, coaches and players are participating in the excursion they are at our complete discretion and you acknowledge that those persons advertised as being in attendance on an excursion may change at short notice. In addition, the date, time and venue of an excursion may change due to reasons outside of our control. We will not be liable for the cost of any arrangements you have made which you no longer require.
- (37) If any celebrities, coaches and/ or players are in attendance on the excursion they have the freedom to express their own views and opinions. You acknowledge that the views and opinions expressed are not necessarily a representation of the views and opinions of us or our commercial partners.
- (38) We do not discriminate between who is permitted on excursions but the excursion provider may require you to be of a certain age, health, height or weight for health and safety purposes. Our website should specify if any restrictions apply



to an excursion and if you are in any doubt please contact us. If you ignore these requirements, you may be stopped from taking part in the excursion on the day by the excursion provider and may not receive a refund.

- (39) Unless explicitly stated in the description of the excursion or in your Confirmation Email, the excursion will not include travel to and from the excursion, food, beverages, clothing or any required equipment.
- (40) Where travel to and from the excursion is included as part of the excursion, pick up and drop off locations will be detailed in your final travel documentation and these will be non-changeable. If you are not at the scheduled departure point on time, the transport will depart without you.
- (41) Where food is included in your excursion we cannot always confirm the style of food that will be provided before the excursion. We are not liable for the excursion provider's ability to cater for specific dietary requirements.
- (42) Seating is allocated as one person per seat. Any accompanying hand luggage must be able to fit under the seat in front of you or in the overhead rack (if applicable).
- (43) You and your Group acknowledges that the excursion is supplied subject to the excursion provider's terms & conditions and other reasonable directions or instructions it may make from time to time to which you agree. The excursion provider's terms & conditions may be amended from time to time.
- (44) You agree not to cause a nuisance to the excursion provider or other participants on your excursion. If you cause damage or injury to any equipment or any other person whilst participating in the excursion you are fully responsible for any money payable as a result. If we have to pay any damages or costs to an excursion provider as a result of you causing damage or injury, you agree to pay an equivalent amount to compensate us.
- (45) You agree to not consume any alcohol or hot food on the excursion transportation. No smoking, including e-cigarettes, is allowed on any excursion transportation we provide, even if the service provider permits it.
- (46) Some excursion providers may provide you with the opportunity to purchase gifts or additional activities, these will be purchased at your discretion and risk and are not included in the cost of your excursion.
- (47) You must follow all reasonable instructions of the excursion provider. If in the reasonable opinion of the excursion provider your behaviour is disruptive, threatening or abusive, causes or likely to cause danger, and/or detrimental to or incompatible with the interests, comfort, well-being or harmony of the group and/or others the excursion provider may require you to withdraw from the excursion at any time. In the event of an early withdrawal from the excursion no refunds or compensation will be paid to you and we may make a claim against you for any costs and expenses incurred as a result of your behaviour.
- (48) Should you decide not to take part in the whole excursion or leave the excursion early you will not be entitled to a refund for any part that you have not experienced.
- (49) We may issue to you an excursion voucher which will be required to take part in the excursion. Once vouchers are provided to you these cannot be replaced if lost, stolen, damaged or defaced after delivery.
- (50) There are no cash refunds available if you do not use your excursion voucher.
- (51) You must not transfer, resell, offer, expose or make available any excursion you purchase from us.
- (52) You and all members of your party participating in or attending an excursion must be adequately insured. It is your responsibility to check whether the activities you will take part in as part of the excursion are included within your travel insurance policy cover.

#### **SPECIAL REQUIREMENTS AND ACCESSIBLE TRAVEL**

- (53) Please let us know as soon as possible if you have any specific dietary requirements and we will liaise with our suppliers and confirm to you the arrangements available. We are not liable for the supplier's ability to cater for special dietary requirements. Any special dietary requests may incur additional charges.
- (54) Please let us know as soon as possible if you require any assistance to travel for example if you require wheelchair access and we will liaise with our suppliers and confirm to you the arrangements available. We will try to meet your special requirements however these are not always possible, are subject to availability and may incur additional charges.

---

## **SECTION 10 - ACCOMMODATION**

### **ACCOMMODATION RATING**

- (1) If applicable the Ticket category included in your package does not have any correlation to the package and accommodation rating.
- (2) You acknowledge that you have been provided with sufficient information to make an assessment as to whether your accommodation is suitable for your needs, irrespective of how we have classified it. You should not rely on our and/or local classification systems to infer facilities and standards of the accommodation.

- (3) All photographs for accommodation used and information provided are for the purposes of illustration only and should not be taken to be literal representations of actual facilities, accommodations or services offered unless otherwise advised. Such information and photographs are provided to us by the accommodation service providers therefore we cannot guarantee their completeness or accuracy.
- (4) Whilst a hotel may have facilities advertised on its own website we are unable to guarantee the availability of these at the time of your stay.

### **ACCOMMODATION TERMS OF OCCUPANCY**

- (5) Our accommodation providers will have terms of occupancy that you will be required to accept when you check-in. These are often available on the accommodation provider's website. These may be updated from time to time and you must agree to the terms of occupancy.

### **ROOM TYPE AND CONFIGURATION**

- (6) Your room type and configuration will be specified in your Booking Confirmation Email but you acknowledge that we or an accommodation provider can change this at our/ their discretion and at short notice. As the accommodation provider reserves this right in our contract with them and we do not have control over this we shall not be liable to you for any changes to your room type or configuration that are imposed on us.

### **YOUR ACCOMMODATION**

- (7) Your accommodation will be listed in your Booking Confirmation Email unless you have booked a package with unnamed accommodation, in which case your accommodation will be confirmed to you prior to departure.
- (8) The following are not included in any package price unless specified and you should budget for these expenses accordingly: early check-in, portage, late check-out, storage charge, any room service, mini bar purchases, internet access, telephone charges, pay-tv services, spa and pool access, parking, food or beverage (unless breakfast is included) or any other service charges. This means your Group must settle all bills for additional purchases before you leave.
- (9) Please note that not all accommodation will have dining areas, 24 hr reception services, bars, room service, Wi-Fi/internet access, spa, fitness and swimming facilities, safes (in rooms or on site for the secure storage of belongings are not a confirmed facility), individually controlled air-conditioning or heating in the room or other services.
- (10) Please note that not all accommodation types will provide cleaning services to rooms on a daily basis, including but not limited to change of towels and toiletry refreshment.
- (11) You acknowledge that we have no control over the design, layout, floor allocation and views of the rooms provided as part of your package therefore we cannot guarantee any specific requests can be met.
- (12) Please note that for Twin/Triple/Quadruple rooms, the additional beds may be camp beds/fold-away beds/ sofa-beds etc.

### **CHECK-IN AND CHECK-OUT**

- (13) Our accommodation providers may request you to provide a credit card on check-in for pre-authorisation or providing a cash bond for guaranteeing additional spending.
- (14) Individual check-in and check-out times will be confirmed in your final itinerary or supporting documents. Group check-in times may differ to individual check-in times and those displayed on the accommodation websites.
- (15) We cannot guarantee that all accommodation will be available to check into upon your arrival.

### **LOYALTY SCHEMES**

- (16) It may not be possible to use loyalty cards or member schemes in connection with the accommodation. Accommodation may not be deemed to be eligible in accordance with the relevant scheme's rules meaning that awards, points or similar may not accrue in connection with the stay.

### **BREAKFAST**

- (17) Breakfast (if provided) will be confirmed in your Booking Confirmation Email. The format, style and content of breakfast is at the accommodation providers' discretion, as such it may not be a traditional 'English breakfast' or 'continental breakfast' and may be local cuisine and/or may be served in a 'take away' style.
- (18) Breakfast (if provided) will be the standard breakfast supplied by the accommodation provider and as such it will not include the cost of all the items detailed on the breakfast menu.
- (19) Breakfast may be served in a different room to the official breakfast room and the breakfast options may be different to other breakfast offerings at the hotel. Party Members may not be able to access the regular breakfast setting.

### **SPECIAL REQUIREMENTS AND ACCESSIBLE TRAVEL**

- (20) Please let us know as soon as possible if you have any specific dietary requirements and we will liaise with our suppliers and confirm to you the arrangements available. We are not liable for the supplier's ability to cater for special dietary

requirements and you acknowledge that the standards of replacement meals may not be comparable with European standards. Please note any special dietary requests may incur additional charges and cannot be guaranteed.

- (21) Please let us know as soon as possible if you require any assistance to travel for example if you require wheelchair access and we will liaise with our suppliers and confirm to you the arrangements available. We will try to meet your special requirements however these are not always possible, are subject to availability and may incur additional charges.
- (22) Disabled access routes may be different to the hotels main access routes and may sometimes be through the back of house areas and/or via staff lifts

#### USE OF THE ACCOMMODATION

- (23) Accommodation must be used by the Party Members named in your booking. You must not allow other people to stay in your room(s). You are not permitted to change the room names at check-in and any room name change requests must be made to us prior to your date of travel and will incur a package amendment charge (see *Section 4 – Charges*).
- (24) All children under 18 years of age staying at accommodation must be accompanied by an adult and must be supervised by an adult at all times.
- (25) Children under the age of 18 are required to be in the same room as their accompanying adult.

We are unable to arrange cots for children and/or babies. If you require a cot you will need to provide your own.

#### DAMAGE

- (26) You will be responsible for any breakages damage or other liabilities you or your Group incur during your stay at the accommodation we provide.

#### REFUSED ENTRY

- (27) If you or any Party Member are refused entry to accommodation, the contract with us will terminate immediately and we will have no further responsibility or liability to you.

#### CAR PARKING

- (28) Please let us know as soon as possible if you require car parking facilities at your hotel. Car parking: is not guaranteed, may incur additional fees, may be on a first come basis and may not be on the site of the hotel. Car parking is not available at every hotel.
- (29) If you use car parking facilities at your hotel you accept that cars are parked at your own risk.

---

## SECTION 11 – FLIGHTS

#### FLIGHT INFORMATION

- (1) We may not be able to specify on the website at the time of your booking request the airline or aircraft type that we will use, or the number of stops or routing of the flights.
- (2) Please note that your flight departure dates from the UK and return dates to the UK may change by up to 24 hours from those dates detailed in your booking request and Booking Confirmation Email, and therefore your accommodation duration will also be adjusted accordingly.
- (3) We will inform you of the airline (or range of airlines) we plan to use in your Booking Confirmation Email, but we reserve the right to change airline or aircraft types at any time (see *Section 5 – Changes*). Such changes will not be regarded as a major change for the purpose of these Package Terms and you will not be entitled to cancel the package booked with us without paying the appropriate cancellation charges (see *Section 6 – Cancellation*).
- (4) You will receive a flight confirmation letter/email from us which will specify your airline and flight times approximately six months before departure. These details will be reconfirmed in your final itinerary and you should check these as soon as possible as they might have been changed. Changes are not uncommon as all flights are subject to the granting of permits and licences by authorities, both in the UK and overseas.
- (5) Planned flight times will be given in the various documentation you receive, though these are for guidance only, not guaranteed and subject to schedule change.
- (6) Your flights are all linked and therefore you and your Group are required to take all flights throughout your package. Should you or any Party Member fail to travel on any of the booked flights the remaining flights will be automatically cancelled by the airline.
- (7) You and Your Group may not necessarily be sat together during your journey. Seat reservations/allocations (if provided) may be changed at any time by the transportation provider.

#### TICKETING OF FLIGHTS

- (8) We will ticket flights on such dates as we choose in our sole discretion. We are under no obligation to inform you of when we plan to ticket your flight. Flight ticketing may take place up to six months prior to your planned departure date, however we will not ticket your flight more than six months prior to your planned departure date.
- (9) If you wish to change the flights included in your package once they have been ticketed, you may be charged 100% cancellation fee and you will then need to purchase the new flight (See *Section 6 – Cancellation*).
- (10) Physical tickets will not be issued.

#### CONDITIONS OF CARRIAGE

- (11) By making your booking you are agreeing to the carrier's general conditions of carriage which are accessible on the carrier's website. These may be updated from time to time and you must agree to the conditions of carriage to travel.

#### ROUTES

- (12) Some flights may have to stop en-route and as factors affecting this are not always known before departure, we cannot always notify you in advance, though we will always endeavour to do so.

#### MULTI SECTOR FLIGHTS

- (13) Please note that where your itinerary includes multi-sector flights with different airlines, those airlines luggage restrictions/allowances may not be consistent for the duration of your journey. Conditions of carriage (which include luggage restrictions and allowances) will vary from carrier to carrier. For example, your second carrier's luggage allowance in respect of the weight of hand/hold luggage may be less than your first carrier's. These restrictions/allowances are non-negotiable and you will be required to comply with them otherwise you may be subject to additional charges imposed by the carrier.

#### GETTING TO AND FROM THE UK AIRPORT

- (14) You will be responsible for the cost of transfers to and from your UK departure and arrival airports.
- (15) Subject to availability and payment of any additional cost, we may be able to offer regional departures.
- (16) If a chauffeur service has been provided by an airline as part of a flight purchased by you, you acknowledge that it does not form part of your package, we have no control over and are not liable for the service provided.

#### ONLINE CHECK-IN

- (17) Online check-in will not be available for your flights as they are booked as part of a group allocation. You will be required to attend the airport to check-in for your flights. Further information will be provided in the supporting travel documentation.

#### CABIN CLASS

- (18) Unless you have selected an upgrade and this has been confirmed in your Booking Confirmation Email, your flight will be economy class. Due to seating configurations and other requirements, you and your Group may not necessarily be sat together during your journey.
- (19) Please note that cabin class (first, business, premium economy, economy) service and experience can vary between international and domestic carriers and from carrier to carrier. Please note that a specific cabin class is not always available as an option on domestic flights or different carriers. You may therefore not experience the same service and experience from your departure point to your destination and there may not be a specific cabin class option for certain sectors of your journey.

#### BAGGAGE ALLOWANCES AND EXCESS BAGGAGE

- (20) Baggage allowance varies between airlines and international and domestic flights. Once we have confirmed your flights, you should check the applicable baggage allowances. You may have to pay additional charges at check-in if these are exceeded.
- (21) Excess baggage charges are the responsibility of each Party Member. We shall not be liable to pay any excess baggage charges on a Party Member's behalf.

#### FREQUENT FLYER PROGRAMMES

- (22) It may not be possible to use frequent flyer, other loyalty cards or member schemes in connection with the flights. The flights may not be deemed to be eligible flights in accordance with the relevant scheme's rules meaning that awards, points or similar will not accrue in connection with the flight. It is not possible to use frequent flyer, other loyalty cards or member schemes points to pay for, or request an upgrade to your flight.

#### REFUSED BOARDING AND DAMAGE

- (23) Please note that the captain of the aircraft has absolute authority over the aircraft and passengers at all times, when they are boarding or on board the aircraft.

- (24) The captain can refuse to carry anyone if they are, in the captain's opinion, unfit for any reason to travel or may pose a danger to the aircraft or other passengers.
- (25) If you or any Party Member is refused carriage in these circumstances, the contract with us will terminate immediately and we will have no further responsibility or liability to you.

#### **CABIN SERVICE**

- (26) Cabin service is provided by the airline and as such we have no control over the service provided (this includes but is not limited to the standard and availability of food and drink items).
- (27) The service of food and drink is provided at the discretion of the airline and may not be included as part of your booking. The airline carrier reserves the right to withdraw the food and drink service at any time.

#### **DELAY AND CANCELLATION**

- (28) In the event of your flight arrangements being changed or cancelled, as outlined in this section, we accept no liability for extra costs or consequential loss, arising directly or indirectly from any independent contract arrangement, between the client and a third party.
- (29) Arrangements in the event of travel delay are the responsibility of the carrier.
- (30) You have rights in some circumstances to compensation from the airline in cases of denied boarding, cancellation or delay to flights. Full details of these rights will be publicised at airports and will also be available from airlines. Reimbursement in such cases is the responsibility of the airline and will not automatically entitle you to a refund of your package from us.

#### **BANNED CARRIERS**

- (31) There are air carriers which are banned from operating within the European Union. These are listed at [www.ec.europa.eu/transport/modes/air/safety/air-ban/index\\_en.htm](http://www.ec.europa.eu/transport/modes/air/safety/air-ban/index_en.htm). Rest assured we will not be using any of these carriers on your trip.

#### **FLIGHT UPGRADES**

- (32) Subject to availability and the payment of the additional costs you may upgrade your flights. Flight upgrades you pay for will form part of your original package. Where you ask us to provide bespoke flights, these will be 100% non-refundable and payable 100% up front at the time of your bespoke request.
- (33) We require payment in full for the upgraded flight element to reflect the increased cost. We will confirm all upgrades to you in writing.
- (34) Upgrades will only apply to the international sectors of your flights confirmed by us in writing. All seats on domestic flights will be in economy class regardless of whether you have upgraded. Upgrades may not apply to the European sector of your flight.
- (35) If you cancel a package that includes an upgraded flight, we will add our non-recoverable costs from the relevant airline to our cancellation charges (see *Section 6 – Cancellation*).
- (36) Access to the business lounge is at the sole discretion of the airline and as such we cannot guarantee you will have access as part of your upgraded flight cost. If access to the business lounge is granted, the service inside is provided by the airline and as such we have no control over the service provided (this includes but is not limited to the standard and availability of food and drink items).

#### **FLIGHT CHANGES**

- (37) If you wish to change the flights included in your package, you will be charged for the amendment as detailed in *Section 4 Charges*. You may also be charged a cancellation fee (See *Section 6 – Cancellation*) and you will need to pay the fare of the new flight or difference in fare.
- (38) If you make changes to the flight included in your package, for example change the day or time of travel and a transfer was included in your package, you will lose the benefit of this transfer and unless we agree in writing that there is a new transfer included in your package you will need to make your own arrangements from the airport.

#### **FLIGHT REGULATIONS**

- (39) There are still restrictions on what you can carry onto planes or have in your hand luggage. This includes sharp instruments. For a full list please see here: [www.gov.uk/hand-luggage-restrictions](http://www.gov.uk/hand-luggage-restrictions).
- (40) A number of food and other products cannot be brought back into the UK. For a full list see here [www.direct.gov.uk/dontbringmeback](http://www.direct.gov.uk/dontbringmeback).
- (41) You will need to declare cash if you are entering or leaving the European Union (EU) and carrying cash of 10,000 Euros or more, or the equivalent in other currencies. Please see <https://www.gov.uk/bringing-cash-into-uk>.

#### **SPECIAL REQUIREMENTS AND ACCESSIBLE TRAVEL**

- (42) Please let us know as soon as possible if you require any assistance to travel for example if you require wheelchair access or have dietary requirements and we will liaise with our suppliers and confirm to you the arrangements available. We will try to meet your special requirements however these are not always possible, are subject to availability at the discretion and control of the airline and may incur additional charges.
- (43) Dietary requirements must be given to the airlines in advance of travel.
- (44) Please let us know as soon as possible if you have any seating requests and we will liaise with our suppliers. It may not be possible to meet your requests as these will be subject to availability at the discretion and control of the airline and may incur additional charges.

---

## SECTION 12 – TRAVEL SERVICES

### TRAVEL SERVICE PROVIDER'S CONDITIONS OF CARRIAGE

- (1) All travel services (including all coaching, airport accommodation transfers, metros, trains, travel passes, special event and match day transfers, but excluding flights detailed in *Section 11 – Flights*), provided as part of your package will be subject to the travel service provider's conditions of carriage and luggage restrictions in force from time to time.
- (2) The provider's conditions of carriage may be accessible on the provider's website or can be made available on request. These may be updated from time to time and you must agree to the conditions of carriage to travel and you must comply with any reasonable instructions given by us or the travel service provider.
- (3) We shall not be responsible to you for any breaches of the conditions of carriage and any subsequent fines or penalties and/or refusal of the travel service provider to transport you or any Party Member.
- (4) Travel service operators may use any suitable vehicle to provide the relevant service e.g. National Express may use vehicles of other travel service operators to fulfil the journey and therefore these vehicles may not offer the same facilities.

### USING THE TRAVEL SERVICES

- (5) Further information regarding travel services will be provided to you when available via travel documentation and accommodation information boards or such other method of communication as we notify to you.
- (6) You and your Group will be required to wear seat belts (where provided) at all times whilst in a vehicle forming part of our travel services and follow all our and/or the travel service providers safety instructions.
- (7) We do not permit any alcohol or food to be consumed on a travel service unless permitted by the relevant carrier. No smoking, including e-cigarettes, is allowed on any travel service we provide, even if the travel service provider permits it.
- (8) We do not guarantee that there will be a toilet onboard your travel service.
- (9) You acknowledge that the travel service provider may not offer all drivers to be English-speaking however where deemed necessary an English-speaking driver or rep will be provided but is not guaranteed for every journey. You may not have the same driver throughout your itinerary.
- (10) We may issue you with either travel ticket, e-ticket, locator reference, pass or voucher to evidence an agreement to carry you on the relevant travels service, we call these travel vouchers (**Travel Voucher**). Travel Vouchers may;
  - (a) not be transferred or used by anyone else; and
  - (b) only be used on the journey and date set out on the Travel Voucher.
- (11) Travel Vouchers that have been damaged, spoiled, defaced or otherwise tampered with will be invalidated and we and/or the travel service provider reserve the right to refuse carriage. Further, we will not be obliged to provide replacement Travel Vouchers should they be lost or stolen. If you decide not to use the Travel Voucher, then you must inform us as soon as possible. We will not provide a refund for travel services that you and/or any Party Member choose not to use.

### DEPARTURE, ARRIVAL AND ROUTES

- (12) Please arrive at least 15 minutes before the scheduled departure times, unless alternative times are stipulated in your travel documentation, for your travel service on both the outbound and inbound journey sectors.
- (13) Our transportation providers will only pick up and drop off at the locations specified in your Booking Confirmation Email and/or final itinerary.
- (14) Seats are not reserved and as such you and your Group may not necessarily be sat together during your journey. Seat reservations/allocations (if provided) may be changed at any time by the transportation provider.
- (15) We are unable to delay departure times and will not be liable to you or a Party Member should you or a Party Member miss a departure time.
- (16) All journey times are approximate. When travelling to events, we leave sufficient time to get there and as such may arrive at an event before the gates open. We shall not be responsible for delays or cancellation in travel services caused by reasons outside of our and/or the travel service provider's direct control. We shall not be liable for the inability to attend all or part of an event.
- (17) You acknowledge that the travel service may not be a direct service to and from your destination and your journey may involve different vehicles and multiple stops.
- (18) You acknowledge that events may run over the scheduled time and that we shall not be liable for any missed transport/connections.
- (19) Your travel service is subject to unscheduled stops, diversions and driver breaks. It is therefore not always possible for journeys to be direct without stops. We cannot always notify you in advance, though we will always endeavour to do so. We cannot guarantee services and facilities at transport breaks and they may be limited.

- (20) You acknowledge that in respect of transport to the events (where provided), the event organisers will operate a transport plan over which we have no control. Accordingly, you acknowledge and will make your Group aware that vehicles may not be able to drop off and/or park where planned and that some walking may be required or that the use of an additional park and ride facility may be required.

### LUGGAGE

- (21) Your luggage entitlement will be confirmed in your final itinerary or supporting documents.
- (22) Luggage must not contain any dangerous, illegal or excessively sized items and such luggage will be refused to be carried. You take luggage and valuables at your own risk and we shall not be liable for any of your personal property being lost, stolen or damaged. You must not leave any luggage on transport unattended and must take all luggage with you when disembarking.
- (23) We advise that you do not take any luggage or large bags with you to any stadiums. Each stadium provides different rules regarding bags and luggage allowed in the stadium. You should check with the stadium prior to taking any bags or luggage with you.

### MATCH DAY TRANSFERS

- (24) Match day transfers are not included in your package unless specified in your Booking Confirmation Email. If they are included, the times and locations of the pick-up and drop off points will follow in your final itinerary, supporting documentation or be displayed on accommodation information boards or such other method of communication as we notify to you.
- (25) You acknowledge that in respect of match day transfers (where provided), the event organisers will operate a transport plan over which we have no control, you acknowledge and will make your Group aware that this may include that:
  - (a) vehicles may not be able to drop off and/or park in the immediate vicinity of the stadium and that some walking or use of an additional park and ride facility (if provided by the event organiser) may be required;
  - (b) drop off points will be designated by the event organisers; and
  - (c) the plan can change with or without notice and may impact on your travel arrangements.
- (26) Match day transfers may be on public transport, or if private vehicles are used, they may be shared with other clients. If the transfer is exclusively private, this will be explicitly confirmed in your Booking Confirmation Email.
- (27) If the match to which you are due to attend is cancelled and a match day transfer was provided as part of your package for the cancelled match, refunds may be made in accordance with the terms of the match day transfer provider. Refunds will be made at our sole discretion and if a refund is agreed by us, you will only receive a refund to the extent that we receive a refund from the Match Day Transport provider. We may require the travel card to be returned to us to obtain the refund.

### TRAVEL CARDS

- (28) Match day travel cards are not included in your package unless specified in your Booking Confirmation Email. The form of match day travel to which your match day travel card relates will be specified in your final travel documentation.
- (29) All travel cards are supplied subject to the terms and conditions of carriage set by the travel service provider. By using your travel card you agree and accept these terms and conditions.
- (30) You are responsible for the safekeeping of your travel card(s) which cannot be replaced if lost, stolen or defaced. There is no cash alternative to a travel card and no refunds will be given for unused travel cards or where travel cards are not able to be used due to reasons outside of our control.
- (31) If your travel card is not working at a relevant transportation point (e.g. station), please speak to one of the transportation point representatives who will be able to assist. We will not provide reimbursement for the purchase of new travel cards.
- (32) If the match to which you are due to attend is cancelled and a match day travel card was provided as part of your package for the cancelled match, refunds will be made in accordance with the terms of the travel card provider. You will only receive a refund to the extent that we receive a refund from the travel card provider.
- (33) We may require the travel card to be returned to us to obtain the refund.

### REFUSED BOARDING AND DAMAGE

- (34) We or our travel service provider may refuse boarding or require disembarkation if you or a Party Member are deemed to be behaving inappropriately (including drunken behaviour) and/or failing to follow instructions.
- (35) We shall not be liable to you for the behaviour of other passengers over which we have no control and if you are refused boarding we shall not be liable to you and we shall have no liability to return you to your point of origin.

- (36) You shall be responsible for any damage or soiling caused to our carrier, its equipment or mode of transport by you or your Group and if we get charged for such damage or soiling you agree to repay us for such amount we are charged as a result of your actions.

#### **SPECIAL REQUIREMENTS AND ACCESSIBLE TRAVEL**

- (37) Please let us know as soon as possible if you require any assistance to travel for example if you require wheelchair access or have specific dietary requirements and we will liaise with our suppliers and confirm to you the arrangements available. We will try to meet your special requirements however these are not always possible, are subject to availability and may incur additional charges.

---

## **SECTION 13 – TICKETS**

### **TICKET TERMS & CONDITIONS**

- (1) As part of your package we will allocate you official Tickets for the matches included in your booking. Please note that the official Tickets included in your package will be as stated in the Booking Confirmation Email. Please note that the Tickets included in your package will be the lowest category available unless otherwise stated.
- (2) All Tickets are supplied in accordance with the Ticket issuer's Ticket Terms and Conditions, the latest version can be found at Schedule 1 General Terms Of Sale Valid For All Tickets To The Matches Of The Women's Rugby World Cup England 2025 ). Please note these may differ from the ticket terms and conditions provided on the Ticket issuer's website.
- (3) The Ticket Terms and Conditions will be made available to you at the time of your booking request (if they are available) and if subsequently updated, will be provided to you prior to your departure. You are required to agree to be bound and comply with the Ticket Terms and Conditions. You will also inform anyone in your Group that they are accepting the Ticket Terms and Conditions as part of your package.
- (4) We shall not be responsible to you if your Ticket is cancelled or you are refused entry to, or ejected from, a venue as a result of breaching the Ticket Terms and Conditions.
- (5) Please note that start times shown on the website are indicative and may change, all start times are subject to confirmation and may change for reasons outside of our control.

### **CANCELLATION OF THE MATCH**

- (6) We recommend you check your insurance to make sure that you are covered in the event that the match(es) you are due to attend is rescheduled, cancelled or postponed.
- (7) Tickets are sold subject to the relevant Ticket Terms and Conditions which may include the Ticket issuer's right to alter or vary the programme due to events or circumstances beyond its reasonable control without being obliged to refund monies or exchange Tickets. If the event to which you are due to attend is cancelled, we will refund you the face value of your Ticket to the extent that we receive a refund from the Ticket issuer. Your package will be unaffected by the event cancellation and we will continue to provide you with the services in your package.

### **STADIUM MAPS**

- (8) Each stadium is unique. There may be restricted views regardless of the category of tickets, for example this could be due to balcony overhang, walls, safety barriers etc. There is also no guarantee of view of the digital screen from any seat in the stadium.
- (9) Where available, stadium maps showing categories and/or locations of Tickets are for information purposes only and made available as a guide. The guides are not to scale and are an approximation of where you may be seated in the stadium. The stadium/organiser reserves the right to re-categorise, move or reallocate categories and locations at its sole discretion at any point before or during the tournament. We may not be informed of such reorganisations or re-categorisations.

### **ALLOCATIONS**

- (10) Tickets will be allocated from our official allocation. Please note that the organisers determine our allocation and location of ticket categories within the stadia over which we have no control.
- (11) Please note that we cannot be held responsible where the position or perceived quality of your seat at the match does not meet your personal expectations.

### **GROUP BOOKINGS**

- (12) If you are booking as a Group, please note that it is not guaranteed that your Group will all be able to sit together in the stadium.

### **UPGRADES**

- (13) Subject to availability and the payment of the additional costs, you may be able to upgrade your Tickets at the time of making your booking. Subject to availability and the payment of the additional costs, you may be able to upgrade your Tickets after receiving your Booking Confirmation Email. Ticket upgrades you pay for will form part of your original package however these will be 100% non-refundable and payable 100% up front at the time of your Ticket upgrade request.

### **TICKET DISTRIBUTION**

- (14) We will distribute your Tickets to you in a manner that we deem most appropriate, this includes electronic methods of distribution. We will inform you which method of distribution we intend to use prior to departure but reserve the right to amend this at any time. Once distributed, Tickets are your responsibility and cannot be replaced. It is your responsibility to check your Tickets on receipt and you should contact us as soon as possible if there is a mistake.

### **SPECIAL REQUIREMENTS AND ACCESSIBLE TRAVEL**

- (15) If you are a wheelchair user and require wheelchair user Tickets or you are a customer who requires accessible seating but are not a wheelchair user, you must inform us at the time of making your booking request.
- (16) Please note that wheelchair user tickets and accessible tickets are very limited and special mobility arrangements at each stadium/venue are under the control of the stadium/venue operator over whom we have no control. Wheelchair user tickets or accessible tickets will be specifically confirmed in your Booking Confirmation Email, if they are not, you will have the category of Ticket confirmed in the Booking Confirmation Email. You will only be able to enter with and use a wheelchair in the stadium if you have a wheelchair user ticket.
- (17) Wheelchair user tickets or accessible tickets do not include the supply of a wheelchair or other requirements and as such you must make arrangements for these yourself.

---

## **SECTION 14 – YOUR OBLIGATIONS**

### **CONDUCT AND BEHAVIOUR**

- (1) We expect you to take responsibility for your own and your Group's actions whilst you are enjoying your package.
- (2) We cannot be held responsible for the actions or behaviour of other guests or individuals who have no connection with your booking or with us.
- (3) The Lead Booker and any adults or members of staff accompanying the Group shall, at all times ensure that:
- (a) the Group reaches any departure points on time;
  - (b) all Party Members comply with any and all Covid-19 requirements during the trip;
  - (c) no Party Members smoke or vape in any smoke-free places or behave in any other way which may cause a fire hazard;
  - (d) the Group or any members of the Group comply with all relevant laws.
- (4) We expect all our clients to conduct themselves properly and not behave in any way which causes or is likely to cause: danger, offence or upset to any other person; or damage to property; break any law; or that is generally considered unacceptable.
- (5) Any Party Member that behaves this way will be required to leave their transportation, event venue, excursion and/or accommodation and we will have no further responsibility to them including any return travel arrangements. In the event that we consider your behaviour as a breach of these Package Terms (for example *Section 21 – Customer Code of Conduct*) the contract with us will terminate immediately and we will have no further responsibility or liability to you.
- (6) If we ask you or any Party Member to leave because of your behaviour, no refunds will be given and we will not pay any expenses or costs you incur as a result.
- (7) You will be responsible for any damage or loss caused by you or any Party Member during your time away.
- (8) You must make full payment direct to the accommodation or other service supplier in respect of the damage or loss you or your Group have caused. You will also be required to compensate us for any subsequent claims brought against us as a result of your actions.
- (9) You will reimburse us in full and on demand any costs or damages suffered by us as a result of any act or omission of you or any Party Member.



---

## SECTION 15 - IF THINGS DON'T GO QUITE RIGHT

### COMPLAINTS

- (1) If you have a complaint about your package or have any problems whilst you are away, please inform one of our representatives or call our 24-hour customer service helpline without undue delay who will endeavour to put this right. If you fail to follow the requirement to report your complaint we will have been deprived of the opportunity to investigate and rectify your complaint whilst you were travelling with us. This may affect your rights under this contract.
- (2) These Package Terms and the laws and applicable standards of the country in which any claim or complaint occurred will be used as the basis for reviewing your complaint.
- (3) If the services which the complaint is in relation to was provided in compliance with the applicable local laws and standards, the services will be treated as having been properly provided. This will be the case even if the services did not comply with the laws and standards of the UK which would have applied had those services been provided in the UK.
- (4) If your complaint or problem is not resolved whilst you are away please follow this up within 28 days of the end of your holiday by writing to us by email to the email address detailed in Section 19 or by writing to us at Carter Court, 8 Davy Way, Quedgeley, Gloucester GL2 2DE giving your booking reference number and brief details of your complaint. Please keep your letter concise and to the point. It is strongly recommended that you communicate any complaint to us without delay.
- (5) Our Customer Services Team will respond to your written complaint within a reasonable time following an investigation into your complaint. We will correspond with you by email, phone and letter in an attempt to resolve your complaint.
- (6) We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. We can also offer you ABTA's scheme for the resolution of disputes which is approved by the Chartered Trading Standards Institute. If we can't resolve your complaint, go to [www.abta.com](http://www.abta.com) to use ABTA's simple procedure. Further information on the Code and ABTA's assistance in resolving disputes can be found on [www.abta.com](http://www.abta.com).

### OUR LIABILITY TO YOU

- (7) It is our responsibility to perform the contract we have with you. You must inform us without undue delay of any failure to perform or improper performance of the travel services included in this package. If any of the travel services included in your package are not performed in accordance with the contract, or are improperly performed, by us or the travel service suppliers, and this has affected the enjoyment of your travel arrangements, you may be entitled to an appropriate price reduction or compensation or both. Please note it will be for you to show that we have not performed the contract properly and that this has caused you damage or loss.
- (8) Nothing in these Package Terms excludes or intends to exclude our liability for death or personal injury caused by our negligence or our contractual liability to you under The Package Travel and Linked Travel Arrangements Regulations 2018.
- (9) However, we will not be liable where any failure in the performance of the contract is due to:
  - (a) you or a Party Member (for example if you break a law in the country visited); or
  - (b) a third party unconnected with the provision of your package or arrangements; or
  - (c) unusual, unavoidable, unforeseeable and extraordinary circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised; or
  - (d) an event which we or our suppliers, even with all due care, could not foresee or forestall.
- (10) For claims for personal injury, illness or death, any payments will only be made if the following conditions are met:
  - (a) you must tell us, and the supplier involved, about your injury or illness while you are travelling with us and you must write to our office about your claim within three months of the date of arriving home. A letter from your doctor, detailing your injury, should also be included;
  - (b) any rights that you have against the supplier or any person, must be transferred to us; and
  - (c) you must agree to fully co-operate with us or our insurers, if we wish to enforce those rights.

You are asked to transfer your rights to us, so that we can claim back from suppliers any payments that we make to you, plus any legal or other costs that are incurred.

- (11) Save for death or personal injury caused by our negligence, our liability to you and your Group for any damage, loss of enjoyment or other loss you suffer shall be limited to a maximum of three times the cost of your package excluding any amendment charges) in total. Our liability will also be limited in accordance with and/or in an identical manner to:
  - (a) the contractual terms of the companies that provide travel services that make up your package. These terms are incorporated into this contract; and

- (b) any relevant international convention, for example the Montreal Convention (travel by air), the Athens Convention (travel by sea), the Berne Convention (travel by rail) and the Paris Convention (provision of accommodation), which limit the amount of and conditions under which compensation can be claimed for death, injury, delay to passengers and loss, damage and delay to luggage. We are to be regarded as having all benefit of any limitation of the extent of or the conditions under which compensation is to be paid under these or any conventions.
- (12) Where any payment is made by us in regard to a claim, the person(s) receiving it (and their parent or guardian if under 18 years) agrees to:
  - (a) assign to us or our insurers any rights they may have to pursue any third party; and,
  - (b) must provide us and our insurers with all assistance we may reasonably require.
- (13) You can ask for copies of the travel service contractual terms, or the international conventions, from us.
- (14) Personal arrangements including any travel, accommodation, excursions or hospitality which have been arranged by you are at your own risk. We shall not be liable for any loss of enjoyment or wasted expenditure in respect of your personal arrangements.
- (15) If a change is made to your package in accordance with these Package Terms and you subsequently no longer need any personal arrangements you have made, we will not be liable for any costs you incur in respect of those personal arrangements, including (without limitation) costs of cancellation or replacement arrangements.
- (16) Under EU law (Regulation 261/2004) and The Air Passenger Rights and Air Travel Organisers' Licensing (Amendment) (EU Exit) Regulations 2019 you have rights in some circumstances to refunds and/or compensation from your airline in cases of denied boarding, cancellation or delay to flights. Full details will be publicised at UK and EU airports and available from airlines. However reimbursement in such cases will not automatically entitle you to a refund of your holiday cost from us. Your right to a refund and/or compensation from us is set out in *Section 6 – Cancellation*.
- (17) If any payments to you are due from us, any payment made to you by the airline and/or other third party suppliers will be deducted from the amount due from us. If your airline does not comply with these rules you should complain to the Aviation Consumer Advocacy Panel [www.caa.co.uk](http://www.caa.co.uk).
- (18) Any and all arrangements you make that are not part of your package supplied by us are your responsibility and are made at your own risk.

### UNAVOIDABLE AND EXTRAORDINARY CIRCUMSTANCES

- (19) If it is impossible to ensure your return as agreed in your package due to unavoidable and extraordinary circumstances, we will bear the cost of necessary accommodation, if possible of equivalent category, for a maximum of three nights. The limit doesn't apply to persons with reduced mobility and any person accompanying them, pregnant women and unaccompanied minors, or persons in need of specific medical assistance, provided that you notified us of these needs at least 48 hours before the start of your holiday.

### ADDITIONAL ASSISTANCE AND EMERGENCIES

- (20) If you are in difficulty whilst on holiday and ask us to help we will provide appropriate assistance, in particular by providing information on health services, local authorities and consular assistance; and helping you to find alternative arrangements and any necessary phone calls/emails. You must pay any costs we incur, if the difficulty is your fault or caused by your negligence.
- (21) If you or a member of your Group have an emergency while you are away, please contact us on the 24-hour customer service contact number provided to you in your event information pack prior to your departure. We will endeavour to assist you where required to the best of our abilities. If you fail to report your emergency, we will have been deprived of the opportunity to provide any assistance.

---

## SECTION 16 - YOUR FINANCIAL PEACE OF MIND

- (1) We appreciate that you are spending a lot of money on your package and want to reassure you that it is financially protected.

### ABTA PROTECTION (PACKAGES WITHOUT FLIGHTS)

- (2) We are a Member of ABTA, membership number V4759. Further details are available at [www.abta.com](http://www.abta.com). We provide full financial protection for our package holidays by way of a bond held by ABTA.

- (3) You agree to accept that in the event of our insolvency ABTA may arrange for the services you have bought to continue, or for a suitable alternative to be provided at the same cost as your original booking. You also agree to accept that in circumstances where the travel service supplier provides the services you have bought, you agree to pay any outstanding sum under your contract with us to that alternative travel service provider. However, you also agree that in some cases the services will not be provided, in which case you will be entitled to make a claim under ABTA's Scheme of Protection (or your payment card issuer where applicable) for a refund of the monies you have paid.

#### **ABTA**

- (4) ABTA - The Travel Association, 30 Park Street, London, SE1 9EQ, [www.abta.co.com](http://www.abta.co.com)

#### **ATOL PROTECTION (PACKAGES WITH FLIGHTS)**

- (5) We are required to provide security for the monies that you pay for the package holidays booked from us and for your repatriation in the event of our insolvency. We provide this security by way of an ATOL (number 3030) administered by the Civil Aviation Authority for packages which include a flight. If you book arrangements other than a package holiday from us, the financial protection referred to above does not apply.
- (6) When you buy an ATOL protected air holiday package and/or flights from us you will receive a Booking Confirmation Email from us (or via our authorised agent through which you booked) confirming your arrangements and an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong.
- (7) We will provide you with the services listed on the ATOL Certificate (or a suitable alternative). If we, or the suppliers identified on your ATOL Certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable). If we are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

#### **CIVIL AVIATION AUTHORITY**

Gatwick Airport South, West Sussex, RH6 0YR, UK. Telephone 0333 103 6350. Email [claims@caa.co.uk](mailto:claims@caa.co.uk).

---

## **SECTION 17 – YOUR INFORMATION AND HOW WE USE IT**

### **INFORMATION WE REQUIRE FROM YOU**

- (1) Capitalised terms in this section shall have the meaning given to them in the Data Protection Act 2018.
- (2) At any time prior to travel and throughout the duration of your trip, we may require additional information from you regarding your Group which will include (without limitation) Advanced Passenger Information (APIS) and merchandise sizing. You agree to provide the information promptly on our request and before any deadline we set. When submitting the information, you will ensure it is true and accurate and consent to us using it for the purposes of performing our contract.
- (3) We collect Personal Data about you and your Group when you make your booking.
- (4) We collect and process your Personal Data in accordance with our Privacy Policy available on request or on our website.
- (5) We will update your Personal Data whenever we can to keep it current, accurate and complete. If any of your Personal Data changes you must provide us with the updated Personal Data at the earliest opportunity.
- (6) We are contractually obliged to pass on your Personal Data to the Entities for ticket management and reporting purposes.
- (7) The Personal Data that we collect from you may be transferred to, and stored at, a destination outside the UK. It may also be processed by staff operating outside the UK who work for us or for one of our suppliers. Such staff may be engaged in, among other things, the fulfilment of your booking request, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing and processing.

### **DATA PROTECTION**

- (8) By making a booking with us please note that we will be required to Process your Personal Data in the performance of this contract.

- (9) In providing you with your package we will be required to pass your Personal Data on to third parties. This may include travel service and accommodation providers, insurance providers, payment processor, governing bodies and event organisers. For full details about who we pass your Personal Data to please see our Privacy Policy detailed on our website.
- (10) If you have given your consent for us to do so, we will provide you, or permit selected third parties to provide you with information about goods and services that we feel may be of interest to you.
- (11) When you provide us with the Personal Data of your Group you are confirming that you have obtained their consent to do so.

### **SPECIAL CATEGORIES OF DATA**

- (12) You may provide us with Special Categories of Personal Data including:
- (a) a specific medical condition;
  - (b) specific dietary requirements;
  - (c) a requirement for special assistance; and/or
  - (d) your passport information.
- (13) When you provide us with Special Categories of Personal data you consent to us processing such Personal Data for the purpose of providing you with your package.
- (14) If you have a dietary need, medical condition or disability that can be assisted by selected stadium seating, ground transport specifications or specific accommodation requests, we kindly ask that you complete a questionnaire accessible at [England Rugby Travel medical questionnaire](#).

### **MEDIA**

- (15) Where it is practical to do so, we will seek the consent of any Party Member who is prominently included in any photos or videos. Consent will not generally be sought from Party Members who only appear in the background and are not identifiable.
- (16) Unless you tell us otherwise, you consent to us using any photographs or video without charge (now and in the future).
- (17) No Party Members will be identified by name.
- (18) You are able to withdraw your consent to any future use of any photos or videos where a Party Member is identifiable by contacting us, via the details contained in Section 19 Contact, and providing notice which states that you are withdrawing your consent.

---

## **SECTION 18 - SUPPORT**

### **SUPPORT**

- (1) Most of our accommodation is staffed by one of our representatives for a set period of time each day to support you as required, but we do not guarantee this will be the case.
- (2) You acknowledge that we will not supply a tour leader. Our representatives will not be with you for every hour of every day and may not be present on your transportation.

### **HELPLINE**

- (3) We will operate a 24-hour customer service helpline from the date of departure to the date of your return.

### **ESCORTED TOUR**

- (4) If your tour is confirmed as "Escorted" this means that subject to minimum numbers being reached on the tour you will be accompanied by a member of our staff (or such other representative as we see fit) during key stages of your tour such as arrival to your destination or checking into a new accommodation. It also means that our representatives will be available for a set period of time on days notified to you in advance in your accommodation to support you as required. We will also operate a 24-hour customer service helpline for the duration of your tour, the information of which will be provided to you in your event documentation before you travel.
- (5) Your tour group and any member of our staff assigned to your tour group may change throughout the duration of your tour.
- (6) We know you like to enjoy your own time as well as spending time with your fellow travellers. As such Escorted does not mean that we will supply a tour leader or that our representatives will be with you for every hour of every day or will accompany you on all of your activities or transportation.
- (7) Please note that you may be staying in accommodation and using services with other tour groups and your tour group may be split across different service providers.

## FLIGHT & TICKET PACKAGES

- (8) Our Flight & Ticket Packages include a return international flight as well as the tickets to the matches that form part of your package. These tours are designed to give you the flexibility to make your own plans. These are not Escorted or accompanied tours and do not include accommodation, any transfers or other travel, internal flights, luggage handling, fuel, parking, excursions, insurance, food or beverages. This is not an exhaustive list and if it is not listed in your Booking Confirmation Email then it is not included in the price you paid for your package. We will also operate a 24-hour customer service helpline for the duration of your tour.

## ENGLISH SPEAKING GUIDES AND TOUR LEADERS

- (9) We will aim to provide English speaking guides and tour leaders where this has been specifically included in your package. Although we will take reasonable care in appointing guides we cannot guarantee the standard of translation or the level of knowledge of the appointed guide. We cannot be held responsible for the views and opinions that may be expressed by your appointed guide. You acknowledge that the views and opinions expressed are not necessarily a representation of ours.

---

## SECTION 19 - CONTACT

### OUR COMPANY

Your contract is with Mike Burton Travel Limited trading as England Rugby Travel of 4th Floor, Broadhurst House, 56 Oxford Street, Manchester, England, M1 6EU. Our Company Number is 02616655.

### OUR EMAIL ADDRESS

[operations@englandrugbytravel.com](mailto:operations@englandrugbytravel.com).

### OUR PHONE NUMBER

0344 788 5005

### OUR WEBSITE

[www.englandrugbytravel.com](http://www.englandrugbytravel.com)

---

## SECTION 20 – GENERAL

### PACKAGE TRAVEL AND LINKED TRAVEL ARRANGEMENTS REGULATIONS 2018

- (1) For more information on key rights under the Package Travel and Linked Travel Arrangements Regulations 2018: <https://www.englandrugbytravel.com/terms-and-conditions/>.

### NO PARTNERSHIP, AGENCY OR JOINT VENTURE

- (2) If, in making a booking with us, you are making arrangements on behalf of third parties your booking is subject to the condition that, except with our prior written consent, you shall not (nor authorise any third party to):
- (a) make any representation nor give any warranty on our behalf or in our name nor incur or create any expense chargeable to us nor pledge our credit;
  - (b) associate yourself/itself with, nor use nor allow anyone to use our name, logo or trademarks including without limitation in the promotion or advertisement of any product or service;
  - (c) do nor allow to be done any act or thing which will harm misuse, bring into disrepute, impair or otherwise adversely affect our rights and interests (including goodwill) in our name, logo and/or trademarks;
  - (d) hold yourself out to any third party as acting with our authority and/or as our agent or partner;
  - (e) represent that the hospitality, catering, ticket, travel services, site facility and/or any other arrangements provided under this booking are made by you or any person or entity other than us.

and without limitation you acknowledge that the arrangement entered into between us shall not constitute an agency, partnership, or joint venture.

### WEBSITE ACCURACY

- (3) Websites are produced well in advance of the events taking place and there may be occasions when advertised facilities or entertainment is not available during your period of travel, due to bad weather, drought, public utility failure, essential maintenance, cleaning or lack of demand. You should also remember that the general standard of hygiene, public utilities, drainage, plumbing and services in general may not be as sophisticated as in the UK. All information published and displayed on the website, has been compiled from up to date details and we have taken the up most care to ensure fact and accuracy. There may be occasions when an advertised facility is either modified or not available. Such situations may be dictated by local circumstances, necessity for maintenance (swimming pools for example), unplanned emergency maintenance, unsuitable weather, fuel shortage, accidental damage to accommodation or other circumstances totally beyond our control. If we are advised of this we will inform you as soon as possible. The website is issued on our responsibility and does not commit any service providers mentioned therein.

### OUR PROMISES

- (4) We promise you that we have selected our suppliers with reasonable skill and care.

### WAIVER

- (5) Any waiver by us of any right we have under this contract is only effective if we confirm it to you in writing.

### THIRD PARTY RIGHTS

- (6) No one other than the Lead Booker or us may enforce this contract and these Package Terms do not create any right enforceable by any third party except as set out in these Package Terms.

**INTELLECTUAL PROPERTY**

- (7) All Trademarks are used under license by us. All such rights are reserved.
- (8) Nothing in these Package Terms permit you to use the package you have purchased to commercially associate yourself with us and/or the events or otherwise use any of the imagery or trademarks we use. You agree not to use the package as a prize or promotion without our prior written consent and acknowledge that breach of this obligation may breach the Ticket Terms & Conditions.

**GOVERNING LAW**

- (9) This contract is made on the terms of these Package Terms, which are governed by English Law, and the jurisdiction of the English Courts.

**SECTION 21 – CUSTOMER CODE OF CONDUCT**

**CODE OF CONDUCT**

In order for us to provide the best service possible, it is your and each Party Members' responsibility to:

- (a) ensure you read the information provided to you;
- (b) listen to and observe instructions provided to you;
- (c) inform us promptly if you have any issues providing accurate and truthful information;
- (d) at all times conduct yourself in a reasonable manner, including drinking responsibly at our events; and
- (e) treat our staff, our suppliers' staff and other customers with respect.

We will not tolerate:

- (a) written or verbal aggression, obscenity or abuse, including verbal insults, using bad language or swearing;
- (b) any actual or threat of violence including touching, pushing or shoving;
- (c) racial abuse or sexual harassment;

towards our staff, our suppliers or our other customers in any form.

Please see *Section 6 – Cancellation* and *Section 14 Your Obligations* regarding the consequences of your conduct.

**SECTION 22 – GLOSSARY**

<b>Booking Confirmation Email</b>	The email sent by us to you confirming that your booking request has been accepted by us detailing the services that are included within your package and Party Members' details, of which form part of your contract with us.
<b>Booking Request Acknowledgment Email</b>	The email sent by us to you confirming receipt of your booking request.
<b>Entities</b>	The RFU, England Rugby Travel and any relevant host union or Ticker issuer.
<b>Final Balance</b>	The remaining monies owed to us by you by the date set out in <i>Section 3(1)</i> .
<b>Group</b>	All named individuals forming part of your travelling party.
<b>Lead Booker</b>	The person making the booking with us.
<b>Lead Party Member</b>	The Party Member named as the lead contact when the Lead Booker is not travelling as part of the Group.
<b>Package Terms</b>	These terms and conditions, of which form part of your contract with us.
<b>Party Member</b>	Each named individual travelling as part of your Group.
<b>Single Room Supplement</b>	A charge applied for single room occupancy. <i>See Section 4 – Charges.</i>
<b>Ticket Terms and Conditions</b>	The terms and conditions issued by the Ticket issuer. <i>See Appendix 1.</i>
<b>Tickets</b>	Official tickets allocated as part of your package.
<b>Trademarks</b>	The RFU and England Rugby Travel.

---

## APPENDIX 1 – TICKET TERMS & CONDITIONS

### TICKET TERMS AND CONDITIONS

- (1) It is a condition of booking with us that you agree to and comply with the relevant tournament's Ticket Terms and Conditions as well as those relating to entry into venues.
- (2) We shall not be responsible to you if your ticket is cancelled or you are refused entry to, or ejected from, a match or venue as a result of breaching the Ticket Terms and Conditions.
- (3) These links may change from time to time. In the event of a broken link, the new Ticket terms and conditions pages will be accessible from the home page and/or search function of the host unions website, or available from us or the host union on request.
- (4) We may distribute your tickets to you in a manner we see fit. We will let you know which method of distribution we intend to use but reserve the right to amend this at any time. Once distributed tickets are your responsibility and cannot be replaced if lost, stolen or damaged.

---

## SCHEDULE 1 GENERAL TERMS OF SALE VALID FOR ALL TICKETS TO THE MATCHES OF THE WOMEN'S RUGBY WORLD CUP ENGLAND 2025

### SCOPE AND ENFORCEABILITY

- (1) These Women's Rugby World Cup England 2025 Ticket Terms and Conditions (the "Conditions") govern all Tickets purchased by the Ticket Purchaser and/or otherwise issued for the Women's Rugby World Cup scheduled to be held in England in 2025 (the "Tournament") and the subsequent admission of the Ticket Holder to the Venue to attend a Match or Match Day.
- (2) All Tickets are issued by or on behalf of Rugby World Cup (England 2025) Limited, of 642a Kings Road, London, England, SW6 2DU, the Tournament organiser ("RWC"). RWC has the right to sell the Tickets pursuant to authority granted by World Rugby Events DAC ("WRED").
- (3) Tickets may only be purchased via a Ticket distribution channel authorised by RWC or WRED as follows: a) by placing an order online via the official ticketing website of Women's Rugby World Cup England 2025 at [tickets.rugbyworldcup.com](https://tickets.rugbyworldcup.com) (the "Ticket Website") which can also be accessed via the official website of Women's Rugby World Cup England 2025 located at [www.rugbyworldcup.com/2025](https://www.rugbyworldcup.com/2025) ("Tournament Website"), or b) as a result of entry into an authorised contract that entitles the issuing of Tickets (such as a commercial partnership agreement or a contract for the provision of hospitality or travel or experiential services or products from the official hospitality, travel and experiences provider or their authorised travel or hospitality agent(s), or c) via an official Women's Rugby World Cup England 2025 Venue Ticket Office, or d) as part of a RWC authorised offline or online group booking process, or e) via any other official channels or platforms (including any resale platform if made available) or other sale or transfer mechanism authorised and made available by RWC or WRED from time to time.
- (4) Any person, including the Ticket Purchaser and/or Ticket Holder, who purchases, possesses and/or uses or attempts to use any Ticket shall be deemed to have accepted, agreed to comply with and be legally bound by these Conditions. The Ticket Purchaser agrees to ensure that the Ticket Holder(s), for whom the Ticket Purchaser has purchased or provided a Ticket, shall comply with these Conditions.
- (5) The Ticket Purchaser's placing of an order for a Ticket(s) is confirmation of the Ticket Purchaser's irrevocable acceptance of these Conditions. The validation of the Ticket, and any Ticket Holder's entry into the Venue, is further confirmation of the Ticket Holder's irrevocable acceptance of these Conditions and the terms, rules and conditions which are applicable in the Venue in which the Match is taking place (the "Venue Rules and Regulations"). The Venue Rules and Regulations shall be a) available to view on the Tournament Website ([www.rugbyworldcup.com/2025](https://www.rugbyworldcup.com/2025)), and b) displayed at the entrance of each Venue. Any Ticket Holder who does not comply with the Venue Rules and Regulations may be denied access to the Venue or may be expelled from the Venue and in such circumstances, shall have no entitlement to a refund or compensation for their Ticket.
- (6) In case of any ambiguity or conflict between these Conditions and the Venue Rules and Regulations or any other rules and regulations (including other contractual terms), these Conditions will prevail and any such ambiguous or conflicting terms shall be unenforceable against RWC. In the case of any conflict or contradiction between these Conditions and any abbreviated form of the Conditions printed on or linked to the Tickets, these Conditions shall prevail.
- (7) No special terms and conditions will prevail over these Conditions, unless RWC expressly provides otherwise. Certain categories of Tickets (e.g. Tickets included in hospitality, experiential or travel packages/services), may be subject to additional terms and conditions (including those terms and conditions arising from contracts mentioned in Article 3 above) which may supplement these Conditions.
- (8) These Conditions create a legally binding relationship and contract between the Ticket Holder and RWC. Any queries or questions that a Ticket Purchaser or Ticket Holder may have regarding these Conditions should be submitted to RWC before purchasing a Ticket (by a Ticket Purchaser) and prior to use of a Ticket (by a Ticket Holder). Queries can be submitted via the Tournament Website ([www.rugbyworldcup.com/2025](https://www.rugbyworldcup.com/2025)) or to the RWC Customer Service Team by email at the following address: [rwc2025customerservice@rugbyworldcup.com](mailto:rwc2025customerservice@rugbyworldcup.com)

### PURCHASE AND DISTRIBUTION OF TICKETS

- (9) Ticket Purchasers must be aged eighteen (18) years or above.
- (10) The purchase of Tickets by certain categories of Ticket Purchasers may be covered by special terms and conditions that depart from, are more detailed than or complement the provisions of this section "Purchase and Distribution of Tickets".
- (11) Tickets will be available for purchase on the Ticket Website during such periods as confirmed by RWC from time to time. RWC may, at its sole discretion, change, vary, stop, suspend or extend the duration for which Tickets are available for purchase at any point in time, by any means, on any medium and via any intermediary whatsoever.
- (12) RWC shall be entitled to make decisions at its sole discretion regarding the distribution channels and platforms of the Tickets and shall be entitled to implement or offer different or special terms of sale, including in relation to sales of individual Tickets and group Tickets, distribution of Tickets on a priority and/or presale basis, in relation to the use and



implementation (or not) of an Application Process for Ticket purchases and for those who wish to place orders for one or more Tickets to specific Matches or Match Days. All applicable information regarding the distribution of Tickets shall be available on the Ticket Website.

- (13) In circumstances where RWC decides to implement an Application Process (to be operated by Ticketmaster) for the sale and purchase of Tickets, the terms, conditions, rules and other applicable information of any such Application Process shall be as outlined in these Conditions (including Article 23) and as made available on the Ticket Website and/or Tournament Website. For the avoidance of doubt, the terms, conditions and/or rules (including any changes or variations) of any Application Process shall be at the sole discretion of RWC and in the event of any dispute, the decision of RWC shall be final.
- (14) Software or applications that place automated orders for Tickets via the internet and/or that can replicate the online purchasing activity of a group or several persons, such as "Bots" or other software or applications that can be used to order and purchase Tickets, are strictly prohibited. If it appears that any Tickets have been purchased or obtained in this way, these Tickets will be considered as invalid and void and the Ticket Holder of such a Ticket will be denied access to the Venue, without being entitled to any refund or compensation.
- (15) Ticket Purchasers are hereby informed about the existence of various categories of seats in the Venue, such as for people with a disability or for group purchases, which may be purchased subject to availability and which may be subject to special terms and conditions that will be available to any interested parties.
- (16) Ticket Purchasers of accessible Tickets shall have the option to apply for a free of charge companion Ticket. Companion tickets may be applied for via the process outlined on the Ticket Website. Entitlement to any such companion Ticket is not guaranteed for any Ticket Purchaser and all requests and applications shall be subject to review and approval by the RWC Customer Service Team. Companion Tickets may only be used by adults aged 18 years or over. Companion Tickets shall be linked and specific to the associated accessible Ticket and cannot be resold or used separately for any other purpose or by any other unconnected individual(s).
- (17) RWC reserves the right to request and require that any individual who wishes to purchase a Ticket or has purchased a Ticket for a wheelchair bay and/or other accessibility requirements provides evidence that the requisite criteria to purchase and/or use such type of Ticket have been met in full.

#### **PAYMENTS AND PAYMENT METHODS**

- (18) The sole authorised method of payment for a Ticket is by payment cards, unless otherwise agreed by RWC and/or any official hospitality, experiential or travel partners authorised to sell Tickets by WRED or RWC.
- (19) Unless otherwise notified by RWC or an official hospitality, experiential or travel partner, the Ticket Purchaser must pay for their order of Tickets in full immediately at the time and point of purchasing their Tickets. In circumstances where RWC makes available an Application Process for the purchase of Tickets, payment card details shall be taken at the time of submitting an entry and payment will be charged automatically if an entry is successful (including partially successful). Entrants to an Application Process are advised to carefully read these Conditions (particularly Article 23) and all terms, conditions and rules applicable to the Application Process as contained on the Tournament Website and/or Ticket Website prior to submitting an entry. Once a Ticket Purchaser has had their Ticket order successfully paid for and processed, the Ticket Purchaser will receive an order confirmation email directly to the email they have provided.
- (20) Any payment delays, bank issues, technology or website errors or issues resulting in failure or default (including an authorisation failure based on the information requested from a Ticket Purchaser during the purchase journey) to pay in full will automatically result in the cancellation of the proposed order for Tickets and in such case, the Tickets concerned will be made available to other purchasers and any sums already paid (if any) will be reimbursed.
- (21) RWC may place a limit on the number of Tickets that may be offered or purchased for: the Tournament, each Match or Match Day, each price category, each ticket type and/or whether in a single transaction or a series of transactions, per person, per email address, per payment card and/or per household and RWC reserves the right to cancel, without refund or compensation, any type, number, kind or category of Tickets purchased in excess of the stated limit.
- (22) Once the Ticket Purchaser has completed an order for Tickets and successfully processed payment in relation to that order, the Ticket Purchaser will receive an order confirmation directly by email and no further changes can be made to that order. For the avoidance of any doubt, no order or purchase of Tickets shall be complete, successful and/or confirmed until payment has been fully and successfully processed and the Ticket Purchaser has received a formal confirmation email confirming that the purchase of the relevant Tickets has been successful. If, for any reason whatsoever, an order is not completed or payment is not processed in full or no confirmation email is received by the Ticket Purchaser, the individual(s) shall have no entitlement or right of any kind to the applicable Tickets.

#### **APPLICATION PROCESS**

- (23) Without prejudice to the "Purchase and Distribution of Tickets" and "Payments and Payment Methods" sections above as applicable, the following conditions, together with such further information that applies to participation in or entry into an Application Process which is made available on the Tournament Website and/or the Ticket Website, shall apply to any

individual who submits an entry to purchase a Ticket(s) via an Application Process made available by RWC from time to time:

- (e) RWC may decide to make available an Application Process at various times at its sole discretion prior to the Tournament;
- (b) you must be eighteen (18) years or above to enter an Application Process;
- (c) any entrant who submits an entry to purchase a Ticket(s) via an Application Process shall be deemed to have been made aware of, agreed to comply with and be legally bound by these Conditions, including all conditions within these Conditions which relate to the Application Process;
- (d) an Application Process provides an entrant with an opportunity to apply to purchase Tickets for a Match or Match Day. The entrant acknowledges that by submitting an entry, the entrant shall not have any entitlement to, or entitlement to purchase, a Ticket(s) and the entrant is not guaranteed that their entry will be successful or that they will be allocated any Ticket(s);
- (e) entries are limited to one entry per email address for each Application Process. Multiple entries from the same email address for the same Application Process shall not be accepted;
- (f) an entry for one Application Process shall not be valid for or transferable to any other Application Process. A separate entry shall be required for each Application Process;
- (g) entries must be submitted and received within the period or dates during which the Application Process is open ("Application Period"). Any entries submitted or received outside of the Application Period shall not be accepted or entered into the Application Process. Details and dates of each Application Period for each Application Process shall be made available on the Tournament Website and/or the Ticket Website and entrants are encouraged to review such details for each Application Process;
- (h) an entry to an Application Process can be withdrawn at any time by the entrant during the relevant Application Period. Details on how to withdraw may be provided on the Tournament Website and/or the Ticket Website. Once the Application Period has ended, you cannot withdraw your entry. If your entry in respect of a Match is ultimately successful, you shall purchase in full any Ticket(s) for that Match that have been allocated to you as a result of your successful entry;
- (i) there will be limitations on the number of Tickets that an entrant may be entitled to apply for in relation to each Match or Match Day. This limitation will be linked to the entrant's unique email address provided when submitting an entry. Details regarding limitations on number of Tickets that can be applied for shall be made available on the Tournament Website and/or the Ticket Website;
- (j) RWC shall use all reasonable efforts to ensure that Tickets allocated to an entrant for the same Match under the Application Process will be seated together (subject always to availability and Ticket price categories) but RWC shall not be responsible, if for any reason, seats are not located directly side by side and entrants shall not be entitled to a refund in such circumstances;
- (k) software or applications that place automated entries via the internet and/or that can replicate or automate an individual's entry into an Application Process, including "Bots", are strictly prohibited. If it appears that any entries have been submitted using such software or applications, all such entries shall be invalid and void and the entries and entrant shall be disqualified from the Application Process and all future Application Processes made available by RWC. Any Tickets allocated or purchased as a result of a successful entry into the Application Process using such software or applications shall be void and invalid resulting in the denial of entry to the relevant Venue without refund or compensation;
- (l) all entrants to an Application Process shall be required to provide, at the point of submitting an entry, details of the payment card they wish to use to purchase Ticket(s) if their entry is successful. If an entrant is successful (including partially successful) in the Application Process and is allocated a Ticket(s) for a Match in accordance with the selections and preferences submitted at the point of entry into the Application Process, all Tickets allocated to the entrant must be purchased in full by the entrant. If an entrant applies for multiple Tickets within the same price category for the same Match, the entrant will only be allocated a) if successful, the full number of Tickets applied for in that price category, or b) if unsuccessful, no Tickets in that price category;
- (m) by providing your payment card details when submitting an entry to an Application Process, you acknowledge and agree that a) you are confirming your agreement to purchase any Tickets allocated to you via the Application Process, and b) payment shall be automatically processed and taken from your payment card in respect of all such allocated Tickets;
- (n) it shall be the entrant's sole responsibility to ensure that all details and information submitted by the entrant when entering the Application Process are complete and accurate. Entries cannot be amended or changed after the entry has been submitted. An entry can be withdrawn entirely provided it is withdrawn before the Application Period has closed. The correct billing address of the payment card must be provided by the entrant when submitting an entry; entrants may be offered an option, at the point of selecting Tickets or submitting an entry,

- (o) to consent and confirm that if their entry is not successful in respect of the Ticket price category for a Match the entrant has applied for, their entry in respect of that Ticket price category shall be automatically included in the allocation or ballot process for Tickets for that Match in the Ticket price category. If the entrant selects this option, the entrant acknowledges, agrees and confirms that if Tickets in the next highest or next lowest Ticket price category to the Ticket(s) originally selected by the entrant are allocated to the entrant under the Application Process, the entrant shall be required to purchase such higher (more expensive) or lower (less expensive) price category Ticket(s) and that payment shall be automatically processed and taken from their payment card in respect of such higher or lower price category Ticket(s);
- (p) an entrant may be provided with an opportunity to make a charitable donation to a carefully selected charity partner at the point of selecting their Tickets or submitting an entry. If an entrant selects to make a charitable donation, this selection cannot be changed or withdrawn by an entrant unless the entry is fully withdrawn from the Application Process prior to the end of the Application Period. The charitable donation shall only be processed and taken via the entrant's payment card if the entrant's entry is ultimately successful (including partially successful). Charitable donations processed are strictly non-refundable.
- (q) all entrants will be sent an email notification within thirty (30) days from the end of the Application Period which will confirm if their entry for a Match(es) has been successful or unsuccessful. If an entry for a Match has been successful, the email notification will confirm the full details, including costs, of the Tickets that have been allocated to the entrant. Payment for the full value of the Ticket allocation shall be automatically processed and taken from the payment cards of successful entrants without delay and within five (5) business days of the email notification. Once payment has been successfully processed, the entrant will receive an email notification confirming that payment has been processed. If the processing of the payment fails for any reason, the entrant will be contacted directly and provided with an opportunity to process payment via a payment link before the payment deadline provided. If payment is not successfully processed by the entrant prior to the payment deadline, the Tickets that have been allocated to the entrant shall be forfeited and re-distributed and the entrant shall have no further right or entitlement to any such Tickets. Entrants are responsible and liable for ensuring that their payment card is valid and has sufficient funds to pay the full value of the Ticket allocation on or by the payment dates notified to them and/or as outlined on the Tournament Website and/or the Ticket Website;
- (r) your purchase of Ticket(s) shall be complete once payment for the Ticket(s) has been successfully processed in full and you have received email confirmation that payment has been successfully processed. If, for any reason whatsoever, the successful payment notification email is not received by the entrant or payment is not successfully processed in full, the entrant shall have no entitlement or right of any kind to the allocated Tickets;
- (s) successful entrants are entitled to submit entries for future Application Processes, provided that the total aggregate number of Tickets applied for in respect of a Match does not exceed the limitations on number of Tickets per entrant for that Match as notified by RWC. Successful entrants or Ticket Purchasers who have already purchased or been allocated Tickets for a Match(es), via an Application Process or otherwise, acknowledge and agree that preference under the Application Process may be given to a) previously unsuccessful entrants and b) entrants who have not already purchased Tickets for the relevant Match;
- (t) Any breach of any of these Conditions, including breach of any conditions relating to entry to or participation in an Application Process, may, in addition to any other remedy RWC may have, result in refusal of entry or participation in an Application Process and/or entry, eviction/expulsion or removal from a Venue, cancellation or voiding of a Ticket and the cancellation or voiding of any other Tickets held by an entrant or Ticket Purchaser without refund or compensation of any kind. Sanctions may also be imposed including, but not limited to, banning or prohibiting an individual from entering or participating in future Application
- (u) tournaments (including future Rugby World Cups);
- (v) the terms, conditions and/or rules (including any changes or variations which may be made by RWC from time to time) of any Application Process shall be at the sole discretion of RWC and in the event of any dispute, the decision of RWC shall be final.

#### **TICKET PRICES**

- (24) Ticket prices and all applicable taxes and/or charges will be displayed in Great British Pounds (GBP£). Any costs or charges (including exchange rate costs and payment card charges) applicable to payments by a Ticket Purchaser via another currency shall be borne by and shall be the sole responsibility of the Ticket Purchaser.
- (25) The Ticket prices displayed or provided will include VAT at the applicable rate and any other taxes that may be applicable as at the date of the order of the Tickets.
- (26) Any applicable offers, discounts and/or promotions may not be used in conjunction with any other offers, discounts or promotions and may not be redeemed or used retrospectively for Tickets already purchased. Additional terms and conditions may apply to any offers, discounts and/or promotions.
- (27) Tickets will be charged at the prices that are in force at the time of confirmation of the Ticket order. RWC shall be entitled, at its sole discretion, to modify Ticket prices and pricing policy at any time.

- (28) Where child Tickets are made available, child Tickets shall be strictly for use by persons aged 15 years and under as at the date of the Match or Match Day. Child Tickets, if made available, cannot be purchased as a stand-alone child Ticket and may only be purchased and used together with an adult (18 years or over) Ticket. Any person attempting to use a child Ticket who does not satisfy the criteria for use of a child Ticket shall be refused entry and/or removed from the Venue and the child Ticket shall be non-refundable.
- (29) Where a Ticket is cancelled, voided or deemed invalid for any reason whatsoever, any charitable donations made in connection with the purchase of such Ticket shall not be reimbursed or refunded. Once a charitable donation has been paid by a Ticket Purchaser in connection with the purchase of any Ticket, the donation shall be strictly non-refundable.
- (30) If, due to human error or technical malfunction on the part of RWC or the Ticket Website, incorrect Ticket prices or Ticket details are displayed on the Ticket Website and any such Ticket(s) is purchased by a Ticket Purchaser on the basis of such incorrect amount or details or if a Ticket Purchaser has purchased a type or category of Ticket which is not intended to be purchased by or available to such Ticket Purchaser, RWC reserves the right to cancel the relevant Ticket(s) and process a refund to the Ticket Purchaser for the amount of the face-value Ticket price only. In such circumstances, no refund shall be provided in relation to any charitable donation paid in connection with the Ticket(s) purchase. The Ticket Purchaser may, at RWC's sole discretion, be provided with an opportunity to purchase Tickets in accordance with the correct Ticket price and/or details.
- (31) If, due to human error or technical malfunction or failure on the part of an individual or Ticket Purchaser results in the purchase of Tickets in error, such Tickets shall be non-refundable and RWC shall have no obligation to refund, reimburse, cancel or replace the relevant purchase or Tickets.

#### **TICKET DELIVERY AND DISTRIBUTION**

- (32) Once Tickets have been paid for in full and the Ticket Purchaser has received the order confirmation email, the Ticket Purchaser will subsequently be notified when the purchased Tickets are available and the method by which the Tickets can be accessed and/or received by the Ticket Purchaser. This may include access via the Ticket Purchaser's account on the Ticket Website, app, email download or such other platforms or channels notified and made available by RWC from time to time.
- (33) Tickets will be delivered primarily in the form of an electronic ticket, although exceptions to this rule may be made in certain circumstances as determined by RWC.
- (34) In the case of electronic tickets, the Ticket Holder must carry a functional mobile terminal (such as a smartphone) that enables the reading of the bar code of the Ticket on its screen. RWC disclaims liability in case of loss or theft of the mobile terminal on which the Ticket is stored, or in case of a malfunction of the mobile terminal (due for instance to an uncharged battery, not being able to display or retrieve the Ticket, a breakdown of technical failure of the mobile terminal, not being able to connect to the Internet, etc). If necessary, the Ticket Holder may make contact with the RWC Customer Service Team at the Venue to seek to have their Ticket printed on a physical medium, however, provision of this service is not guaranteed at each Venue.
- (35) RWC is entitled to cancel, without notice and without any refund, any purchase of a Ticket that might involve a risk or evidence of fraud, such as in case of fraudulent use of a payment card, or in case of a breach or potential breach of any security mechanisms or protocols related or relevant to the Tournament or the Match.
- (36) Right to Withdraw. The issuing, sale and purchase of any Ticket shall be final and non-refundable except as outlined in these Conditions or as required under applicable laws.
- (37) The Ticket Purchaser agrees to ensure that any Ticket Holder for whom the Ticket Purchaser has purchased a Ticket shall comply fully with these Conditions, the Venue Rules and Regulations and any other rules, terms or conditions applicable to the Tickets and undertakes to disclose to any such Ticket Holders the texts of these provisions, or the web links giving access to all such applicable rules, terms and/or conditions.
- (38) RWC shall use all reasonable efforts to ensure that Tickets purchased within the same order transaction and for the same Match will be seated together (subject always to availability) but RWC shall not be responsible, if for any reason, seats are not located directly side by side. Tickets purchased under different or separate order transactions shall not be seated together. Customers will not be able to select specific seats during certain sales phases and will be allocated seats according to number and price category of Tickets purchased. Seat moves will not be possible once seats are allocated. For the avoidance of any doubt, Ticket Holders shall not be entitled to any refund in circumstances where multiple Tickets are purchased in one order transaction and the relevant seats are not side by side.

#### **USE OF THE TICKETS**

- (39) Each Ticket will only be valid for the Match or Match Day and times stated on the Ticket or, in case of a rescheduled Match, on the date of the rescheduled Match in accordance with these Conditions.
- (40) Tickets are not exchangeable, transferable or refundable, but Tickets may be resold only via the Ticket Website if a resale platform is made available, such decision to be at the sole discretion of RWC. If a resale platform is made available, RWC

will have sole discretion in relation to which Matches and/or Match Days, ticket types and/or price categories will or can be listed for resale on the resale platform and which categories of Ticket Purchasers can list Tickets for resale on the resale platform. Tickets purchased in conjunction with any services or products (including hospitality, experiential or travel packages, products and services) cannot be resold on the resale platform. There is no guarantee that Ticket(s) listed for resale by a Ticket Purchaser on the resale platform (if made available) will be successfully resold. Where a Ticket(s) is listed by a Ticket Purchaser on the resale platform and the Ticket is not successfully resold, the Ticket shall remain the Ticket of the original Ticket Purchaser who shall not be entitled to any refund, compensation or reimbursement in relation to the Ticket(s). If entry is attempted at the Venue by a Ticket Holder using a Ticket that has already been resold to another Ticket Purchaser, the Ticket Holder shall be refused entry and/or removed from the Venue and may also be subject to additional sanctions, including for fraud and/or counterfeiting activities. Details relating to the availability, provision and/or use of any official ticket resale platform, if made available by RWC, will be published on the Tournament Website and/or Ticket Website during 2025. These Conditions shall also apply to any Tickets resold on the resale platform.

- (41) RWC reserves the right to relocate booked and/or purchased seats in the Venue without warning or advance notice. However, RWC will make all reasonable efforts to inform Ticket Purchasers of any such changes as soon as possible.
- (42) The Ticket Holder must sit in the seat or stand in the area (if applicable) that is specified on the applicable Ticket.
- (43) Each Ticket will be registered and electronically delivered in the name of the Ticket Purchaser, and where applicable or required by RWC, in the name of any Ticket Holders on whose behalf the Ticket Purchaser has purchased the Ticket(s). Upon request from RWC, Ticket Purchasers acknowledge and agree that they shall be required to provide the names and contact details of all Ticket Holders who received or were provided with (or are intending to use) a Ticket by the Ticket Purchaser.
- (44) Entry to a Venue will only be authorised upon presentation of a valid Ticket and, upon request, provision of proof of identity (national identity card, current valid passport or current valid driving license) with valid photograph and signature. In the absence of these credentials, RWC or an Authorised Person shall be entitled to deny entry to the Ticket Holder.
- (45) Unless otherwise agreed and permitted by RWC and/or the Venue, any exit from the Venue in respect of a Match will be final and the Ticket Holder will not be permitted to re-enter the Venue.
- (46) Any breach of any of these Conditions and/or the Venue Rules and Regulations or any engagement by any person in criminal activity which relates to a Ticket and/or their attendance at a Venue, may, in addition to any other remedy RWC may have, result in refusal of entry, eviction/expulsion or removal from a Venue, cancellation or voiding of a Ticket and the cancellation or voiding of any other Tickets held by the person, any Ticket Holder or kind. In addition, RWC and/or WRED may impose sanctions including, but not limited to, banning or prohibiting a person or Ticket Holder from purchasing future Tickets, tickets to future RWC and/or WRED matches or tournaments (including future Rugby World Cups) or refusing to sell or supply Tickets (or any other tickets to RWC and/or WRED matches or tournaments) in future to persons found to have breached these Conditions, Venue Rules and Regulations or engaged in criminal activity related to Tickets and/or attendance at the Venue.
- (47) All Tickets remain the property of RWC. In the event of a breach of any of these Conditions, Tickets shall, upon request of RWC or any Authorised Person, be delivered up to RWC or the applicable Authorised Person, as appropriate. Such actions are without prejudice to all other remedies available which may include a fine and/or legal action.
- (48) Ticket Holders acknowledge and agree that they shall be obliged, upon request at any time by an Authorised Person, RWC or any third party authorised by RWC, to give an explanation as to how, from whom and from where their Tickets have been purchased and/or obtained.
- (49) Each Ticket Holder is responsible for their Tickets. Tickets shall not be refunded or exchanged in the case of loss, theft, defacing, forging, alteration, damage, destruction or incompleteness. Duplicates of Tickets will not be issued.

#### **PROHIBITION ON TICKET RESALE OR TRANSFER**

- (50) As Tickets are only for the use of the Ticket Purchaser or a Ticket Holder, it is strictly forbidden for any individual to sell, transfer or offer to sell, resell or transfer (including on websites, in or in the immediate surroundings of the Venue or within the Venue precincts), in any way or form, whether free of charge or in return for consideration, or in conjunction with any other products or services (including hospitality, travel and experiential products and services), any Tickets without first securing the express consent of RWC or as otherwise provided for under these Conditions.
- (51) In order to avoid black market sales, RWC or an entity authorised by RWC is entitled to rescind, without notice and without any formalities, any order for Ticket(s) that are subsequently resold or transferred without the express written consent of RWC or WRED. If this happens, the Ticket(s) order will be cancelled, the Ticket Holder will be denied entry to the Venue, and civil or criminal action may also be taken against them. The price of the Ticket(s) including any applicable fees, charges or any charitable donations made will not be refunded or compensated.
- (52) It is an essential condition of the issuance of Tickets and the right of admission to and attendance at the Match or Match Day and/or conferred on the Ticket Holder that Tickets must not be and have not been:
  - a) offered, provided, resold, or transferred for a value greater than the original sale price;

- b) advertised or offered for resale or transfer publicly (including on any website, social media site or other public forum or elsewhere);
  - c) used in relation to any promotional or commercial purposes (including any competitions, advertising, promotion or as a prize in any competition or sweepstake whether for a business or a charity or otherwise) or to enhance the demand for any other goods or services or sold or resold as part of a hospitality, experience or travel package or service;
  - d) transferred or otherwise disposed of to any person who agrees to buy any good(s) or service(s) in return for the Ticket; and/or
  - e) bundled with any other goods or services (including as part of any hospitality, entertainment, accommodation or travel package or service),
- without RWC's or WRED's prior written consent or authorisation.

**WARNING:** Any Ticket that is (or RWC reasonably believes is intended to be) altered or otherwise fraudulently dealt with, sold or offered, published, marketed and/or advertised for sale or which is transmitted, transferred, distributed, used or disposed of in any way or via any platform, channel or agent other than a platform, channel or agent authorised by RWC or purchased, sold or issued in contradiction with these Conditions (including by an unauthorised reseller of tickets) shall be void, invalid and cancelled by RWC without the provision of notice and without the Ticket Holder being entitled to any refund or compensation and will result in the Ticket Holder's admission to a Venue being rejected and/or the removal or eviction of the Ticket Holder from a Venue by RWC, the Venue or by any Authorised Person.

- (53) The unauthorised sale and/or offer to sell a Ticket, publication or advertisement of a Ticket for sale and/or advertising that a Ticket is available to purchase is a criminal offence under applicable laws, including section 2 of the Fraud Act 2006. If RWC becomes aware of or suspects that a Ticket Purchaser or Ticket Holder has committed a ticketing offence, RWC may notify relevant law enforcement authorities and action may be taken against offenders.

#### **ACCESS TO VENUES**

- (54) Ticket Holders are strongly advised to regularly consult the Tournament Website ([www.rugbyworldcup.com/2025](http://www.rugbyworldcup.com/2025)) and the Venue Rules and Regulations, in order to best prepare for their visit to and attendance at the Venue(s), including, in particular, transport arrangements to and from the Venue. Any such information regarding transport arrangements shall be displayed for reference and convenience purposes only and RWC does not make any guarantees in relation to the accuracy or availability of any transport information or services, including dates or times. It is the Ticket Holder's responsibility to make appropriate travel arrangements to ensure they arrive at the Venue with sufficient time to avoid queues, waiting times and/or potential delayed entry into the Venue.
- (55) Each Ticket will, subject always to these Conditions, provide admission to a specified Venue for a specified Match or Match Day (where one or more Matches are taking place at the Venue during the same day).
- (56) Each Ticket is applicable to the identity of the Ticket Purchaser (and Ticket Holder at RWC's discretion) to enable RWC to validate that each Ticket Holder has obtained and is using their Ticket(s) in accordance with these Conditions.
- (57) Only persons who are in possession of a Ticket (including children) may access the Venue. Any person who is not in possession of a Ticket may be expelled from the Venue. The Ticket Holder must keep their Ticket in their possession at all times. An exception to this requirement to have a Ticket may apply for certain Venues only in relation to "babes in arms" who are aged two and under as at the date of the Match or Match Day, who may be entitled to enter and attend without a Ticket provided they do not occupy a seat and are accompanied at all times by an adult aged 18 or older with a valid Ticket. Ticket Purchasers are required to review the Ticket Website and Tournament Website to understand the applicable requirements at each Venue.
- (58) For safety and security reasons, parents, adults and guardians are advised not to hold young children on their lap, with the exception of 'babes-in-arms' deemed as aged two and under as of the date of the Match or Match Day.
- (59) Where standing Tickets are made available by RWC, standing Tickets may only be used by Ticket Holders who adhere to the following requirements for the applicable Venues: Franklin's Gardens – individuals measuring 1.2 metres and higher; Sandy Park – individuals measuring 1.3 metres and above and aged 12 or over as at the date of the Match or Match Day; Salford Community Stadium – no restrictions but Ticket Holders are advised to be mindful of the experience for young children within these areas. This is to ensure the safety of all Ticket Holders while attending a Match and/or as may be required to ensure compliance with safety requirements at the applicable Venue. Any person using or attempting to use a standing Ticket and who does not comply with the criteria for use of a standing Ticket shall be refused entry and/or removed from the Venue and the Ticket shall be non-refundable.
- (60) Ticket Holders undertake to comply with all safety measures implemented by RWC as well as with all Venue Rules and Regulations in respect of a Venue at which a Match is taking place. Any breach of these Conditions or the Venue Rules and Regulations may lead to the expulsion and prosecution of the Ticket Holder and in this case, the Ticket Holder shall not be entitled to receive a refund or compensation for their Tickets.
- (61) Access to the Venue will be prohibited for minors aged 15 years and under unless accompanied (upon entry to the Venue and during attendance at the Match or Match Day) by an adult (i.e. aged 18 years or older) who shall be responsible for

compliance by the minor (15 years and under) with these Conditions. Tickets for minors may only be purchased together with the purchase of an adult Ticket.

- (62) Ticket Holders must comply with all applicable rules, regulations, guidelines, terms, conditions and protocols in place at the Venue including but not limited to applicable health and safety regulations, security and regulations and the Venue Rules and Regulations.
- (63) RWC reserves the right to request and require (including via Authorised Persons) that prior to entering the Venue and during attendance at a Match or Match Day, Ticket Holders holding or possessing Tickets for wheelchair users and people with accessibility requirements, provide evidence that they meet the requisite criteria to use such type of Ticket.
- (64) For reasons of safety (such as to prevent terrorism) and public health (such as to take protective measures against an epidemic like Covid-19), RWC may take exceptional measures that might slow down access to the precincts of the Venue, to which Ticket Purchasers and Ticket Holders acknowledge, agree and irrevocably consent. Access to a Venue may be restricted to carriers of any documents or information required by the public health authorities on the date of the Match or Match Day (including but not limited to a health pass, identity card or a vaccine passport).
- (65) Any person (including unaccompanied Ticket Holders aged 16 years and above) entering the Venue shall be required to undergo security searches, measures and protocols, which may include a physical pat-down body search and any Ticket Holder may be requested, and shall agree, to show all objects that they are carrying, including those that may be carried in a permitted bag. Security searches and pat-down body searches may be carried out by an Authorised Person, agent of RWC or the Venue or any other individual or body approved to perform such searches, in accordance with the prevailing and applicable laws and regulatory provisions. Anyone who refuses to submit to these checks or to follow the instructions issued by the personnel in charge of ensuring the application of these measures will be denied entry to the Venue and will not receive a refund of the price of their Ticket.
- (66) Entrance to the Venue will be refused to any person that is, noticeably, or is in the opinion of RWC or an Authorised Person, intoxicated, under the influence of alcohol, narcotics or any behaviour-modifying substance, or behaving, or considered, in the opinion of RWC or an Authorised Person likely to behave, violently, harmfully or contrary to public order. Any person that is, noticeably, or is in the opinion of RWC or an Authorised Person, under the influence of alcohol, narcotics or any behaviour-modifying substance or any person behaving, or considered likely to behave, violently, harmfully or contrary to public order within the Venue will be expelled from the Venue and shall not be entitled to any refund or compensation.
- (67) The Ticket Holder acknowledges and agrees that the purchase of Tickets does not guarantee seats that will always, throughout the duration of the Match or Match Day, provide for full seating comfort, protection from weather conditions, full visibility or an entirely uninhibited viewing experience across every part or section of the Venue and/or Match (including in-Match play). The Ticket Holder acknowledges that this is the nature of attendance at live sporting events and that the Ticket Holder shall not have any entitlement to a refund or compensation in such circumstances.
- (68) In addition to and separate from the above, restricted viewing Ticket(s) may be made available by RWC at its discretion from time to time which enables Ticket Purchasers to purchase seats that have restricted or obstructed viewing at a Match or Match Day. The details and terms of any restricted viewing Tickets shall be made available on the Ticket Website prior to or at the point of purchase and it shall be the Ticket Holder's sole responsibility to review the terms and details of any such restricted viewing Tickets prior to purchase and understand the impact this may have on the Ticket Holder's viewing experience.

#### **SAFETY RULES IN THE VENUES**

- (69) A person carrying objects featured in any list of objects prohibited by applicable laws or by these Conditions or by the Venue Rules and Regulations may be denied access to the Venue or expelled from the Venue, and the price of their Ticket will not be refunded or compensated. The Ticket Holder undertakes to comply with all applicable laws and with all rules and regulations applicable to safety within sports and public venues.
- (70) If a Ticket Holder fails to comply with the rules governing prohibited behaviours and prohibited objects/items that are outlined in these Conditions or in the Venue Rules and Regulations, the Ticket Holder may be denied access to the Venue and/or expelled from the Venue, and the price of their Ticket will not be refunded.
- (71) Ticket Holders are prohibited from entering or accessing the Venue (including areas in or around the Venue) or attending at the Match or Match Day while in possession of the following elements:
- Propaganda material or clothing relating to or depicting negative or harmful language towards any minority group or protected characteristic, in addition to any incitement to violence. This includes, but is not limited to, any suggested behaviour toward those with a disability, the LGBTQ+ community, all forms of gender expression, religious and faith groups and all racial identities. RWC rejects any group or person that encourages any form of violence or non-inclusive behaviour towards these identities. Any advertising, commercial, political or religious elements whatsoever, such as banners, boards, symbols or fliers.

- Any weapons or items that might be used as weapons, including sharp objects, bars, firearms or any items suspected to be or similar to a firearm including electrical stun component parts and imitations, ammunition or any dangerous object
- Laser pointers
- Explosive devices and explosive materials
- Incendiary devices
- Items having the appearance of an illegal or prohibited item, e.g. replica firearm or hoax improvised explosive devices whether capable of causing harm or not
- All types of knives and bladed items, offensive weapons or implements, such as extendable batons, or any item modified into weapons or replica or imitation weapons
- Flares, fireworks, pyrotechnics, strobe lights, smoke canisters, signalling devices capable of emitting smoke, dye, or flames
- Personal protection sprays such as CS, pepper, or other irritant sprays
- Hazardous substances including, suspicious powders, pastes, chemicals, irritants, toxic substances, and gas canisters
- Controlled drugs and substances which have the appearance of being a controlled drug, unless specifically required for medical reasons (evidence of such medical reasons must be provided to RWC or an Authorised Person upon request).
- Fancy dress or oversize headwear of a nature which has the potential to cause injury to its wearer or other spectators and/or which may severely restrict the view of or be construed as offensive to other spectators
- Musical bands or instruments other than those with prior agreement in writing from WRED, RWC or the Venue authority
- Bicycles, roller-skates, skateboards, scooters (except as required for accessibility requirements), wheeled footwear and similar items
- Aerosol sprays, corrosive substances and colorants
- Cigarettes, e-cigarettes and vapes
- Large sized objects, such as step ladders, stools, chairs, cardboard boxes or suitcases (no safety deposit facilities will be provided)
- Any torches, rockets, fireworks, gas containers, flares, smoke bombs or any other pyrotechnic device
- Alcoholic drinks/beverages or any type of recreational drug
- Pets or animals (with the exception of assistance dogs)
- Helmets of any kind, electric vehicle batteries
- Wireless devices that emit radio waves (such as cell phone signal jammers, radio scanners and walkie talkies, wi-fi routers (wireless local networking devices)), with the exception of personal mobile phones and wireless receivers (such as radios)
- Noisy mechanical devices, such as megaphones and horns operated using compressed air
- Drones
- Selfie sticks, cameras and video cameras for commercial purposes
- Objects that might compromise or disrupt the experience and enjoyment of the other spectators, including oversized hats, umbrellas, whistles, vuvuzelas, musical instruments, horns, etc.
- Glass bottles, and glass receptacles (except medication bottles for personal use)
- Food (other than a small amount for personal consumption)
- Any object that RWC, the Venue or an Authorised Person considers to be: dangerous, noxious and/or illegal, or that may be used as a weapon or a projectile or that might compromise or interfere in any other way with the safety of any person or the security of the Venue.
- No flag(s) over size 1x2 meters, no flags of countries not competing in the tournament and no flag poles/sticks;
- Any other prohibited or restricted items or elements as displayed on the Tournament Website or the Ticket Website in relation to the Venue and in this regard, Ticket Holders are strongly advised to regularly consult the Tournament



Website and the Venue Rules and Regulations, in order to best prepare for the items that they may or may not be allowed to bring into the Venue.

Similarly, it is forbidden:

- to scale or cross any fences, barriers or other elements designed to contain or segregate the audience
  - to engage in races, stampedes or slides
  - to bring or attempt to bring into a Venue, possesses or uses within a Venue any prohibited item which, in the reasonable opinion of an Authorised Person, might compromise or otherwise interfere with the enjoyment or comfort of any person at the Venue
  - to enter onto the playing field or enter any other unauthorised area of the Venue
  - to sell or to hand over, on the precincts of the Venue or in its immediate surroundings, any promotional or commercial item or object without the prior authorisation of WRED or RWC. RWC is entitled to ask the Ticket Holder to produce a copy of any such authorisation upon entering the Venue or at any point in time during their presence in the Venue
  - to engage in disruptive or dangerous behaviour including, without limitation propelling, throwing, casting, thrusting or firing any objects, engaging in or instigating violence, sexism, racism or xenophobia, behaving in a way that others may interpret as provocative, threatening, discriminatory, abusive or offensive, creating any threat to the life or safety of
  - masts, fences, roofs and other apparatus or constructions, or standing on seats
  - to enter or circulate in restricted access areas or other areas where that person is not permitted, including the playing enclosure
  - to enter or attend where that person is banned by competent authorities or sports governing bodies, from attending rugby matches, receiving Tickets, entering the Venue, or remaining at the Venue
  - in, or around the precincts of, the Venue, to use, possess or hold promotional or commercial objects and materials, engaging in any Ambush Marketing (including holding or bringing any items, objects, signs or materials which RWC, WRED or any Authorised Person believe are intended to be used or are being used for the purposes of Ambush Marketing), gambling (or assisting any gambling activity), conducting any commercial activity, offering (either for free or for sale), selling or possessing goods with intent to sell such as drinks, food, souvenirs, clothes, promotional and/or commercial items, without prior written approval of WRED or RWC and all such items may be removed or confiscated (temporarily or for destruction) by the Authorised Persons
  - to bring and/or to keep the balls used in Women's Rugby World Cup England 2025 Matches.
- (72) Subject to any applicable Venue Rules and Regulations, Ticket Holders are permitted to bring the following permitted items into the Venue:
- Bags no larger than A4 size
  - Medications and medical equipment. Evidence of reasons for medication/medical equipment requirements must be provided to RWC upon request. Ticket Holders are encouraged to contact the Venue beforehand for any additional support required or for clarification/confirmation on what medication/medical equipment may be permitted
  - Snacks for personal consumption only and baby food
  - Plastic and metal bottles under 75cl are permitted into Venues with random checks being undertaken. Lids must be removable
- (73) Ticket Holders must at all times follow all and any instructions issued by the police, the members of the security detail, the fire brigade, the stewards, the medical personnel, or any instructions announced over the Venue's public announcement system. For reasons of safety and security, Ticket Holders must be prepared to change seats if the police, members of the private security detail or stewards order them to do so, even if they are asked to relocate to seats outside the zone that is in principle earmarked for them.
- (74) RWC is entitled to deny access to the Venue to any person whose clothing or behaviour might jeopardise the progress of the Match. Respect for one another and fair-play are key values to which Ticket Holders must adhere. Therefore, Ticket Holders undertake in particular not to engage in any behaviour that might cause harm to other persons, to the Venue, to the Tournament, to RWC or WRED.
- (75) It is forbidden to jeopardise the progress of the Match by holding an unauthorised event, protest or demonstration within the Venue or nearby, whether the event or demonstration in question be of a commercial nature, including any Ambush Marketing, or of a militant, political or personal nature.
- (76) It is forbidden to conduct any sales activity whatsoever, to offer items or services free of charge or in return for consideration, to sell or to hold items with the intention of selling them (such as, but not limited to, drinks, food, souvenirs, clothes, promotional and/or commercial items, printed materials), without the prior written authorisation of WRED or RWC.

- (77) Where a Ticket is purchased for a reserved seat within a Venue and such reserved seat is located within a "safe standing" section within that Venue, the Ticket Holder shall be required to sit in the seat (and not stand) designated to them under the applicable Ticket.

#### CUSTOMER SERVICE

- (78) Any queries concerning Tickets should be addressed to the RWC Customer Service Team which can be contacted using an online form available at [tickets.rugbyworldcup.com](https://tickets.rugbyworldcup.com) or by email at the following address: [rw2025customerservice@rugbyworldcup.com](mailto:rw2025customerservice@rugbyworldcup.com).

#### IMAGE RIGHTS, MEDIA, PHOTOGRAPHY AND RECORDING

- (79) Any Ticket Holder in or around a Venue and/or attending at a Match acknowledges and irrevocably and unconditionally authorises WRED, RWC and the operator of the Venue, free of charge, to record and to use images and recordings in which the Ticket Holder appears, by any means of acquisition (photography, video, etc.) during the Match and attendance in or around and at the Venue, on all media now known or developed in the future (without limitation in terms of quantity and quality) and via any means of publication or broadcasting, worldwide and for the entire duration of the protection of the rights over same, with permission to assign these rights, for commercial or promotional purposes and/or for the purposes of showing the Rugby World Cup England 2025 Matches, the Venue and/or RWC, and as part of the transmission of these Matches by any medium whether currently known or developed in the future. RWC and/or WRED are entitled to assign these rights freely for any purpose and to any party or third party of its choosing, including broadcasters, third party suppliers, licensees, Authorised Partners and news outlets and media.
- (80) Any Ticket Holder attending a Match:
- a) acknowledges that broadcasters, partners and other third parties may be operating drones (remotely piloted aircraft systems) in and around the Venue;
  - b) acknowledges that all Matches are recorded in a number of media and publicly disseminated across numerous platforms and channels on a worldwide basis;
  - c) agrees that perpetual use may be made, free of charge, on a worldwide basis and to the fullest extent possible for any reason, of their voice, image and likeness at or from the Venue, by means of live or recorded video display, broadcast, transmission, content or other dissemination or recording, photographs or any other current and/or future media technologies, by RWC, WRED, Authorised Partners and/or other third parties;
  - d) waives, on an irrevocable, worldwide, perpetual basis, all rights to object to such broadcasting, transmission, or dissemination in any media;
  - e) acknowledges and agrees that WRED is the sole legal and beneficial owner of the copyright and any other intellectual property rights of any nature whatsoever in and to any recordings of sound or images taken within or in or around a Venue or at a Match (including future rights to such images and recordings or to any works derived from such images and recordings) (and including any recordings or images captured by a Ticket Holder in breach of these Conditions) and waives, on an irrevocable, worldwide and perpetual basis, all rights (including moral rights) in and to any such recordings;
  - f) acknowledges and agrees that WRED and RWC may use, edit, copy, disclose, add to, adapt, reproduce, publish, creative derivatives and/or translate such images and/or recordings outlined herein for all such advertising, commercial, exploitation and promotional activities, worldwide in perpetuity in any and all media (including but not limited to online, digital and offline), whether now known or hereafter developed or invented, including on any media owned, controlled, operated or represented by WRED or RWC, without payment, compensation or liability to the Ticket Holder;
  - g) acknowledges that they shall have no expectation of privacy in relation to their attendance, activities, actions or conduct at a Match or in or around a Venue given the public nature of the Match and the Tournament;
  - h) hereby unconditionally and irrevocably assigns to WRED all rights, including copyright and other intellectual property rights, by any means and in any current and/or future form or type of media or format, in any images or recordings taken by the Ticket Holder within the Venue in breach of these Conditions, including the Article below.
- (81) Any photographs taken or other recordings of sounds or images made by a Ticket Holder in or around a Venue may be used only for private and personal, non-commercial and non-promotional purposes. Apart from private and personal, non-commercial and non-promotional purposes, i.e. to the exclusion of any commercial purposes, the Ticket Holder shall not publish or broadcast at any time, over the Internet, on radio, on television and/or on any other form or type of media, whether current or future, any sound, image, description, commentary, news reports or results and/or statistics of a Match (whether wholly or partly), including any content of this kind created, recorded or captured as a still or moving image by mobile phones or by any other form of wireless and/or portable device or terminal, nor aid or abet any other person in engaging in such activities. Further and/or supplementary restrictions and rules on the use of photography, filming or recording devices may apply to the Ticket Holder under the Venue Rules and Regulations.



## SPORTS BETTING

- (82) In order to circumvent the risk of fraud in sports, it is forbidden to bet in any way whatsoever (electronically or otherwise) within the precincts of the Venue, on any elements, results or events linked to the Match or the Tournament, or to use any means of communication (electronic or otherwise) to gather sports-related data intended for betting purposes. In the event of a violation of this prohibition, all requisite measures will be taken, ranging up to expulsion of the person(s) involved from the Venue.

## PROMOTIONAL AND COMMERCIAL ACTIVITIES

- (83) It is forbidden to use any Ticket as a means of promotional and/or commercial activities, such as (i) as a prize in any competition, charity sale, auction, competition, game, lottery, simulation exercises and any similar activities, and/or (ii) as an element of a sale linked to the provision of any services or the sale of any goods by the Ticket Purchaser, a Ticket Holder or any third party, without first securing the express written approval of RWC or WRED. RWC is entitled to bring any civil or criminal action that it shall see fit in case of a violation of these provisions.

## VIDEO SURVEILLANCE AND CCTV

- (84) The Ticket Holder acknowledges and agrees that, for their safety and security, the Venue is equipped with a CCTV system that will be monitored at all times by the Venue and may from time to time also be monitored by the Police and that the images of Ticket Holders may be used in case of legal action or prosecution where required. Individuals who appear within images captured or recorded by the CCTV system (otherwise known as a data subject) have a right to access the recordings throughout the timescale of retention of the images in accordance with applicable laws, as well as any third party policies governing use of the CCTV system, including those that may apply to the Venue. This right may be exercised by writing to the operations manager of the applicable Venue or to the Information Commissioner's Office (ICO).

## DATA PROTECTION

- (85) RWC undertakes to process and to store any personal data that is entrusted to it in keeping with the provisions of UK GDPR, the European General Data Protection Regulation no. 2016/679 (the "GDPR") and any other relevant data privacy legislation as applicable for the purposes of the administration, operation and the management of the provision and issuance of Tickets for the Tournament and attendance by Ticket Holders at relevant Matches/Match Days and to keep Ticket Purchasers and Ticket Holders informed about the latest news and activities of RWC and the Tournament and grant updates and priority access to goods and services linked to its activities and such other applicable uses.
- (86) The Ticket Holder acknowledges and agrees that their personal information provided by the Ticket Purchaser and by any other Ticket Holder may be processed and stored as necessary for the performing of the contract with RWC evidenced by these Conditions, including for the purposes of the implementation of these Conditions and for administration, communication, enforcement and access control purposes related to the Tournament. Ticket Purchasers and Ticket Holders further acknowledge and understand that their personal information may also be collected and/or processed by other parties, including WRED, as may be necessary in connection with the above purposes and such purposes as detailed in the RWC Privacy Statement (see below).
- (87) Ticket Holders are informed that they have rights of access, rectification, limitation, portability and erasure over their information in accordance with UK GDPR and GDPR (as applicable). Any person whose personal data is gathered by RWC also has the right to challenge and/or seek information from RWC regarding the processing of their data. These rights may be exercised at any time by sending a request by post to the following address: Data Protection Officer, Rugby World Cup (England 2025) Limited at 642a Kings Road, London, England, SW6 2DU or by email to DPO@england.rwc.rugby.
- (88) For more information concerning the processing of Ticket Holder personal information, please consult the RWC Privacy Statement, which is available and accessible via [tickets.rugbyworldcup.com](https://media.ticketmaster.co.uk/tm/en-gb/img/static/pdf/2025/wrwc/privacy_policy.pdf) and at the following link: [https://media.ticketmaster.co.uk/tm/en-gb/img/static/pdf/2025/wrwc/privacy\\_policy.pdf](https://media.ticketmaster.co.uk/tm/en-gb/img/static/pdf/2025/wrwc/privacy_policy.pdf)

## CANCELLATION AND REFUND TERMS

### SCOPE OF VALIDITY OF TICKET

- (89) RWC does not guarantee that the Match for which the Ticket is sold will be held on the date, at the time and at the Venue stated on the Ticket or on the Tournament Website or Ticket Website.
- (90) RWC and/or WRED will be entitled to make changes to the time, the date, the duration or the Venue of any Match, or to any other detail of relevance to any Ticket, in case of unforeseen circumstances, such as Force Majeure, safety or security issues or decisions taken by any authorised person, government body or by any authority that has jurisdiction to do so.
- (91) In the event of such alteration, RWC will not be liable to the Ticket Purchaser or the Ticket Holder or any other person for any losses, costs or expenses (direct or indirect) resulting from such change other than as outlined in these Conditions. In particular, any entitlement to a refund to which a Ticket Holder may be entitled under these Conditions shall not exceed the face-value price of the Ticket(s) and any such refund shall exclude all and any additional applicable charges, fees, accommodation cost, transport cost, charitable donations or any other costs expended or incurred by a Ticket Purchaser or Ticket Holder in relation (directly or indirectly) to the purchase and/or use or proposed use of the Ticket(s)). For issues

or disputes relating to any Tickets that have been purchased or received by a Ticket Holder in connection with any other products, services or packages (e.g. hospitality, experiential or travel packages), RWC shall not be responsible or liable for any such disputes, products and/or packages and the Ticket Holder shall contact the company or party from whom they originally purchased or received the Tickets, products and/or packages;

- (92) As soon as possible after the decision to delay, reschedule or cancel a Match or the Tournament, all relevant information available at that time will be uploaded to the Tournament Website and brought to the attention of the Ticket Purchaser by any available means including the process and deadline for obtaining a refund (as applicable). Please note that it is also the responsibility of each Ticket Holder to monitor and keep up to date as to whether the Match or Tournament has been delayed, rescheduled or cancelled, whatever its date, time or place.

## CANCELLATION OF TICKET

- (93) RWC (and/or WRED) shall have the right to cancel any Ticket(s) of a Ticket Holder, without any right to refund or compensation, and expel the Ticket Holder from the Venue, where applicable, if, and as soon as, it is informed about any measure, ban, prohibition or decree by a government body, authority or a court banning the Ticket Holder in question from entering sporting venues (including any Venue).
- (94) If a Ticket Purchaser or Ticket Holder commits a violation of these Conditions or of the Venue Rules and Regulations, or commits any fraud or attempted fraud that is detected in the Venue or at the security checkpoints upon entry to the Venue, or any violation of the safety and security regulations that are applicable in sports venues generally, this will result in the cancellation of the Ticket and the expulsion of the Ticket Holder from the Venue, with no right to a refund or compensation for the Ticket(s), if RWC and/or WRED considers this appropriate at their discretion.

## DELAY

- (95) In case of delay, such as if the starting whistle is delayed for any reason whatsoever on the day of the Match, whatever the duration of the delay, or if the Match's start time is deferred, whatever the new arrangements (excluding change in date of the Match), RWC will not have any obligation to refund the Ticket Purchaser or the Ticket Holder any part of the price of the Ticket(s) including any applicable fees, charges or the charitable donation, nor to pay the Ticket Purchaser or the Ticket Holder any compensation for the delay or for any consequences (direct or indirect) that this delay might have for the Ticket Purchaser and/or the Ticket Holder and/or any third parties.

## INTERRUPTION

- (96) In the event of a definitive interruption (i.e. the Match does not re-commence) of the Match at any time after it has commenced, RWC will not have any obligation to refund to the Ticket Purchaser or the Ticket Holder the price, or any part of the price, of the Ticket(s) including any applicable fees or the charitable donation, nor to pay any compensation for any consequences, financial or otherwise, that this might have for the Ticket Purchaser and/or the Ticket Holder and/or any third parties.

## RESCHEDULED MATCH

- (97) In the case of a Match being rescheduled:
- (98) if the Match is rescheduled to a different date at the same Venue as initially planned, the Ticket Purchaser will be entitled to attend the Match on the same Ticket, or request a refund within the stipulated timeframes;
- (99) if the Match is rescheduled to a different date at another Venue, and the Venue is of equal or greater capacity, the Ticket Purchaser will be entitled to attend the Match on the same Ticket, or request a refund within the stipulated timeframes. If the rescheduled match is held in a Venue with a lower capacity or behind closed doors, the Ticket Purchaser will be automatically refunded the Tickets within the stipulated timeframes.

## MATCHES PLAYED BEHIND CLOSED DOORS OR WITH LIMITED CAPACITY

- (100) If a Match is played behind closed doors or with a limited audience pursuant to a decision taken by RWC and/or WRED, whatever the reason for this, the relevant Tickets will be automatically refunded to the Ticket Purchaser within the stipulated timeframes.

## CANCELLATION OF A MATCH, MATCH DAY OR THE TOURNAMENT

- (101) If a Match is cancelled outright, the relevant Ticket Purchaser's Ticket(s) will be automatically refunded within forty-five (45) working days following the originally scheduled date of the final Match of the Tournament. In case of outright cancellation of the Tournament as a whole, Ticket(s) will be automatically refunded. RWC will use all best endeavours to issue the refund to the Ticket Purchaser within two months following the date on which the cancellation of the Tournament was made public and brought to the Ticket Purchaser's attention.
- (102) Any information regarding refunds or requests should be addressed to the RWC Customer Service Team via the contact details outlined above in these Conditions.

## LIABILITY

- (103) Insofar as this is permitted by law, WRED and RWC disclaims liability for any damage and/or incidents beyond its control that occur during the Match or at the Venue or otherwise in RWC is held liable for any incident, WRED and/or RWC undertakes to refund only, by way of liability limitation, up to the price of the Ticket(s) that the Ticket Purchaser paid, subject to these Conditions and any other applicable rules and regulations. For the avoidance of doubt, WRED and RWC do not exclude or limit liability for: (a) death or personal injury caused by its negligence; (b) fraud or fraudulent misrepresentation; and/or (c) any liability which cannot be limited or excluded by law.
- (104) RWC shall not have any liability to a Ticket Purchaser or Ticket Holder, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, for any indirect, special or consequential loss (including loss of time, savings, costs or profits) arising under or on connection with the purchase and/or use of a Ticket, access to the Venue or otherwise in relation to or arising from these Conditions.
- (105) WRED disclaims any liability towards the Ticket Purchaser in relation to or in connection with any order placed online via the Ticket Website. WRED further disclaims any liability towards the Ticket Purchaser arising from any dispute a Ticket Holder may have under a contract or agreement with a third party provider, including any provider of hospitality, experiential or travel packages or services.
- (106) The Ticket Holder will be responsible for any personal property or personal items that they bring into the Venue and RWC disclaims all liability in case of loss, theft or damage to the personal property of the Ticket Holder. The Ticket Holder acknowledges that there is no storage available at the Venue.
- (107) RWC shall not be responsible or liable for any lost, damaged or delayed communications or any failure, act or omission as a result of any network, or computer hardware or software failure of any kind which may impact on a Ticket Purchaser's or Ticket Holder's purchase or attempted purchase of Tickets or entry to or attendance at the Venue, including in relation to any functions, services and facilities related to the Ticket Website or ticketing infrastructure and systems in place at the Venues.
- (108) Any person attending a Match acknowledges that their presence and/or movement in and around the Venue is at their own risk and that to the maximum extent permitted by law, RWC, WRED, the Venue, Authorised Persons or any other relevant body cannot be held liable for any loss and/or harm, including but not limited to bodily or mental harm, personal property damage (including to personal computers or mobile devices) or loss, or any other loss and/or harm arising from and/or occurring during attendance at the Venue, and without limitation to the foregoing, no claim, complaint, action, suit or proceeding will be brought by the Ticket Holder in relation to the foregoing.
- (109) RWC and WRED will not be held liable in case of non-performance, late performance or partial performance of its obligations due to circumstances of Force Majeure which result: (i) in the outright cancellation, the partial cancellation or the deferral of Women's Rugby World Cup England 2025, or (ii) in the holding of Women's Rugby World Cup England 2025 behind closed doors or with a limited audience, compelling it as a result to cancel all or part of the Tickets ordered for Women's Rugby World Cup England 2025. If WRED or RWC decides to hold a Match behind closed doors, the Ticket Holder will be denied access to the Venue.
- (110) Within the same limitations, the Ticket Holder waives and undertakes to ensure that its insurers waive any direct or subrogation actions against WRED and RWC and its insurers in connection with the events that are described above in these Conditions, and by extension, in case of Force Majeure. Any ancillary bookings, including travel arrangements, accommodation, purchases, rentals, or in general any services that are booked by the Ticket Holder connection with their purchase of a Ticket or attendance at the Match, will be at their own expense and risk and neither WRED or RWC shall be liable for reimbursement or compensation in this regard.
- (111) Any persons that a Ticket Holder brings into a Venue remains under the full responsibility of the Ticket Holder.
- (112) The teams that are due to play in the Matches, the compositions of the teams, the Venues, the dates and times of the events or Matches may be modified at any time by decisions taken by WRED or RWC and/or any administrative authority. Neither RWC nor WRED nor the entities to which it delegates the provision of services as part of the organisation of the Matches or the Tournament will incur any liability as a result.
- (113) Subject to applicable law, any claim, dispute or complaint regarding payments for tickets or billing/invoices will only be considered if it is raised within forty-five days following the order confirmation date. The Ticket Purchaser may contact the RWC Customer Service Team (contact details outlined above in these Conditions) if they have any questions or issues.

## AMENDMENTS, SEVERABILITY, WAIVERS, APPLICABLE LAW AND SETTLEMENT OF DISPUTES

- (114) RWC reserves the right to make amendments or changes to these Conditions from time to time and shall notify the Ticket Purchaser and Ticket Holder of any such changes if they materially affect the Ticket Purchaser and/or Ticket Holder's rights by issuing a statement via the Tournament Website and/or the Ticket Website. For the avoidance of doubt, changes may also be made, without limitation, to any applicable Venue Rules and Regulations.
- (115) In the event that any provision(s) of these Conditions are declared void, ineffective or unenforceable by any competent court, the remainder of these Conditions will remain in effect as if such void, ineffective or unenforceable provision(s) had not been included.

- (116) The failure by RWC to exercise or delay in exercising a right or remedy provided by these Conditions or by law does not constitute a waiver of the right or remedy or a waiver of other rights or remedies. A waiver of a breach of any of the terms of these Conditions or of a default under these Conditions does not constitute a waiver of any other breach or default and shall not affect the other terms of this Conditions.
- (117) These Conditions will be governed by and interpreted in accordance with the laws of England. All disputes arising from or related to these Conditions (including but not limited to any non-contractual disputes or claims) will be submitted to the exclusive jurisdictions of the courts in England. Nevertheless, RWC reserves the right to pursue any legal proceeding in the competent courts at the defendant's domicile.

## DEFINITIONS

For the purposes of these Conditions (including any abbreviated form of these Conditions printed on each Ticket), the following definitions shall apply:

**"Ambush Marketing"** means any activity, relationship, connection or conduct, whether direct, implied or inferred that has not been authorised by WRED or RWC and:

- a) which either directly or indirectly exploits or attempts to exploit the intellectual property and/or goodwill (whether to gain a benefit, or otherwise) related to the Tournament, any Match, World Rugby, WRED or RWC;
- b) which creates or intends to create and/or suggests or is capable of suggesting (actually or by implication) an association with the Tournament and/or a Match such that members of the public would reasonably believe such third party to be an Authorised Partner and/or proceeding with the approval of WRED or RWC; and/or
- c) which diminishes and/or has the potential to diminish the status of the Tournament, WRED, RWC and/or any Authorised Partner including but not limited any offering, giving away, or selling of tickets, hospitality, premiums, product samples and/or other marketing materials in connection with the promotion of goods or services or otherwise and/or any direct and express reference to the Tournament that has not been authorised by WRED or RWC.

**"Application Process"** means a Ticket application and allocation process that may be made available by RWC from time to time via the Ticket Website and which may utilise a computerised draw and/or ballot process to allocate Tickets to successful entrants who have submitted an entry to purchase Tickets via the Ticket application process in accordance with these Conditions.

**"Authorised Persons"** means any stewards, security, safety personnel and/or any other persons involved in the operations and management of the Venue and including those persons who are legally authorised to take such steps at the Venue in relation to security measures, the confiscation of items and prevention of Ticket Holders from holding or bringing any prohibited or restricted items into or near the Venue.

**"Force Majeure"** means all events beyond the control of the affected party including, but not limited to, acts of God, inclement weather, flood, lightning, fire, trade disputes, strikes, lockouts, pandemics, epidemics, acts or omissions of Governments or other competent authority including acts of terrorism, war, military operations, acts or omissions of third parties for whom the affected party is not responsible; means any circumstance outside the reasonable control of the Parties including without limitation, any strike or lock-out or industrial action of whatever nature (which is not due to any party to this Agreement including any associates, agents, representatives or employees of such party), accidental fire, typhoon, hurricane storm or tempest, act of God, explosion, casualty, sabotage, flood, earthquakes, subsidence, epidemic, an outbreak or spread of any virus, plague or other disease, pathogen or illness, howsoever described, which has been classified as a public health emergency and/or otherwise determined to be a pandemic or an epidemic by the World Health Organisation or by the European Union or any organ thereof or any other cause or event (whether of a similar or dissimilar nature), or other natural physical disaster, structural damage, failure of power supplies, riot, crowd disorder, war, act of terrorism, civil commotion or any legislation, regulation, ruling or omissions (including failure to grant any necessary permissions) of any relevant government, court or any competent national or international authority, including all decisions taken by government, administrative or judicial authorities that are binding upon RWC and/or WRED and that have an impact on the organisation of Women's Rugby World Cup 2025. For the avoidance of doubt, changes in applicable laws shall not constitute an event of Force Majeure unless such changes in applicable laws arise directly from or are directly related to one of the preceding types of events.

**"Authorised Partners"** means all persons or parties appointed by and/or on behalf of RWC, WRED or the World Rugby Group as licensees or official partners of WRED, RWC, the Tournament and/or the World Rugby Group including any so called "Principle Partners", "Official Partners", "Official Sponsors" "Official Suppliers", "Tournament Suppliers", broadcasters, travel and hospitality agents and merchandise licensees and any other parties that have entered into a commercial engagement or relationship with RWC, WRED, the Tournament and/or World Rugby Group.

"Match" means a rugby match forming part of the Tournament, the particulars of which are detailed on the Ticket;

**"Match Day"** means, in respect of a relevant Ticket, the day on which each Match detailed on such Ticket is scheduled to take place at the Venue specified on such Ticket and includes where one or more Matches are taking place at the Venue during the same day;

**"Ticket(s)"** means a ticket/tickets giving right of entrance to a particular Match or Match Day at a particular Venue in accordance with the information stated thereon;

**"Ticket Holder"** means any individual holding, possessing or using, or who has held, possessed or used, and including any person that benefits in any way whatsoever from a Ticket purchased by the Ticket Purchaser and any other person or third party using a Ticket that has been provided to them under the prior express approval of WRED, RWC or an Authorised Partner;

**"Ticket Office"** means any Venue Ticket offices or other Ticket distribution outlets that may be authorised and made available by RWC from time to time and which may be located in or around the outside or proximity of the Venue(s);

**"Ticket Purchaser"** means an individual, aged eighteen (18) years or above, who has successfully purchased a Ticket(s), including from the Ticket Website and including via any Application Process, via an authorised Ticket platform or seller and in accordance with these Conditions;

**"Ticketmaster"** means Ticketmaster Sport Limited, a third party service provider engaged to provide, operate and maintain the RWC ticketing sales system via the Ticket Website (including any Application Process) and certain of the RWC customer service requirements and Ticket Offices;

**"Tournament"** means the Women's Rugby World Cup 2025, scheduled to take place in England in August and September, 2025;

**"Tournament Website"** means the official website of Women's Rugby World Cup 2025 located at [www.rugbyworldcup.com/2025](http://www.rugbyworldcup.com/2025);

**"Venue"** means all areas, including the stadium, grounds and facilities in which or where a Match is taking place or is scheduled to take place and for which a Ticket is required in order to obtain access and/or attend, including all entrances, exits, gates and other official areas;

**"World Rugby"** means World Rugby, the global governing body of rugby union, of World Rugby House, 8 – 10 Pembroke Street Lower, Dublin 2, Ireland; and

**"World Rugby Group"** means World Rugby (the governing body of the sport of rugby union), each and all World Rugby group companies, including all parent, subsidiary, associated, affiliated and successor companies or entities and their respective officers and employees.