



Rugby League World Cup 2021

Ticket Resale Policy

Last Update: 22 August 2022



Table of Contents

1.	Scope of Applicability	3
2.	Eligibility for Resale.....	3
3.	Posting Tickets for Resale.....	4
4.	Withdrawing Tickets from Resale	5
5.	Resale Process.....	5
6.	Wheelchair and Accessibility Tickets.....	7
7.	Miscellaneous.....	7



1. Scope of Applicability

The Rugby League World Cup 2021 Ticket Resale Policy and the terms and conditions included within this policy apply to and govern the posting of Rugby League World Cup 2021 match tickets ("Tickets") purchased by members of the general audience on RLWC2021's Official Ticketing Site in accordance with the General Terms and Conditions for the Use of Tickets ("GTCs") Ticket Sales Regulations ("TSRs") for Resale using the official Rugby League World Cup 2021 Ticket Resale Platform ("Resale Platform"). The Resale Platform is operated by Rugby League World Cup 2021 Limited - the event organiser ("RLWC2021").

2. Eligibility for Resale

The Resale Platform can only be used by an eligible Ticket Applicant in possession of a ticketing account, who has previously successfully purchased Ticket(s) ("Ticket Purchaser") directly from the Rugby League World Cup 2021 Official Ticketing Site available at www.RLWC2021.com/tickets ("Website"). Any Ticket Holder, as defined in the GTCs, not being the eligible Ticket Purchaser for the respective Ticket is prohibited from posting Tickets for Resale and must liaise with the Ticket Purchaser. RLWC2021 reserve the right to activate the Resale Platform at their sole discretion subject to the terms of this policy.

2.1. The Resale Service is only available for sold-out Matches and is only available for match tickets for the following Price Categories purchased from the Website:

- Categories A to E including Wheelchair/Accessibility tickets

2.2. The following products cannot be posted for Resale on the Resale Platform under this policy:

- Hospitality tickets
- Ticket Bundles;
- Group Tickets
- Tickets obtained from Clubs/Sponsors/Partners; and/or



- Any other Tickets, which have been made exempt from being posted on the Resale Platform, including but not limited to competition prizes or other complimentary tickets;

Any person holding such a Ticket is requested to contact the individual or entity from whom they received their ticket or Ticketing Customer Care under: RLWC2021@ticketmaster.co.uk

- 2.3. The Resale Platform cannot be used by any individuals who have purchased Ticket(s) from other sources, such as the official RLWC2021 travel and/or hospitality programmes any affiliates or associates of these entities.
- 2.4. The Resale Platform cannot be used by any other individuals who have acquired Tickets in breach of the applicable RLWC2021 General Terms and Conditions for the Use of Tickets, Ticket Sales Regulations and Venue Regulations (which can be found at www.RLWC2021.com/tickets).

3. Posting Tickets for Resale

- 3.1. Subject to this policy, a Ticket Purchaser can use the Resale Platform to submit to RLWC2021 any Ticket(s) they no longer wish to use and RLWC2021 will issue a refund to the eligible Ticket Purchaser in the event that RLWC2021 can resell their Ticket(s) successfully. The Resale Service does not provide for the sale of Ticket(s) by an eligible Ticket Purchaser directly to a potential buyer.
- 3.2. An eligible Ticket Purchaser can post tickets for resale to RLWC2021 for any Ticket(s) they no longer wish to use until 2 days before the relevant Match day by selecting Ticket(s) for resale on the official “Resale Platform” page of the Website and by clicking ‘Submit Tickets for Resale’.
- 3.3. RLWC2021 will confirm by email to the eligible Ticket Purchaser their Ticket(s) have been posted for resale immediately of an eligible Ticket Purchaser's application to submit Ticket(s) for resale in case



where such application is made prior to the distribution of tickets. Even if an eligible Ticket Purchaser applied to RLWC2021 for resale by the date stipulated in point 3.2.

3.4. Ticket(s) for the same seat/section will be made available for purchase by the public on the Website as part of the inventory of Tickets available for purchase for that particular Match. Tickets posted for resale will not be resold in order of posting. The inventory of Tickets available for purchase on the Website may include other Tickets for the same Match which have been posted for resale by other eligible Ticket Purchasers as well as Tickets being offered for sale for the first time by RLWC2021. RLWC2021 always reserves the right to adjust available inventories.

4. Withdrawing Tickets from Resale

4.1. An eligible Ticket Purchaser may withdraw Ticket(s) from being posted for resale on the Website at any time unless posted Ticket(s) for the same seat(s)/section(s) have been allocated to a prospective buyer using the Website (by being allocated to that individual's online 'Basket') or have been sold to a buyer using the Website.

4.2. If a Ticket has been approved to be posted for resale but a posted Ticket for the same seat/section remains unsold 2 days before the relevant Match day, the Ticket will be automatically withdrawn from being posted for resale and the tickets will remain valid and available for use by the ticket purchaser to attend the Match.

5. Resale Process

5.1. RLWC2021 cannot guarantee that any Ticket posted on the Resale Platform will be resold. RLWC2021 accepts no liability for any costs or expenses incurred by a Ticket Purchaser, who has not been able to resell their Ticket(s) on the Resale Platform.

5.2. RLWC2021 cannot guarantee that a posted Ticket will be sold for the same seat/section and, accordingly, RLWC2021 cannot guarantee that a refund will be made unless a posted ticket is sold for the same



seat/section. RLWC2021 cannot guarantee and accepts no responsibility that a posted ticket will be resold for every Ticket posted for resale by an eligible Ticket Purchaser.

- 5.3. In the event that a posted Ticket for the same seat/section is sold by RLWC2021, RLWC2021 will notify the eligible Ticket Purchaser by email and, subject to this policy, the terms and conditions contained within and the process for the refund which will be notified and posted in accordance with Clause 5.4 below, will issue the eligible Ticket Purchaser with a refund and cancel the eligible Ticket Purchaser's original Ticket(s).
- 5.4. RLWC2021 will refund the Eligible Ticket Purchaser the full face value of the relevant Ticket. Any delivery fee and other charges paid by the eligible Ticket Purchaser in respect of the purchase of the original Ticket and donation made at the time of purchase will not be refunded by RLWC2021.
- 5.5. For Print-at-Home tickets that may have already been made available for download via the website, following a successful resale any previously saved/printed/distributed version of the Print-at-Home tickets will be cancelled and thus will no longer permit access to the match. The Ticket Purchaser remains responsible of ensuring that any ticket holders of such cancelled tickets are duly informed and any previously saved/printed/distributed versions are destroyed/deleted.
- 5.6. For printed tickets that may have already been delivered to the ticket purchaser, that have been submitted for resale and have been successfully sold, any refunds owed will only be processed after the safe receipt of the respective printed tickets by RLWC2021. In this case the ticket purchaser will remain responsible to ensure safe and timely return of the tickets they wish to submit for resale by delivery to the following address:

Rugby League World Cup 2021 - Limited
Bonded Warehouse
18 Lower Byrom Street
Manchester
M3 4AP
United Kingdom



RLWC2021 will not be liable for any delivery losses/damages to tickets returned for resale. Please note following a successful resale the printed tickets will be cancelled and thus will no longer permit access to the match.

- 5.7. If a posted Ticket for the same seat/section is sold, RLWC2021 will notify by email an eligible Ticket Purchaser with the process for the refund which will also be posted on the Website.
- 5.8. Refunds will be processed onto the same payment method used during the ticket application/purchase process.
- 5.9. RLWC2021 is not responsible for delays caused by time taken by banks, payment card processing companies or third parties involved in the transaction process.
- 5.10. The resale proceeds will be provided in Great British Pound (GBP). The exchange rates applicable for conversion into other currencies are dependent on the banks or payment card companies involved. RLWC2021 accepts no responsibility in the event that currency fluctuations result in a further reduction to the amount of the resale proceeds.

6. Wheelchair and Accessibility Tickets

- 6.1. Wheelchair and Accessibility Tickets can be posted for Resale using the Resale Platform.
- 6.2. Wheelchair and Accessibility Tickets cannot be posted for Resale without the corresponding complimentary companion Tickets. Complimentary companion Tickets cannot be posted for Resale without the corresponding wheelchair or accessibility Tickets.

7. Miscellaneous

- 7.1. Any correspondence in relation to this policy and the terms and conditions should be addressed to:

Rugby League World Cup 2021 - Limited



Bonded Warehouse
18 Lower Byrom Street
Manchester
M3 4AP
United Kingdom

- 7.2. This policy and the terms and conditions constitute the entire agreement between the parties in relation to the Resale Platform and no party shall have any claim or remedy against the other party in respect of any statement, representation, warranty or undertaking, made by or on behalf of the other party in relation to the Resale Platform which is not already set out in this policy and terms and conditions. This policy and terms and conditions do not waive or modify the General Terms and Conditions for the Use of Tickets, Ticket Sales Regulations and Venue Regulations.
- 7.3. Tickets purchased using the Website are subject to the applicable General Terms and Conditions for the Use of Tickets, Ticket Sales Regulations and Venue Regulations, availability and RLWC2021 confirmation.
- 7.4. To ensure continuity of application and clarity, to the extent allowed by applicable laws, this policy will be governed exclusively by, and interpreted in accordance with the locally applicable laws.
- 7.5. To the fullest extent allowed by applicable laws, for all disputes regarding and in connection with any rights and obligations deriving from this policy, the parties will seek to resolve such dispute amicably. If RLWC2021 and the Ticket Purchaser, and/or its successor, fail to reach such amicable solution, the exclusive place of jurisdiction shall be England to the extent legally possible. Irrespective hereof and subject to applicable laws, RLWC2021 reserves the right to bring any legal action in relation to this policy in the local court of the domicile or residence of the Ticket Holder, in particular matters concerning ambush marketing and other marketing activities or the unauthorised resale of Tickets.
- 7.6. RLWC2021 reserve the right to amend, change and or modify elements of this policy at its discretion at any time.



7.7. Any matters not otherwise provided for in this policy or other RLWC2021 regulatory documents shall be dealt with by RLWC2021 at its discretion.