



# Rugby League World Cup 2021 Ticket Sales Regulations

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## **1. Purpose of these Ticket Sales Regulations**

1.1 These Ticket Sales Regulations shall apply to, and govern, the sales of tickets ("Tickets") by Rugby League World Cup 2021 Limited ("RLWC2021") to individuals, being members of the general public for match(es) ("Matches") of the Rugby League World Cup 2021 ("Event"). These Ticket Sales Regulations shall also apply to, and govern, the sales of Tickets by RLWC2021 to individuals of a group sale.

1.2 RLWC2021 is the sole owner of the Event and has the exclusive right to determine all matters relating to Tickets. In particular, RLWC2021 has the right to determine for each of the Matches:

- (i) the total number of Tickets made available in a venue in which a Match takes place ("Venue") in line with what has been agreed with each Venue and in relation to their respective safety certificates, licenses and/or applicable government regulations, legislation and/or guidance;
- (ii) the allocation of all Tickets to customer groups and the recipient of each Ticket;
- (iii) the pricing of all Tickets;
- (iv) the assignment of Venue seats/sections to Tickets; and
- (v) the creation of ticketing products containing other benefits, products and/or services in addition to the Tickets, such as, but not limited to, accommodation, transport, parking and/or catering services.

1.3 Ticket allocations reserved by RLWC2021 for customer groups other than the general public, as well as further security or other organisational needs, which may all vary for each Match, the number of Tickets will vary from Match to Match and will never be equivalent to the total number of seats in the Venue. During the Event on any given Match day, the Venue is under the control of RLWC2021, the Venue management/operators and/or the public authority(ies) responsible for safety and security in connection with the Matches, and their respective employees, volunteers, agents, representatives, officers and directors (all together "RLWC2021 Authorities").

1.4 A ticket must be purchased for each person who wishes to attend a match, regardless of age. This means that any children and adolescents, regardless of age, require a Ticket to enter the Venue. For the avoidance of doubt and due to safety and other operational matters this also includes 'babies in arms'.



## **2. Ticket Online Purchase/Application Form**

2.1 The Ticket Online Purchase/Application Form made available by RLWC2021 or any other third party authorised by RLWC2021, is the only means through which an individual may request to purchase a specified number and category of Tickets for Matches in accordance with the terms and conditions of the Ticket Online Purchase/Application Form, including, without limitation, these Ticket Sales Regulations ("Ticket Online Purchase/Application Form").

2.2 The individual completing and submitting the Ticket Online Purchase/Application Form ("Ticket Applicant") will be solely responsible for the accurate content of the Ticket Online Purchase/Application Form and its submission in a timely and complete manner pursuant to these Ticket Sales Regulations and the Ticket Online Purchase/Application Form. Inaccurate, late or incomplete Ticket Online Purchase/Application Forms may be rejected by RLWC2021. Additional notes, requests, attachments, appeals, changes or further alterations to the standard offer, as set out in the Ticket Online Purchase/Application Form by the Ticket Applicant will not be considered or accepted by RLWC2021. Any acceptance by RLWC2021 is based on the assumption that all information provided by the Ticket Applicant is fully accurate and correct. In the event that, at any time subsequent to RLWC2021's partial or full acceptance of the Ticket Applicant's offer, RLWC2021 detects in the content provided by the Ticket Applicant any inaccuracy or deviation from the standard offer, such acceptance shall not be deemed nor construed as RLWC2021's acceptance of such inaccuracy or deviation from the standard offer and RLWC2021 may, fully or partially, cancel the Tickets allocated to the Ticket Applicant and terminate the Ticket Sales Agreement, pursuant to the General Terms and Conditions for the Use of Tickets ("GTCs") and these Ticket Sales Regulations.

## **3. Selection of General Admission Ticket Categories**

3.1 In general, RLWC2021 will sell Tickets upto five (5) different general admission price categories, defined as Ticket category A to E ("Ticket Category"), with Ticket Category A representing the highest price category and up to Ticket Category E the lowest price category. The number of Ticket Categories made available may vary per Venue. Under these Ticket Sales Regulations, RLWC2021 sells Tickets for all Matches only in Ticket Category A to E across all sales phases.

3.2 RLWC2021 determines the categorisation of each seat in the venue to one of the five ticket categories on a match-by-match basis for each venue individually. The Ticket Categories for each Venue are explained in detail in the Ticket Online Purchase/Application Form and further sales material made available by RLWC2021



at [www.RLWC2021.com/tickets](http://www.RLWC2021.com/tickets) and in further Ticket sales materials which RLWC2021 may choose to publish from time to time.

The Ticket Applicant acknowledges that

- (i) The Ticket Category to which a specific venue seat is assigned may vary from match to match;
- (ii) All ticket categories, including Ticket Category A may comprise venue seats of the lower and upper tier of the venue;
- (iii) The ticket categorisation remains unaffected from any conditions on the match day, which may have an impact on the use of the seats, such as weather conditions; and
- (iv) Ticket Category boundaries in a venue may vary from match to match. Such differentiation may be necessary to meet all operational requirements.
- (v) Ticket categories and the number of seats available in each category may be reduced depending on government regulations and/or guidance and may change with short notice. Any changes will be communicated as early as possible.

3.3 The Ticket Applicant must indicate in the Ticket Online Purchase/Application Form the Ticket Category requested for each Match. The Ticket Applicant may only apply for one (1) Ticket Category per Match unless otherwise permitted under Section 3.4 below or the Ticket Applicant also applies for Accessibility Tickets.

3.4 If during the ballot phase the Ticket Applicant has duly indicated their consent in the Ticket Online Purchase/Application Form to be allocated Tickets in a higher or lower Ticket Category than that Ticket Category specified as their first choice ("Powerplay"), the Ticket Online Purchase/Application Form completed and submitted for their first choice shall be deemed to implicitly contain the Ticket Applicant's offer to purchase Tickets in such higher/lower Ticket Category (subject to availability).

3.5 Under these Ticket Sales Regulations and as in detail explained in the Ticket Online Purchase/Application Form, RLWC2021 will sell Tickets to individuals, being members of the general public in the form of Match Tickets.

3.6 Under these Ticket Sales Regulations and subject to contractual and/or other eligibility requirements as determined by the Event Organiser, RLWC2021 will also sell Tickets to group sale customers.



#### **4. Sales Restrictions**

4.1 The Ticket Applicant can only apply for a maximum of ten (10) single Tickets per match. This includes Tickets purchased for double-header matches, where one Ticket purchased for the double-header match will allow access to both matches played on that particular date and in that particular venue. Should a Ticket Applicant wish to apply for more Tickets than mentioned above for a match, they will have to submit a group application form, which will be made available at [www.RLWC2021.com/tickets](http://www.RLWC2021.com/tickets). All Group Applications remain subject to availability and RLWC2021 confirmation.

4.2 All Ticket Online Purchase/Application Forms received from a Ticket Applicant will be automatically rejected by RLWC2021 if the Ticket Applicant:

- (i) Applies for more Tickets or more Ticket Categories than permitted per Match or for more Matches than permitted pursuant to these sales regulations;
- (ii) Submits multiple ticket applications for the same Match;
- (iii) Has been banned from attending matches by competent authorities or governing bodies in any country or is considered as a security risk by the RLWC2021 Authorities; or
- (iv) By any means circumvents, or seeks to circumvent, the sales restrictions established herein, including by using the same payment card in different ticket applications or by any means manipulating the ticket sales process.

4.3 The sales restrictions set forth in sections 4.1 to 4.2 above shall apply to all persons irrespective of whether a person applies themselves as a Ticket Applicant or is provided a ticket as a guest. Therefore, a Ticket Application may be automatically rejected for the person in violation of any of these sales restrictions as Ticket Applicant and/or guest.

4.4 All decisions to reject a Ticket Application shall be made at RLWC2021's sole discretion and there shall be no right of appeal against such decision.

4.5 Any acceptance by RLWC2021 is based on the assumption that the Ticket Applicant has fully observed all sales restrictions set forth in this Section 4. In the event that, at any time subsequent to RLWC2021's partial or full acceptance of the Ticket Applicant's offer, RLWC2021 detects any violation of the sales restrictions, such acceptance shall not be deemed or construed as RLWC2021's acceptance of such violation of the sales restrictions and RLWC2021 may, fully or partially, cancel the Tickets allocated to the Ticket Applicant and terminate the Ticket Sales Agreement (as defined in Section 7.2 below) pursuant to the GTCs and these Ticket Sales Regulations.



## **5. Availability of Tickets**

5.1 Tickets will be made available in different sales phases. RLWC2021 has the right to determine the number of Tickets made available for sale to the general public and other customer groups in each of the sales phases. The sales phases are described in the Ticket Online Purchase/Application Form and further Ticket sales materials which RLWC2021 may publish and update from time to time.

5.2 Tickets are only available within such Ticket allocations determined by RLWC2021 for the customer groups. RLWC2021's ability to satisfy a request for Tickets as specified by the Ticket Applicant in the Ticket Online Purchase/Application Form depends on the total number of Tickets:

- (i) allocated in a sales phase to the general public,
- (ii) requested by Ticket Applicants for a Match and a Ticket Category, and
- (iii) the results of the ballot for oversubscribed Matches as applicable in certain sales phases.

5.3 In order to secure that the maximum number of Tickets can be made available to spectators, the number of Tickets available for sale to the general public for a Match may vary throughout the Ticket sales process and in each of the sales phases. In particular, RLWC2021 may, from time to time and at its sole discretion, release additional Tickets for sale to the general public from Ticket allocations reserved for other customer groups or other operational requirements. As a result, Tickets may become available at a later stage of the Ticket sales process regardless of whether RLWC2021 has indicated a lower probability of a successful Ticket Application at an earlier stage of the Ticket sales process.

## **6. Ticket Purchase Offer**

6.1. None of the information stated at [www.RLWC2021.com/tickets](http://www.RLWC2021.com/tickets) may or will be regarded as a public offer by RLWC2021 in respect of Tickets. Completion and submission of the Ticket Online Purchase/Application Form to RLWC2021 or any other third party authorised by RLWC2021 constitutes an irrevocable and binding offer to RLWC2021 by the Ticket Applicant to purchase the Tickets identified in the Ticket Online Purchase/Application Form. The Ticket Applicant is solely responsible for the accuracy of the content provided by the Ticket Applicant in the Ticket Online Purchase/Application Form. However, the Ticket Applicant's offer for a certain quantity of Tickets for a Match shall be deemed to implicitly contain the Ticket Applicant's offer to purchase:

- (i) Tickets for a lower number of Matches;



- (ii) a lower number of Tickets for a Match; or
- (iii) Tickets in a lower Ticket Category as described in Section 3.4 above.

6.2 The Ticket Applicant must have turned 18 years of age at the time when they submit to RLWC2021 a binding offer for the purchase of a Ticket.

6.3 The Ticket Applicant acknowledges that, at the time of submission of the Ticket Online Purchase/Application Form:

- (i) The participating teams of a Match chosen by the ticket applicant may not be known;
- (ii) It may only be possible to select a ticket category, but not a specific seat or venue sector; and/or
- (iii) the kick-off time of a match chosen by the ticket applicant may be subject to changes.

6.4 The Ticket Online Purchase/Application Form may be changed or cancelled by the Ticket Applicant after submission until such dates as indicated in the Ticket Online Purchase/Application Form during certain sales phases (e.g. ballot phase), but in any case no later than provision of the ticket confirmation to the ticket applicant as defined below.

6.5 Neither completion nor submission of the Ticket Online Purchase/Application Form by the ticket applicant, nor RLWC2021's acknowledgement of receipt of the Ticket Online Purchase/Application Form guarantees the availability of tickets for the ticket applicant, or the acceptance of the ticket purchase offer by RLWC2021. In order to be successful a Ticket Online Purchase/Application Form must be processed by RLWC2021 pursuant to section 7 below.

6.6 By completing and submitting the Ticket Online Purchase/Application Form, the ticket applicant acknowledges that the ticket purchase offer must be made unconditionally. In particular, the Ticket Applicant is solely responsible in relation to themselves and their Guests for

- (i) the arrangement of travel and accommodation; and
- (ii) the timely arrival at the Venue on the Match day.

## **7. Acceptance by Rugby League World Cup 2021**

7.1 If Tickets are available and RLWC2021 partially or fully accepts the Ticket purchase offer identified in the Ticket Online Purchase/Application Form by allocating Tickets to the Ticket Applicant, the Ticket Applicant will be provided with a dedicated





confirmation issued by RLWC2021 of the transaction by e-mail, post, personal delivery or otherwise (“Ticket Confirmation”).

7.2 The issuance or remittance of the Ticket Confirmation represents RLWC2021’s partial or full acceptance of the Ticket Applicant’s offer and constitutes the conclusion of the agreement for the sale of Tickets (“Ticket Sales Agreement”). RLWC2021 will notify unsuccessful Ticket Applicants.

7.3 The Ticket Confirmation will specify the quantity of Tickets allocated to the Ticket Applicant, the Ticket Category, the Venue (if known at the time of the purchase of the Ticket) and the Match (i.e. the number of the Match according to the Match schedule comprised in the Ticket Online Purchase/Application Form). The ticket confirmation may not identify the participating teams of a match and/or a specific seat or venue sector, which may only be determined at a later stage, pursuant to section 11 below.

7.4 other than the ticket confirmation, no communication by RLWC2021, or any third party shall be deemed or construed as ticket confirmation. In particular, no third-party notifications as part of the payment process pursuant to section 10 below shall be deemed or construed as acceptance by RLWC2021 of the ticket applicant’s offer.

7.5 (A) The Ticket Applicant acknowledges that RLWC2021 cannot guarantee:

- (i) that a specific player or team will participate in the Match (unless the team is known at the time of the purchase of the Ticket);
- (ii) the duration of the Match; and
- (iii) that the Ticket Applicant or their Guests will have entirely uninterrupted and/or uninhibited view of the Match from the seat provided.

(B) The ticket applicant acknowledges that any of the above does not change the value of the seat and/or the services which a ticket applicant is entitled to receive with the ticket and does not entitle the ticket applicant to any refund or further compensation.

## **8. No cancellation of purchase by ticket applicant**

8.1 All Ticket sales are final. Anyone who purchases, holds or uses a Ticket, including Guests (“Ticket Holder”) cannot elect to cancel a purchase or return Tickets after conclusion of the sale, provided however, that certain third party transfers or resales by a successful Ticket Applicant may be permitted in limited circumstances pursuant to RLWC2021’s Ticket Resale policy, which will be defined by RLWC2021 and made available timely on [www.RLWC2021.com/tickets](http://www.RLWC2021.com/tickets) and



8.2 Except for the special case set forth above in section 8.1, the ticket applicant is not entitled to cancel a purchase or terminate the ticket sales agreement or return tickets after conclusion of the sale.

8.3 The ticket applicant is not entitled to cancel a purchase or terminate the ticket sales agreement or return tickets after conclusion of the sale due to the ticket applicant or any of their guests failing to make relevant arrangements as mentioned in section 6.6.

8.4 RLWC2021 may, fully or partially, cancel the Tickets allocated to the Ticket Applicant and terminate the Ticket Sales Agreement in the cases described in the GTCs and these Ticket Sales Regulations.

## **9. Price Taxes, Fees, Currency, Delivery Fees and Other Fees**

9.1 The price for Tickets is determined by RLWC2021 and will be set out in the Ticket Online Purchase/Application Form. Ticket prices will depend on:

- (i) the Ticket Category; and
- (ii) the stage of the Event (i.e. group stage, quarter-finals, semi-finals, and final).

In addition, the price of Tickets for the Men's opening Match is higher than the price of Tickets for the other Men's group stage Matches. The prices determined by RLWC2021 for the Ticket Categories depending on the stage of the Event may be changed/increased solely at the discretion of the RLWC2021. All prices include all applicable taxes. Delivery fees related to the delivery of Tickets to the Ticket Applicant and any other applicable fees will be listed separately within the Ticket Application.

9.2 RLWC2021 reserves the right to change/increase ticket prices, regardless of currency exchange fluctuation.

9.3 In any and all Ticket transactions in other currencies, which need to be converted into GBP, currency exchanges will be determined by the Ticket Applicant's payment card company or bank (as applicable) during the billing process. Further information on applicable currency exchange rates may be obtained from the Ticket Applicants' payment card company or bank (as applicable).



## 10. Payment Process

10.1 RLWC2021 will accept such means of payment as indicated in the Ticket Online Purchase/Application Form. Any and all bank or other charges incurred as a result of the payment with a payment card or currency conversion will be the sole responsibility of the Ticket Applicant.

10.2 If the Ticket Applicant chooses to pay for the Tickets by payment card or other payment methods, unless otherwise indicated in the Ticket Online Purchase/Application Form the nominated payment card or other payment method shall be registered in the name of the Ticket Applicant and must not be used by multiple Ticket Applicants. Any Ticket Online Purchase/Application Form nominating a payment card or other payment method:

- (i) not registered in the name of the Ticket Applicant; or
- (ii) used by multiple Ticket Applicants may be rejected by RLWC2021.

Any acceptance by RLWC2021 is based on the assumption that the payment card or other payment method used:

- (i) is registered in the name of the Ticket Applicant (unless otherwise indicated in the Ticket Online Purchase/Application Form); and
- (ii) is not used by multiple Ticket Applicants.

In the event that, at any time subsequent to RLWC2021's partial or full acceptance of the Ticket Applicant's offer, RLWC2021 detects the use of a payment card or other payment method not registered in the name of the Ticket Applicant (unless otherwise indicated in the Ticket Online Purchase/Application Form) or the use of the same payment card or other payment method by multiple Ticket Applicants, such acceptance shall not be deemed or construed as RLWC2021's acceptance of such violation of these Ticket Sales Regulations and RLWC2021 shall have the right to, fully or partially, cancel the Tickets allocated to the Ticket Applicant and terminate the Ticket Sales Agreement pursuant to the GTCs and these Ticket Sales Regulations.

10.3 The Ticket Applicant must ensure that his nominated payment card or other payment method is valid for the duration of the applicable Ticket sales phase, that all required information is provided and confirmed, and there is sufficient credit for the transaction requested. In case of a successful Ticket application, RLWC2021 will charge the nominated payment card or other payment method prior to issuance or remittance of the Ticket Confirmation and without any specific notification being required. If RLWC2021 is not able to charge the nominated payment card or other payment method, the Ticket application may be rejected by RLWC2021 in its entirety. In case RLWC2021 accepts any alternative means of payment other than by



payment card, the Ticket Applicant must ensure that full payment is received by RLWC2021 by such due date as indicated in the Ticket Online Purchase/Application Form.

10.4 Due to the nature and operational structure of the sale of Tickets simultaneously on a worldwide basis in separate sales phases, in particular the time constraints related thereto and to secure that the maximum number of Tickets can be made available to spectators, full and timely payment of all tickets to RLWC2021 is of essence and a material obligation of the ticket applicant. Any acceptance by RLWC2021 is based on the assumption that payment was received, or will be received, in a timely manner and in full. As a result, the following shall apply:

- (i) If RLWC2021 only receives partial payment from the Ticket Applicant, the payment is not received on time, or the payment is, completely or partially, withdrawn following receipt of the money by RLWC2021, the Ticket Application may be rejected by RLWC2021 in its entirety;
- (ii) RLWC2021 will reject payment by the Ticket Applicant if such payment is made after the payment dates set forth in Section 10.3 above or informed by RLWC2021 in the Ticket Online Purchase/Application Form or through any other means of disclosure; and
- (iii) no additional period of time to cure the full or partial non-payment will be granted to the Ticket Applicant by RLWC2021.

In the event that, at any time subsequent to RLWC2021's partial or full acceptance of the Ticket Applicant's offer, RLWC2021 detects partial or delayed payment, such acceptance shall not be deemed or construed as RLWC2021's acceptance of such violation of these Ticket Sales Regulations and RLWC2021 shall have the right to, fully or partially, cancel the Tickets allocated to the Ticket Applicant and terminate the Ticket Sales Agreement pursuant to the GTCs and these Ticket Sales Regulations.

## **11. Seating**

11.1 RLWC2021 will assign a specific seat/section to each Ticket. RLWC2021 will endeavour, but cannot guarantee, that all seats/sections assigned to Tickets for a Match which are allocated to a successful Ticket Applicant will be located adjacent to one another. Seats assigned to a Ticket Applicant may be located in different sections, rows or blocks of seats/sections in the Venue. RLWC2021 cannot provide adjacent seats/sections to persons submitting separate Ticket Online Purchase/Application Forms.



11.2 The specific location of a seat/section within a ticket category does not change the price of the ticket and that seats/section within a category can have different characteristics and that a seat/section may be located adjacent to the boundaries of a venue sector or a seat of another ticket category.

## **12. Delivery and Collection of Tickets**

12.1 Print-at-Home Tickets: In principle, except as outlined in Section 12.3 below, on a predetermined date as defined by RLWC2021, the Ticket(s) will be made available for download and printing as a 'print-at-home Ticket' under the individual dedicated URL of the specific Ticket Applicant ("Ticketing Account"). Ticket Applicants must access their Ticketing Account in order to print their Ticket(s). Ticket Applicants are advised to periodically access their Ticketing Account for updates on when and how to print their Ticket(s). Ticket Applicants will separately be informed once their print-at-home tickets are available to download/print. Print-at-home Tickets will only be considered valid if they are printed prior to the Match or Double Header in exactly such manner as described and instructed by RLWC2021 in the Ticketing Account. Further instructions will be made available under [www.RLWC2021.com/tickets](http://www.RLWC2021.com/tickets).

12.2 Personalised Tickets: Prior to printing each print-at-home Ticket, the Ticket Applicant shall be required to nominate the name of the Ticket Holder (i.e. the Ticket Applicant). The name of the nominated Ticket Holder shall appear on the printed Ticket and shall grant Venue access only to the person named on the Ticket along with their Guests. The Ticket Applicant is not permitted to change the name of the nominated Ticket Holder after the Ticket has been printed. The printing of duplicate tickets is strictly prohibited and may result in the Tickets being cancelled and entry to a venue being refused and no refunds being issued.

12.3 Paper Tickets: Under certain circumstances as may be determined by RLWC2021, Ticket Applicants may have the option, or be required by RLWC2021, to receive their Tickets as paper Tickets, being Tickets officially printed and distributed by RLWC2021. In such case, the Ticket Applicant will be required to provide either:

- (i) the postal address to which the Ticket(s) shall be delivered; or
- (ii) an indication of the RLWC2021 ticketing collection facility, the location(s) of which to be communicated by RLWC2021, from which the Ticket(s) can be collected by the Ticket Applicant.

In cases where Tickets are delivered to the Ticket Applicant (by courier, registered delivery or other means), any and all costs relating to such delivery shall be borne solely by the Ticket Applicant.



12.4 Ticket Applicant Responsibilities: No (email or other) confirmations, screenshots of the Ticketing Account, and/or other documents other than the print-at-home Ticket or paper Ticket itself (as applicable) will be deemed a valid substitute for a Ticket and will therefore not grant access to the Venue. The RLWC2021 Authorities shall not be held liable for printing or technical malfunctions in relation to print-at-home Tickets. In the case of delivery of paper Tickets, it is the Ticket Applicant's responsibility to ensure the accuracy of the delivery address in the Ticket Online Purchase/Application Form. The Authorities shall not be held liable for failures in the delivery of Tickets caused by either the submission of incorrect delivery details or by any other failures caused by delivery services and/or address recipients. In the case of Ticket collections, the Ticket Applicant is strongly advised to collect their Ticket(s) as soon as possible and by no later than the day before the Match day corresponding to the Ticket. The Authorities cannot guarantee Tickets can be collected on Match days and will not be held liable for a Ticket Applicant's failure to collect Tickets in a timely manner.

12.5 Full payment required: Without prejudice to section 10.4 above, Tickets may only be printed, or delivered to or collected by, the ticket applicant after receipt of full payment by RLWC2021. It is the sole responsibility of the Ticket Applicant to pay for the Tickets timely and in full. In the event the Ticket Applicant has for any reason not paid for the Tickets, the Ticket Applicant or his Guests shall not claim any rights against RLWC2021, including the termination of the Ticket Sales Agreement.

12.6 All Tickets comprised in a successful Ticket Application not delivered by courier must be personally collected by the ticket applicant or by an authorised third party. Proper identification with embedded photo and the payment card used in the transaction (if applicable) must be presented at the RLWC2021 Ticket Collection Points as specified in the Ticket Online Purchase/Application Form. In case the Ticket Applicant wishes the Tickets to be collected by a third party, such third party must be duly authorised by the Ticket Applicant by means of a notarized power of attorney specific for collection and notarized copies of both the Ticket Applicant's and the attorney's identification documents with embedded photographs.

12.7 In case of Accessibility Tickets, when collecting Tickets, the Ticket Applicant will be required to present such official documents or notarized copies thereof which evidence the eligibility for an Accessibility Ticket that entitles the Ticket Applicant or any of their Guest to the purchase of an Accessibility Ticket. In case the Ticket Applicant wishes such Tickets to be collected by a third party, such third party must present notarized copies of all documents which evidence eligibility for an Accessibility Ticket. In any case, on Match day, in order to enter or remain in the Venue, each Ticket Holder must carry and, upon request of the RLWC2021 Authorities, present the documents which evidence the eligibility for an Accessibility Ticket.



12.8 The presentation of proper identification and the payment card/method used in the transaction pursuant to section 10.2 and the evidence of eligibility for an Accessibility Ticket represents a material obligation of the Ticket Applicant.

12.9 The delivery of Tickets will not be possible for:

- (i) Tickets purchased in the general audience sales phase after a specific date to be confirmed by RLWC2021; or
- (ii) Tickets for which delivery may not be possible in time due to operational and/or Venue-related reasons.

The details of the Ticket delivery are described at [www.RLWC2021.com/tickets](http://www.RLWC2021.com/tickets). 12.10 Tickets may only be collected or delivered after receipt of full payment by RLWC2021. It is the sole responsibility of the Ticket Applicant to pay for the Tickets timely and in full and in case the Ticket Applicant has not paid for the Tickets in full and collection or delivery is rejected by RLWC2021, the Ticket Applicant or their guests may not claim any rights against RLWC2021, including to terminate the Ticket Sales Agreement.

### **13. Misrepresentation of Identity**

13.1 Each Ticket is personalised with the identity of the Ticket Applicant and represents an official evidence authorised by RLWC2021 to indicate a personal, revocable license to enter and stay in the Venue on a Match day during the opening hours of the Venue. This means that a Ticket shows personal permission from RLWC2021 for the Ticket Applicant and their Guests to enter and stay in the Venue subject to the conditions identified in these Ticket Sales Regulations, the GTCs, the Venue Regulations and the applicable laws. RLWC2021 at all times remains the owner of the Ticket.

13.2 The misrepresentation by the Ticket Applicant or a Ticket Holder in relation to the identity, and therefore personal permission to enter and stay in the Venue on a Match day represents a material breach of the Ticket Sales Agreement. In such case, RLWC2021 shall have the right to, fully or partially, cancel the Tickets allocated to the Ticket Applicant and terminate the Ticket Sales Agreement pursuant to the GTCs and these Ticket Sales Regulations. In the event that, at any time subsequent to RLWC2021's partial or full acceptance of the Ticket Applicant's offer, RLWC2021 detects the misrepresentation in relation to the identity, and therefore the personal permission, RLWC2021 shall have the right to, fully or partially, cancel the Tickets allocated to the Ticket Applicant and terminate the Ticket Sales Agreement pursuant to the GTCs and these Ticket Sales Regulations.



## **14. Accessibility Tickets**

14.1 RLWC2021 will make available a limited number of Tickets exclusively for disabled people, people with limited mobility and any for others with specific needs including hearing and visual impairment (“Accessibility Tickets”) as described in the Ticket Online Purchase/Application Form.

14.2 In case the Ticket Applicant fulfils the personal condition of being eligible to purchase an Accessibility Ticket, the Ticket Applicant will be required to provide any such information and/or to present any such official documents as required in the Ticket Online Purchase/Application Form, the GTCs and these Ticket Sales Regulations, in order to prove, and to allow RLWC2021 to verify, the eligibility.

14.3 Successful Ticket Applicants for Accessibility Tickets will be offered the opportunity to receive on a complimentary basis one additional Ticket for a companion as described in the Ticket Online Purchase/Application Form. The companion is only permitted to enter the Venue together with the person eligible to purchase and use an Accessibility Ticket.

14.4 The misrepresentation by the Ticket Applicant of the eligibility for an Accessibility Ticket of the Ticket Applicant or any of their Guests as described in the Ticket Online Purchase/Application Form represents a material breach of the Ticket Sales Agreement. In such case, RLWC2021 shall have the right to, fully or partially, cancel the Tickets allocated to the Ticket Applicant and terminate the Ticket Sales Agreement pursuant to the GTCs and these Ticket Sales Regulations.

## **15. Cancellation and Termination Consequences**

15.1 If RLWC2021 cancels all or some of the Tickets allocated to the Ticket Applicant, such cancellation shall be deemed a termination of the Ticket Sales Agreement with respect to the cancelled Tickets. If RLWC2021 terminates the Ticket Sales Agreement with respect to all or some of the Tickets allocated to the Ticket Applicant, such termination shall be deemed a cancellation with respect to such Tickets.

15.2 Should the Ticket Applicant be entitled to a refund pursuant to these Ticket Sales Regulations, RLWC2021 will refund the payment received from the Ticket Applicant for the cancelled Tickets and/or terminated Ticket Sales Agreement excluding any fees paid. Such refund is envisaged to be actioned within thirty (30) days after the end of the Event and RLWC2021 will inform the Ticket Applicant in case of any delay of such refund payment. Such refund shall always be limited to the amounts received by RLWC2021. No interests and further costs or expenses (for example,





travel or accommodation costs) shall be compensated by RLWC2021 to the Ticket Applicant as part of, or in addition to, any refund for any reason. Only the Ticket Applicant named in the Ticket Online Purchase/Application Form will be entitled to any refund.

## **16. Personal Data**

16.1 The Ticket Applicant is obliged to provide such personal data of himself/herself and their Guests as described in the Ticket Online Purchase/Application Form for the application for, and payment and collection of, the Tickets.

16.2 Ticket Applicants will be given the opportunity to update their personal data in such manner as described at [www.RLWC2021.com/tickets](http://www.RLWC2021.com/tickets). The Ticket Applicant shall ensure that the personal data initially provided by the Ticket Applicant is up-to-date at all times until the day of the Match for which a Ticket has been allocated.

16.3 If a Ticket application is unsuccessful or rejected, the Ticket Applicant may request deletion of the personal data provided by contacting the RLWC2021 at such contacts set out in Section 20.

16.4 The Ticket Applicant agrees and acknowledges that the personal data provided to RLWC2021 pursuant to these Ticket Sales Regulations will, subject to applicable laws including the Data Protection Act 2018 and the General Data Protection Regulation (EU) 2016/679, be used, processed, stored and transferred to third parties designated by RLWC2021 (located both within and outside of England) for purposes relating to

- (i) Ticket sales and allocation procedures,
- (ii) any relevant safety and security measures, and
- (iii) rights protection measures in connection with the Event.

16.5 In addition, provided that consent has been specifically given by the Ticket Applicant in the Ticket Online Purchase/Application Form, the Ticket Applicant agrees and acknowledges that the personal data about the Ticket Applicant provided to RLWC2021 pursuant to these Ticket Sales Regulations may also be used to inform the Ticket Applicant about other RLWC2021 products and future RLWC2021 Events as well as about products and services of RLWC2021's partners and other third parties contracted to RLWC2021.



## **17. Acceptance of Ticket Sales Regulations, General Terms and Conditions for the Use of Tickets and Venue Regulations**

17.1 By completing and submitting the Ticket Online Purchase/Application Form, the Ticket Applicant irrevocably agrees, acknowledges, and undertakes to fully comply with, these Ticket Sales Regulations, the General Terms and Conditions for the Use of Tickets and the Venue Regulations. The Venue Regulations reflects the applicable safety and security measures adopted by any of the RLWC2021 Authorities and is made available at [www.RLWC2021.com/tickets](http://www.RLWC2021.com/tickets) and will also be posted at the Venue.

17.2 Each Ticket Applicant shall be fully responsible for ensuring that each Ticket Holder who, directly or indirectly, receives a Ticket allocated to the Ticket Applicant has read, understood, accepted and is bound by the GTCs and the Venue Regulations. For that purpose, the Ticket Applicant will provide such Ticket Holder with a copy of the GTCs and the Venue Regulations or will direct such Ticket Holder to where the GTCs and the Venue Regulations are made available.

## **18. Liability of Ticket Applicant**

18.1 The Ticket Applicant shall be fully liable for any acts and omissions not in compliance with the GTCs and the Venue Regulations by any Ticket Holder who, directly or indirectly, receives a Ticket allocated to the Ticket Applicant.

18.2 In case of any violation of these Ticket Sales Regulations, the GTCs and/or the Venue Regulations by the Ticket Applicant and/or any Ticket Holder who, directly or indirectly, receives a Ticket allocated to the Ticket Applicant, RLWC2021 reserves all rights in addition to the rights specifically described under these Ticket Sales Regulations, including the right to file for criminal charges or to seek additional compensation in case the amounts set forth in Section 15.2 above are not sufficient to indemnify RLWC2021 for the suffered damages, including loss of profits.

## **19. Limitations of Liability of Rugby League World Cup 2021 Authorities**

The RLWC2021 Authorities shall not be held liable for any:

- (I) Incorrect or incomplete collection, inputting, transfer or handling of data and further information or management thereof, including for any lost, incorrect or incomplete Ticket Online Purchase/Application Forms;
- (II) Technical malfunctions such as any failure of computer hardware or software or any internet or printing malfunctions;



- (III) Failure to communicate with any Ticket Applicant by e-mail, post, SMS or otherwise, including the failure to deliver, or delayed delivery of, the Ticket Confirmation via the Ticket Applicants' email, phone or through any other service providers; or
- (IV) Delay, or full or partial failure, to make payment to, or receive payment from, RLWC2021 by the Ticket Applicant pursuant to these Ticket Sales Regulations for whatsoever reason.

## **20. Contact Information**

Any information requests relating to Tickets, these Ticket Sales Regulations and/or the Ticket Online Purchase/Application Form should be addressed to RLWC2021 by the members of the general public and group sales customers. The address of the RLWC2021 will be made available on [www.RLWC2021.com/tickets](http://www.RLWC2021.com/tickets), in the Ticket Online Purchase/Application Form and further Ticket sales materials which RLWC2021 may choose to publish from time to time.

## **21. Miscellaneous**

21.1 Should any provision(s) of these Ticket Sales Regulations and/or the Ticket Online Purchase/Application Form be declared void, ineffective or unenforceable by any competent court, the remainder of these Ticket Sales Regulations and/or the Ticket Online Purchase/Application Form will remain in effect as if such void, ineffective or unenforceable provision(s) had not been contained.

21.2 To ensure continuity of application and clarity, to the extent allowed by applicable laws, these Ticket Sales Regulations and the Ticket Online Purchase/Application Form will be governed exclusively by, and interpreted in accordance with, the laws of England.

21.3 To the fullest extent allowed by applicable laws, for all disputes regarding and in connection with any rights and obligations deriving from these Ticket Sales Regulations and the Ticket Online Purchase/Application Form, the parties will seek to resolve such dispute amicably. If RLWC2021 and the Ticket Applicant or Ticket Holder, or its successor, fail to reach such amicable solution, to the extent allowed by applicable laws the exclusive place of jurisdiction shall be England. Irrespective hereof and subject to applicable laws, RLWC2021 reserves the right to bring any legal action in relation to these Ticket Sales Regulations and the Ticket Online Purchase/Application Form in the local court of the domicile or residence of the Ticket Applicant or Ticket Holder, in particular matters concerning ambush



marketing and other marketing activities or the unauthorised transfer or resale of Tickets.

21.4 Should a Ticket Applicant purchase any third party products/services (e.g. instalment payment plan, refund protection etc.) made available by RLWC2021 within the Ticket Online Purchase/Application Form and in extension to their ticket applications, then for each product/service added their respective product's/service's terms and conditions will apply separately to these Ticket Sales Regulations. Any applicable fees for such third-party products/services will be listed separately. Any queries arising in relation to the product/service of such third-party products/services must be addressed with the respective product/service provider directly. RLWC2021 at any point in time cannot/will not be held liable for any incomplete or faulty provision of such third-party products/services.