

CONTENTS

1. **RUGBY WORLD CUP EXPERIENCE PACKAGE TERMS AND CONDITIONS**
2. **RUGBY WORLD CUP EXPERIENCES TRAVEL PACKAGE TERMS AND CONDITIONS**
3. **APPENDIX 2 – WOMEN'S RUGBY WORLD CUP ENGLAND 2025 TICKET TERMS AND CONDITIONS**

RUGBY WORLD CUP EXPERIENCE PACKAGE TERMS AND CONDITIONS

GENERAL TERMS OF SALE VALID FOR ALL EXPERIENCE PACKAGES FOR THE WOMEN'S RUGBY WORLD CUP ENGLAND 2025

Scope and Enforceability

1. These Rugby World Cup Experience Package Terms and Conditions ("**Experience Package Terms**") govern all experience packages incorporating the supply of a Ticket with: (i) catering; (ii) beverage; and/or (iii) Match Day or non-Match Day experience services ("**Experience Package**").
2. Experience Packages are issued, provided and sold by or on behalf of Sports Travel and Hospitality Limited, a company registered in England and Wales under company number 07322743 of 1 Southampton Row, London, WC1B 5HA, United Kingdom (trading under the brand Rugby World Cup Experiences) ("**RWCE**") for the Women's Rugby World Cup England 2025 (the "**Tournament**").
3. RWCE is the issuer and seller of the Experience Packages pursuant to authority granted by World Rugby Events DAC ("**WRED**"). World Cup (England 2025) Limited, of 642a Kings Road, London, England, SW6 2DU ("**RWC**") is the organiser of the Tournament pursuant to authority granted by WRED. WRED and RWC shall be referred to collectively, where applicable, as "**World Rugby**" for the purposes of these Experience Package Terms.
4. In purchasing and/or using an Experience Package from RWCE, the EP Purchaser and EP Holders shall be bound by and shall comply with the provisions contained in these Experience Package Terms. Further, the EP Purchaser and any EP Holders purchasing and/or utilising an Experience Package shall also be legally bound by and shall comply with the Women's Rugby World Cup England 2025 Ticket Terms and Conditions issued by RWC and attached at Appendix 2 to these Experience Package Terms (the "**Conditions**") and the terms, rules and conditions applicable to each Venue in which a Match is taking place and which shall be a) available to view on the Tournament Website, and b) displayed at the entrance of each Venue (the "**Venue Rules and Regulations**"). The Conditions and the Venue Rules and Regulations are hereby expressly incorporated into and form part of these Experience Package Terms.
5. Collectively, the confirmation, Experience Package Terms, the Conditions and the Venue Rules and Regulations shall be known as the **RWCE Agreement**. Accordingly, the EP Purchaser must read and understand the provisions of the RWCE Agreement, to which the EP Purchaser will be legally bound, before purchasing Experience Package(s) and shall ensure that any EP Holders for whom the EP Purchaser has purchased or provided an Experience Package, shall comply with and be legally bound by the RWCE Agreement.
6. As these Experience Package Terms create a legally binding relationship with RWCE, any queries or questions that an EP Purchaser or EP Holder may have regarding these Experience Package Terms should be submitted to RWCE before purchasing an Experience Package and prior to use of an Experience Package (by an EP Holder). Queries can be submitted by email to the RWCE Customer Service team at the following address: info2025@rwcexperiences.com.

Purchase and Distribution of Experience Packages

Offline Order and Payment Process

7. Experience Packages will be available to purchase through RWCE or through a RWCE Official Agent. Where the Experience Package(s) requested are available, RWCE or the RWCE Official Agent shall send the individual a Booking Form by email along with these Experience Package Terms and the Conditions (attached at Appendix 2). The individual must complete and sign the Booking Form and return the signed Booking Form to RWCE. Subject to the continued availability of the relevant Experience Package(s), on receipt of the signed Booking Form, RWCE shall issue an email confirmation to the EP Purchaser. Upon the dispatch of a confirmation by RWCE to the EP Purchaser, a binding contract shall form between the EP Purchaser and RWCE.
8. RWCE shall send the EP Purchaser an invoice for the Package Fee in respect of the Experience Package(s) listed in the Booking Form as soon as reasonably possible following the dispatch of a confirmation.
9. If an Experience Package is purchased sixty (60) days or more before the Tournament, the Package Fee will be due and payable in full within thirty (30) days from the date RWCE issue the invoice to the EP Purchaser.
10. If an Experience Package is purchased, less than sixty (60) days but more than thirty (30) days before the Tournament, the Package Fee will be due and payable in full within seven (7) days from the date RWCE issue the invoice to the EP Purchaser.
11. If an Experience Package is purchased thirty (30) days or less before the Tournament, the Package Fee will be due and payable in full within twenty-four (24) hours of the date RWCE issue the invoice to the EP Purchaser.

Online Order and Payment Process

12. Experience Package(s) are available to purchase online via the official Women's Rugby World Cup England 2025 Travel and Premium Experiences website at www.rwcexperiences.com ("**RWCE Website**").
13. When purchasing an Experience Package on the RWCE Website the Package Fee will be due and payable in full at the time and point of submitting an order.
14. On receipt of the order, a confirmation will be sent to the EP Purchaser directly to the email provided. Upon the dispatch of a confirmation to the EP Purchaser, a binding contract shall form between the EP Purchaser and RWCE.
15. Any payment delay, bank issues, technology errors, failure, or default (including an authorisation failure based on the information requested from an EP Purchaser during the purchase journey) to pay in full will automatically lead to the cancellation of the proposed order for Experience Packages. The Experience Packages concerned will be made available to other purchasers and any sums already paid (if any) will be reimbursed.

Experience Package Order Requirements

16. The number of Experience Packages available for purchase for each type of Experience Package and the Tournament are limited. The number of Experience Packages that may be

purchased for the Tournament will be determined at RWCE's discretion.

17. RWCE reserves the right to cancel, without compensation, any type, number, kind or category of Experience Packages purchased.
18. EP Purchasers must be aged eighteen (18) years or above.
19. Where child Experience Packages are made available, child Experience Packages shall be strictly for use by persons aged fifteen (15) years and under as at the date of the relevant Match or Match Day. Child Experience Packages, if made available, cannot be purchased as a stand-alone child Experience Package and may only be purchased and used together with an adult (18 years or over) Experience Package. Any person attempting to use a child Experience Package who does not satisfy the criteria for use of a child Experience Package shall be refused entry and/or removed from the Venue and the child Experience Package shall be non-refundable.
20. Once the EP Purchaser has completed an order for an Experience Package(s) and received an order confirmation directly by email, no further changes can be made to the order. For the avoidance of any doubt, no order or purchase of an Experience Package shall be complete, successful and/or confirmed until the EP Purchaser has received a formal confirmation email confirming the purchase of the relevant Experience Package. If, for any reason whatsoever, an order is not completed and/or payment is not processed in full and/or no confirmation email is received, the individual shall have no entitlement or right of any kind to the relevant Experience Package.
21. The contract in respect of the Experience Package(s) shall be between RWCE and the EP Purchaser and the RWCE Agreement shall apply to the purchase of such Experience Package(s).
22. The RWCE Agreement shall supersede any proposal made by RWCE or an RWCE Official Agent or any request made to RWCE or an RWCE Official Agent.

Experience Package Payment Terms

23. If the Package Fee is not received by RWCE in full by the due date, RWCE shall be entitled to cancel the Experience Package and terminate the RWCE Agreement with immediate effect and the individual shall no longer have any entitlement or right of any kind to the relevant Experience Package.
24. For the avoidance of doubt, all prices and any other charges quoted by RWCE under the RWCE Agreement are inclusive of taxes but exclusive of any other duties and charges imposed or levied in connection with the supply of Experience Package(s) (including, but not limited to, any postage and/or packaging) which shall be additionally payable by the EP Purchaser.
25. All sums payable to RWCE pursuant to the RWCE Agreement shall be paid in Great British Pounds (GBP£) along with any applicable duties, charges or levies specified during the order process (unless otherwise agreed in writing by RWCE). Any costs or charges (including exchange rate costs and payment card charges) applicable to payments by an EP Purchaser via another currency shall be borne by and shall be the sole responsibility of the EP Purchaser.

26. Experience Packages shall be paid for by payment cards or, for offline orders, by bank transfer to RWCE's bank account (detailed in the invoice) or such other payment method offered by RWCE and notified in writing from time to time.
27. The EP Purchaser agrees to pay and to hold RWCE harmless from and against any:
- (a) taxes, duties, levies, deductions or withholdings ("**Withholdings**"); and/or
 - (b) bank and other charges incurred by RWCE as a result of any monetary transfer, currency conversion or otherwise ("**Bank Charges**"),
- imposed upon or applicable to the payment of the Package Fee by the EP Purchaser by any local government authority. To the extent necessary, the EP Purchaser shall be obliged to pay RWCE such additional amount as will, after any such Withholdings and/or Bank Charges have been imposed, leave RWCE with the same amount as it would have been entitled to receive in the absence of the imposition of such Withholdings and/or Bank Charges.
28. Without prejudice to any other rights under the RWCE Agreement, RWCE shall be entitled in the case of overdue payments to charge the EP Purchaser interest on such overdue payments at the daily rate of two per cent (2%) above the Bank of England base rate from time to time from the due date until the date of payment.
29. The EP Purchaser acknowledges that not all payment cards will be accepted by RWCE.
30. If, due to human error or technical malfunction on the part of RWCE or the RWCE Website, an incorrect Package Fee or Experience Package details are displayed and such Experience Package(s) is purchased by an EP Purchaser on the basis of such incorrect amount or details or if an EP Purchaser has purchased a type of Experience Package which is not intended to be purchased by or available to such EP Purchaser, RWCE reserves the right to cancel the relevant Experience Package(s) and process a refund to the EP Purchaser for the amount of the Package Fee charged only. The EP Purchaser may, at RWCE's sole discretion, be provided with an opportunity to purchase Experience Packages in accordance with the correct Experience Package Fee and/or Experience Package details.
31. If, due to human error or technical malfunction or failure on the part of an individual or EP Purchaser results in the purchase of Experience Packages in error, such Experience Packages shall be non-refundable and RWCE shall have no obligation to refund, reimburse, cancel or replace the relevant purchase of Experience Packages.

Delivery of Experience Packages

32. Provided the Package Fee (and any other charges) have been received in full by RWCE, RWCE will distribute, or have distributed on its behalf, the Experience Package Documents and Tickets to the EP Purchaser. RWCE will notify the EP Purchaser of the method of distribution prior to the commencement of the Experience Package but reserves the right to amend the method at any time, including distribution via third parties. Once distributed, the Experience Package Documents and Tickets are the responsibility of the EP Purchaser and cannot be replaced. EP Holders must display the correct Ticket or Experience Package pass to gain entry to the relevant Venue, and EP Holders may be refused entry if EP Holders do not display the correct Ticket or Experience Package pass. RWCE, RWC and WRED shall not be held responsible and are not liable for any loss if any EP Holders are refused entry to a Venue or Experience Area for displaying an incorrect Ticket or Experience Package pass.

Experience Package Area

33. Access to the Venue and any Experience Area is strictly limited to the date and the time indicated in the Experience Package Documents. For the avoidance of doubt, access to the locations where catering, beverage and/or other experience services are provided will be restricted to persons having the express right to access such locations.

Changes to Experience Packages

34. RWCE reserves the right to substitute or amend an Experience Package (including without limitation any seats, areas or services initially allocated or pricing of packages) if such amendment is required:
- (a) in order to comply with local applicable laws in force during the Tournament; or
 - (b) in order to reflect any changes made by RWC or WRED in connection with the staging of the Tournament. In such circumstances, RWCE shall notify the EP Purchaser of the details of the new or revised Experience Package details.

Lost/Stolen/Damaged Experience Package Documents or Tickets

35. Any Experience Package Documents or Tickets that are damaged, defaced or unreadable may not be accepted for admission to the Venue or Experience Area.
36. RWCE shall not replace or reimburse an EP Holder in respect of any lost, stolen, damaged, destroyed or defaced Experience Package Document or Tickets, save where the same occurs as a result of the negligent act or omission of RWCE.

No sponsorship rights or association with the Tournament

37. EP Purchasers and EP Holders expressly acknowledge and agree that the purchase of Experience Package(s) does not grant them any marketing, commercial or promotional rights with respect to RWCE, RWC, the Tournament, WRED, World Rugby Group or any commercial partners or stakeholders of the World Rugby Group or the Tournament.
38. EP Purchasers and EP Holders must not, unless entitled to by virtue of an agreement with RWC or WRED itself, hold themselves out as a sponsor of, use any intellectual property connected with (including, without limitation, the official emblem, designations and mascots of the Tournament), or otherwise associate themselves in any manner whatsoever with the Tournament (or part thereof), RWCE, RWC, WRED, World Rugby Group or any commercial partners or stakeholders of World Rugby Group or the Tournament.
39. EP Purchasers and EP Holders must not as a material condition of this RWCE Agreement whether before, during or after the Tournament:
- (a) use the Experience Package(s) (or any element thereof) for marketing or promotional purposes (including, without limitation, for use as a prize in competitions, lotteries, draws, charity promotions or sweepstakes); or
 - (b) conduct any promotional, advertising or marketing activity in connection with RWCE, the Tournament, RWC, WRED, World Rugby Group or any commercial partners or stakeholders of World Rugby Group or the Tournament.
40. EP Purchasers and EP Holders shall not have any right to promote themselves or their trade

or business in the Venue or in any Experience Area or otherwise associate themselves with RWCE, the Tournament, RWC, WRED, World Rugby Group or any commercial partners or stakeholders of World Rugby Group or the Tournament, unless expressly authorised by RWCE in writing. For the avoidance of doubt and without limitation to the generality of the foregoing, no corporate identification of EP Purchasers or EP Holders shall be permitted unless expressly authorised in writing by RWCE.

Prohibition of Experience Package Resale or Transfer

41. Experience Packages are only for the use of the EP Purchaser or an EP Holder. It is strictly forbidden for any individual to sell, transfer or offer to sell, resell or transfer (for example on websites, in the immediate surroundings of the Venue or within the Venue precincts, or within the Experience Area), in any way or form, whether free of charge or in return for consideration, any Experience Package (or any element of the Experience Package (including, without limitation, the Tickets)) without first securing the express consent of RWCE or as otherwise provided for under these Experience Package Terms. The prohibition on resale of Experience Packages (or any element of the Experience Package (including, without limitation, the Tickets)) includes the sale or resale of Tickets on the official Rugby World Cup England 2025 ticket resale platform (if made available by RWC from time to time).

Conduct

42. The EP Purchaser shall be responsible for notifying any EP Holders associated with their order of the provisions of the RWCE Agreement to which the EP Holders will be legally bound including without limitation, the Conditions. The EP Purchaser shall procure the full compliance of the EP Holders with the RWCE Agreement including without limitation, the Conditions. Any breach of the RWCE Agreement (including, for the avoidance of doubt and without limitation, the prohibitions on resale, transfer and commercial use) may result in the cancellation of the relevant Experience Package(s) purchased without compensation or refund.
43. All EP Holders must comply with all directions and instructions of the competent authorities at all of the Venues at which they attend a Match (including, without limitation, the police).
44. EP Holders must comply with all rules and safety regulations established at each Venue and Experience Area and acknowledge that if an EP Holder is disruptive to the Tournament or the enjoyment, comfort or safety of other spectators (whether because under the influence of alcohol, narcotics or otherwise) they may be refused admission or removed by RWCE, RWC, WRED and/or an Authorised Person.
45. If an EP Holder fails to comply with Articles 38 – 41 and 47 or if RWCE, RWC, WRED and/or the Authorised Person removes an EP Holder pursuant to Articles 44 and 48, the EP Purchaser and/or the EP Holder (as applicable) shall have no right to a refund from RWCE and RWCE and World Rugby shall not have any liability whatsoever to the EP Purchaser or EP Holder.
46. All EP Holders shall at all times comply with all applicable laws in relation to the use of the Experience Package(s).

Prohibited Materials and Ambush Marketing

47. EP Holders are forbidden from:

- (a) using, possessing, selling or distributing any Prohibited Materials or engaging in any Prohibited Conduct in or around the Venue and Experience Area; and
- (b) using, possessing or holding promotional or commercial objects and materials, engaging in any Ambush Marketing (including holding or bringing any items, objects, signs or materials which RWCE, 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 RWCE, WRED or RWC.

48. If an EP Holder is found with any Prohibited Materials or engaging in any Prohibited Conduct or Ambush Marketing at set out in Article 47, RWCE, RWC, WRED and/or an Authorised Person may remove such items and/or remove the EP Holder (as applicable) from the Venue and/or Experience Area and/or refer the EP Holder (as applicable) to local authorities for investigation. If an EP Holder is removed in such circumstances, then they shall not be entitled to any refund and neither RWCE, RWC or WRED shall have any liability to the EP Holder as a result.

Image Rights, Photography and Recording

49. Any EP Holder accessing the Experience Area, attending in or around the Venue and/or attending at a Match acknowledges and irrevocably and unconditionally authorises WRED, RWC, RWCE and the operator of the Venue, free of charge, to record and to use images and recordings in which the EP Holder appears, by any means of acquisition (photography, video, etc.) during the Match and attendance in or around and at the Venue and at or in an Experience Area, 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 Tournament Matches, the Venue, the Experience Area, RWC and/or the World Rugby Group and as part of the transmission of the 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.

50. Any EP Holder accessing the Experience Area and/or in or around the Venue and/or attending at 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, an Experience Area 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 an EP Holder in breach of these Experience Package Terms and/or the 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 EP Holder;
 - g. acknowledges that they shall have no expectation of privacy in relation to their attendance, activities, actions or conduct at a Match, Experience Area 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 EP Holder within the Venue in breach of these Experience Package Terms and/or the Conditions, including the article/clause directly below.
51. Any photographs taken or other recordings of sounds or images made by an EP Holder in or around a Venue, a Match or an Experience Area 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 EP 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 EP Holder under the Venue Rules and Regulations.
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Customer Service

52. Any queries concerning Experience Packages should be addressed to RWCE directly via the Customer Service team of RWCE which can be contacted by email at the following address: info2025@rwcexperiences.com.

Experience Package Cancellation and Refund Terms

Changes

53. World Rugby is 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 as outlined within the Conditions (at Appendix 2 to these Experience Package Terms). RWCE has no control over the running of or timings of the Tournament or any part thereof.

54. It is the responsibility of each EP Holder to ascertain whether a Match or the Tournament has been delayed, postponed, rescheduled or cancelled.

Delay

55. 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), the Experience Package will remain valid and RWCE will endeavour to arrange for the relevant Experience Package to be provided at the rescheduled time. RWCE will not have any obligation to refund to the EP Purchaser any part of the Package Fee including any applicable fees, charges nor to pay the EP Purchaser any compensation for the delay or for any consequences that this delay might have for the EP Purchaser and/or the EP Holder and/or any third parties.

Interruption

56. In the event of a definitive interruption of the Match at any time after it has commenced, RWCE will not have any obligation to refund to the EP Purchaser any part of the Package Fee including any applicable fees, nor to pay them any compensation for the subsequent deferral of the Match or for any consequences that this might have for the EP Purchaser and/or the EP Holder and/or any third parties.

Rescheduled Match

57. If the Match is rescheduled prior to the Match commencing to a different date at the same Venue as initially planned or at another Venue: RWCE will endeavour to arrange for the relevant Experience Package to be provided at the rescheduled or relocated Match and:
- a. if RWCE is able to provide (in our judgment) a substantially equivalent Experience Package at the rescheduled or relocated Match, the booking for the relevant Experience Package shall remain valid for the rescheduled or relocated Match, and the EP Purchaser will be entitled to attend the Match with the same Experience Package or request a refund of the Package Fee subject to the conditions detailed in Articles 61 – 62.
 - b. if RWCE is not able to provide (in our judgment) a substantially equivalent Experience Package at the rescheduled or relocated Match, then the Experience Package will be cancelled, and the EP Purchaser will be refunded the Package Fee subject to the conditions set out in Articles 61 – 62.

Any refund requests that relate to a rescheduled Match must be directed to RWCE. If a refund is requested under this Article, RWCE will endeavour to refund the EP Purchaser the Package Fee within forty-five (45) working days of the final Match of the Tournament.

Matches played behind closed doors or with limited capacity

58. If a Match is played behind closed doors or with a limited audience pursuant to a decision

taken by World Rugby Group which means the Ticket included with the Experience Package can no longer be utilised to attend the Match, whatever the reason for this, the relevant Experience Package will be cancelled, and the EP Purchaser will be refunded, by RWCE, the Package Fee subject to the conditions detailed in Article 61 - 62. If an Experience Package is cancelled under this Article, RWCE will endeavour to refund the EP Purchaser the Package Fee within forty-five (45) working days of the final Match of the Tournament. Any refund requests under this Article must be directed to RWCE.

Cancellation

59. If a Match is cancelled prior to the commencement of the Experience Package services and the Match, the relevant Experience Package will be cancelled, and the EP Purchaser will be refunded the Package Fee subject to the conditions detailed in Articles 61 – 62. RWCE will endeavour to refund the EP Purchaser within forty-five (45) working days of the final Match of the Tournament. If the Tournament is cancelled as a whole, all Experience Packages will be cancelled, and Package Fees refunded subject to the conditions set out in Articles 61 – 62. RWCE will endeavour to issue the Package Fee refund to EP Purchasers within two months following the date on which the cancellation of the Tournament is made public. Any refund requests under this Article must be directed to RWCE.
60. If a Match is cancelled after the commencement of the Experience Package services but prior to the Match commencing, the elements of the Experience Package not provided due to the Match cancellation will be refunded to the EP Purchaser within forty-five (45) working days of the final Match of the Tournament subject to the conditions set out in Articles 61 – 62. Any refund requests under this Article must be directed to RWCE.

Refund Conditions

61. Where a refund is sought, the EP Purchaser must bring this to the attention of RWCE as soon as reasonably possible upon becoming aware of the cancellation, postponement or relocation. All refund requests must be directed to RWCE in its capacity as issuer and seller of the Experience Package(s). Neither RWC nor WRED (nor the World Rugby Group) shall have any responsibility or liability to refund, or compensate in any way, an EP Purchaser or EP Holder in relation to any Experience Package or any part of any Experience Package.
62. Any entitlement to a refund to which an EP Purchaser may be entitled under these Experience Package Terms shall not exceed the Package Fee and any such refund shall exclude all and any applicable charges, fees, accommodation cost, transport cost, or any other costs expended or incurred by an EP Purchaser or EP Holder in relation (directly or indirectly) to the Experience Package(s).
63. Any information regarding refunds or requests should be addressed to the RWCE Customer Service contact details outlined above in these Experience Package Terms.
64. EP Purchasers are advised to take out insurance to cover the risk and costs associated with a delay, interruption, rescheduling, postponement or cancellation of the Tournament.

Right to Withdraw

65. The issuing, sale or purchase of any Experience Package shall be final and non-refundable except as outlined in these Experience Package Terms or as required under applicable laws.

Liability

66. Save as expressly provided in these Experience Package Terms, and except where the Experience Package(s) is sold to an individual in their capacity as a consumer (within the meaning of the Consumer Rights Act 2015), all warranties, conditions or other terms implied by statute, common law or otherwise are excluded to the fullest extent permitted by law.
67. Where an Experience Package is purchased in an individual's capacity as a consumer, their statutory rights shall not be affected by these Experience Package Terms.
68. Nothing in this RWCE Agreement is intended and nor shall it be construed as an attempt by any party to exclude or limit its liability for death or personal injury caused by its negligence, for its fraud or fraudulent misrepresentation or for any matter for which it is not permitted by law to exclude or limit, or to attempt to exclude or limit, its liability.
69. Other than the specific remedies available to an EP Purchaser or EP Holder referred to in these Experience Package Terms, RWCE shall not be liable to an EP Purchaser or EP Holder by reason of any representation, or any implied warranty, condition or other term, or any duty at common law, or under the terms of the RWCE Agreement, for any consequential loss or damage, any loss of profit (whether direct or indirect) or business or loss of future business or loss of enjoyment or otherwise, costs, expenses or other claims for consequential compensation whatsoever (and whether caused by the negligence of RWCE, its employees or agents or otherwise) which arise out of or in connection with the supply of Experience Package(s) (including Tickets) or their use.
70. Subject to Articles 67 and 68, RWCE's total liability to the EP Purchaser or EP Holder whether for negligence, breach of contract, misrepresentation or otherwise shall in no circumstance exceed the Package Fee paid in respect of the affected Experience Package(s).
71. The EP Purchaser shall be responsible for all damage they cause and for all damage caused by associated EP Holder(s) and any other persons under their control.
72. The EP Purchaser shall indemnify and hold RWCE harmless from and against all claims, costs, losses, damages, expenses, demands and liabilities suffered or incurred by RWCE as a result of a breach by the EP Purchaser or associated EP Holders of the RWCE Agreement or in connection with, resulting from, or arising out of any and all acts or omissions of the EP Purchaser or associated EP Holder(s).
73. The personal arrangements of the EP Purchaser or EP Holder in connection with an Experience Package(s) (including, without limitation, travel and accommodation) are entered into at their own risk and neither RWCE, RWC nor WRED shall be liable for any costs, losses, loss of enjoyment or wasted expenditure (including, without limitation, any indirect and/or

consequential loss or damage) suffered by the EP Purchaser or EP Holders.

74. The EP Purchaser and EP Holder acknowledge and agree that RWCE is the seller of the Experience Packages with responsibility for the sale, delivery and fulfilment of the Experience Packages, and that WRED, RWC and the World Rugby Group have no liability for the delivery or fulfilment of the Experience Packages and make no representation of any kind in relation to the Experience Packages. Further, the EP Purchaser and EP Holder acknowledge and agree that RWCE does not have any authority to act on behalf of WRED, RWC or the World Rugby Group or make any representations on behalf of WRED, RWC or the World Rugby Group. The EP Purchaser and EP Holder further acknowledge and agree that these Experience Package Terms create a legally binding agreement between RWCE and the EP Purchaser and EP Holder and that in no event shall RWC, WRED or the World Rugby Group be liable or responsible for any loss, harm or damages that the EP Purchaser or EP Holder suffers or incurs in relation to these Experience Package Terms and their purchase and/or use of an Experience Package including but not limited to bodily or mental harm, personal property damage or loss, or any other loss and/or harm arising from and/or occurring during EP Purchaser or EP Holder's use of the Experience Package, including attendance at an Experience Area or the Venue. Without limitation to the foregoing, the EP Purchaser and EP Holder agree not to bring any claim, complaint or proceeding against, and fully releases from any liability, WRED, RWC and the World Rugby Group in relation to the foregoing and in relation to EP Purchaser's or EP Holder's use of the Experience Package.
75. The EP Purchaser and EP Holder shall indemnify and hold WRED, RWC and the World Rugby Group harmless from and against all damages and liabilities suffered or incurred in connection with, resulting from, or arising out of, a breach of or non-compliance with the preceding clause.

Force Majeure

76. RWCE shall not be liable for its inability to perform any obligations under the RWCE Agreement caused by Force Majeure.
77. If the relevant Force Majeure event continues for a period of thirty (30) days or longer, RWCE may cancel Experience Packages (provided that such Force Majeure event is continuing at the date of cancellation), and the EP Purchaser may claim a refund; provided however, that RWCE shall be allowed to deduct an amount equal to any booking or operational expenses or other costs expended by RWCE prior to the date of cancellation from the amount to be refunded hereunder.
78. Unless an Experience Package is cancelled pursuant to Article 77, RWCE shall notify the EP Purchaser promptly when performance of its obligations under the RWCE Agreement resume.

Personal Data

79. RWCE is the data controller of the personal data which is collected from an EP Purchaser and EP Holders in connection with the purchase and administration of any Experience Package purchased from RWCE.

80. RWCE 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 Experience Packages for the Tournament and attendance by EP Holders at relevant Matches and where applicable to keep EP Purchasers and EP Holders informed about the latest news and activities of RWCE.
81. The EP Purchaser and EP Holder acknowledges and agrees that the personal information provided by the EP Purchaser and by any other EP Holder may be processed and stored as necessary for the performing of the services under the RWCE Agreement, including for the purposes of the implementation of these Experience Package Terms. EP Purchasers and EP Holders further acknowledge and understand that their personal information may also be shared with third parties, including World Rugby, as may be necessary in connection with the above purposes and such purposes as detailed in the [RWCE Privacy Policy](#).
82. EP Purchasers and EP 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 RWCE also has the right to challenge and/or seek information from RWCE regarding the processing of their data. These rights may be exercised at any time by sending a request by email to RWCE at the following address: DataProtection.UKandIE@sodexo.com.
83. The personal data which RWCE collects from the EP Purchaser and is provided on behalf of EP Holders in connection with the purchase or use of an Experience Package, includes name, contact details, dietary requirements, mobility restrictions and any other details provided by the EP Purchaser.
84. RWCE will use the EP Purchaser and EP Holder's personal data for the purposes of facilitating the booking of Experience Packages in accordance with these Experience Package Terms and may share such personal data with World Rugby in connection with the organisation and delivery of the Experience Package (including in particular, the Tickets) and/or such other purposes, as outlined in the [RWCE Privacy Policy](#).
85. Provided the EP Purchaser has specifically granted consent in the Booking Form or on the RWCE Website, their personal data can be shared and/or used in order to provide them with marketing materials and information from RWCE and/or World Rugby (as applicable).
86. Where any requests are made to RWCE in relation to any mobility or dietary requirements, such requests will be deemed as consent for RWCE to process information relating to mobility or dietary needs to enable RWCE to attempt to facilitate such requests.
87. For more information regarding the handling of personal information by RWCE in relation to the purchase of Experience Packages, please consult the [RWCE Privacy Policy](#).
88. If there are any questions about how RWCE collects and processes personal data, or about

the RWCE Privacy Policy, please contact DataProtection.UKandIE@sodexo.com. For further details on personal data rights including the right to lodge a complaint with a supervisory authority, please refer to the [RWCE Privacy Policy](#).

Notices

89. Any communication to be given in connection with these Experience Package Terms shall be in writing in English and shall be sent by email to the address of the relevant party as notified at the time of booking. If the contact details of the EP Purchaser change, the EP Purchaser must promptly notify RWCE of the changed details. In the case of a change in RWCE's contact details, these shall be posted on the RWCE Website.
90. A communication sent according to Article 89 shall be deemed to have been received at the time of completion of transmission by the sender.
91. If, under Article 90, a communication would otherwise be deemed to have been received outside normal business hours in the place of receipt, being 9.30 am to 5.30 pm on a day other than a Saturday, Sunday or public holiday in the United Kingdom (Business Day), it shall be deemed to have been received at 9.30 am on the next Business Day.

Entire agreement, no waiver, and amendments

92. The RWCE Agreement constitutes the whole agreement and understanding between the parties with respect to the subject matter of the RWCE Agreement and supersedes all prior agreements, negotiations and discussions between the parties relating to the subject matter of the RWCE Agreement. The EP Purchaser acknowledges that they have not entered into the RWCE Agreement in reliance on any statement or representation, whether or not made by RWCE, except in so far as the representation has been incorporated into the RWCE Agreement.
93. RWCE reserves the right to make amendments or changes to these Experience Package Terms from time to time without notice and such updated version will be available via the RWCE Website. For the avoidance of doubt, changes may also be made, without limitation, to the Conditions and Venue Rules and Regulations.

Severance

94. If any provision of the RWCE Agreement is declared invalid or unenforceable by any court or authority of competent jurisdiction:
 - (a) all other provisions of the RWCE Agreement shall remain in full force and effect and shall not in any way be impaired; and
 - (b) the parties shall meet and agree to a replacement provision which is as close as is legally permissible to the provision found invalid, or unenforceable.

Rights of Third Parties

95. Any person (other than World Rugby, as applicable) not party to these Experience Package Terms shall have no rights under the Contracts (Rights of Third Parties) Act 1999.

Age Policy

96. Access to the Venue and Experience Area will be prohibited for minors aged 15 years old and under unless accompanied (upon entry to the Venue, Experience Area and during attendance at the Match) by an adult (i.e. aged 18 years or older) who shall be responsible for the compliance of any minor with the RWCE Agreement. Experience Packages for minors may only be purchased together with the purchase of an adult Experience Package.

Conflict

97. If there is any conflict or ambiguity between the terms of the documents listed:

- (a) the Conditions;
- (b) the Experience Package Terms;
- (c) the invoice; and
- (d) the Booking Form,

a term contained in a document higher in the list shall have priority over one contained in a document lower in the list.

Applicable Law and Settlement of Disputes

98. These Experience Package Terms will be governed by and interpreted in accordance with the laws of England. All disputes arising from or related to these Experience Package Terms (including but not limited to any non-contractual disputes or claims) will be submitted to the exclusive jurisdictions of the courts in England. Nevertheless, RWCE reserves the right to pursue any legal proceeding in the competent courts at the defendant's domicile.

Definitions

For the purposes of these Experience Package Terms, 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 RWCE, 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, RWCE, World Rugby Group, 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 RWCE, World Rugby Group, WRED or RWC; and/or
- (c) which diminishes and/or has the potential to diminish the status of the Tournament, RWCE, World Rugby Group, WRED, RWC and/or any Authorised Partner including but not limited any offering, giving away, or selling of tickets, hospitality, travel, 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 RWCE, World Rugby Group, WRED or RWC;

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;

Authorised Person 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 EP Holders from holding or bringing any prohibited or restricted items into or near the Venue or Experience Area;

Booking Form means the standard form sent by RWCE to the EP Purchaser in relation to the purchase of Experience Package(s) as part of the ordering process;

Conditions means the Rugby World Cup England 2025 [Ticket Terms and Conditions](#) for the Tournament contained at Appendix 2 to these Experience Package Terms;

EP 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 an Experience Package purchased by the EP Purchaser and any other person or third party using an Experience Package that has been provided to them under the prior express approval of RWCE;

EP Purchaser means the individual who has purchased an Experience Package;

Experience Area means all areas for which EP Purchasers and EP Holders are permitted access as part of their Experience Packages;

Experience Package means a package incorporating the supply of a Ticket with: (i) catering; (ii) beverage; and/or (iii) Match Day or non-Match Day experience services;

Experience Package Documents means some or all of the following as provided by RWCE and World Rugby as part of the Experience Package(s): (a) presentation wallet; (b) itinerary; (c) Venue location map; (d) Experience Package pass for access to the relevant Experience Area; and (e) car park pass (where applicable);

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 RWCE, 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;

Match means a rugby match which forms part of the Tournament;

Package Fee means the price of the relevant Experience Package, which is inclusive of taxes, but exclusive of duties and charges imposed or levied in connection with the supply of the Experience Packages (including, but not limited to, any postage and/or packaging) which shall be paid by the EP Purchaser in addition to the Package Fee as detailed on the RWCE Website or in the invoice issued by RWCE;

Prohibited Conduct means the prohibited behaviours listed in Article 70 of the Conditions;

Prohibited Materials means all the items listed in Articles 68 and 70 of the Conditions;

RWC means Rugby World Cup (England 2025) Limited;

RWCE means Sports Travel and Hospitality Limited, a company registered in England and Wales under company number 07322743 of 1 Southampton Row, London, WC1B 5HA, United Kingdom;

RWCE Official Agent means an entity appointed by RWCE to sell Experience Packages;

RWCE Website means the official Rugby World Cup Experiences website at www.rwcexperiences.com;

Ticket means a ticket giving right of entrance to a particular Match or Match Day at a particular Venue in accordance with the information stated thereon and use of which shall be subject always to the Conditions (contained at Appendix 2 and which are incorporated into these Experience Package Terms);

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;

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;

Venue Rules and Regulations means the rules and conditions which are applicable in the Venue

in which the Match is taking place. The Venue Rules and Regulations shall be a) available to view on the Tournament Website, and b) displayed at the entrance of each Venue;

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; and

WRED means World Rugby Events DAC, a member of the World Rugby Group, of World Rugby House, 8-10 Pembroke Street Lower, Dublin 2, Ireland.

Travel Package Terms and Conditions – Rugby World Cup Experiences (RWCE)

Terms

These Rugby World Cup Experience Travel Package Terms and Conditions (“**Travel Package Terms**”) govern all travel packages for the Women’s Rugby World Cup 2025 (“**Event**”) incorporating the supply of a Ticket with: (i) Accommodation; and/or (ii) a Return Travel Mechanism (“**Travel Package**”).

In purchasing or using a Travel Package from RWCE, you and all your Guests utilising a Travel Package shall be bound by and shall comply with the provisions contained in these Terms. Further, you and all Guests utilising a Travel Package shall be bound by and comply with the Ticket Terms and Conditions issued by the Rights Holder of the Event which are set out in Appendix 2 (**Ticket Terms and Conditions**).

Collectively, the Terms, the Ticket Terms and Conditions and any terms and conditions in respect of your Accommodation shall be known as the **Customer Agreement**. Accordingly, you must ensure that you have read and understood the provisions of the Customer Agreement before purchasing Travel Package(s).

KEY PAYMENT TERM

100% of the Package Fee is payable at the time of booking and is **non-refundable** except in the case of cancellation pursuant to clauses 2.7 or 13.1.

NOTE: In the event that you cancel your booking, other than pursuant to clauses 2.7 or 13.1, the cancellation fees in clause 13.3 will apply.

1. Definitions

- 1.1 The defined terms in relation to these Terms are set out in Appendix One.
- 1.2 The headings in these Terms are for convenience only and shall not affect their interpretation.
- 1.3 Any reference in these Terms to any provision of a statute shall be construed as a reference to that provision as amended, re-enacted or extended at the relevant time.
- 1.4 Where the context dictates in these Terms, the singular shall include the plural and vice versa and any gender includes the other gender.

2. Orders and Price

- 2.1 Pursuant to these Terms, you may place an order with RWCE to purchase Travel Package(s) in which you shall confirm to RWCE the number and type of Travel Package(s) required by you (an **Order**). The monies for the Travel Packages shall be due and payable in accordance with clause 3 at the point that this Order is placed.
- 2.2 The number of Travel Packages available for purchase for each type of Travel Package are limited. The number of Travel Packages that you may purchase for the Event will be determined by us in our sole discretion.
- 2.3 Subject to the continued availability of the relevant Travel Package on receipt of your Order, RWCE shall issue a confirmation to you (**Confirmation**). Upon the dispatch of a Confirmation by RWCE to you, a binding contract shall form between you and RWCE (the **Customer Agreement**).

- 2.4 RWCE shall be under no binding commitment to provide any Travel Package in relation to an Order for purchase, unless and until RWCE dispatches a Confirmation to you.
- 2.5 The contract in respect of the Travel Package(s) shall be between RWCE and you and the Customer Agreement shall apply to the purchase of such Travel Package(s).
- 2.6 Please note that for contractual reasons, the Package Fee cannot be itemised. The Package Fee only includes the services specified in your itinerary. Any personal incidental costs incurred during travel are excluded.
- 2.7 Prices are based on supplier costs, exchange rates, taxes, levies, and surcharges at the time of publication. Prices are subject to change due to currency fluctuations, inflation and/or increase in supplier costs and regulatory charges at any time until full payment is received. If we advise you that the price of the Package has changed substantially pursuant to this clause 2.7, you have the right to cancel your booking in accordance with clause 13.5 and we will refund your Package Fee to you.
- 2.8 Any amendment made to the Travel Package at your request within 60 days of travel may incur an administrative fee, in addition to any fees charged by suppliers. No changes are permitted within 14 days of the travel date.
- 2.9 Please note that RWCE cannot be held responsible where the position or perceived quality of your seat at the Event does not meet your personal expectations.

3. Payment

- 3.1 The Package Fee will be due and payable in full at the time that the Order is placed by you.
- 3.2 If the Package Fee is not received by RWCE in full, RWCE shall be entitled (but not obliged) to terminate the Customer Agreement with immediate effect.
- 3.3 All prices and any other charges quoted by RWCE under the Customer Agreement are inclusive of taxes (unless explicitly stated otherwise) but exclusive of any other duties and charges imposed or levied in connection with the supply of Travel Package(s) (including, but not limited to, and any postage and/or packaging) which shall be additionally payable by you.
- 3.4 All prices, unless otherwise specified, are stated in British pound sterling (GBP) per person.
- 3.5 You acknowledge that not all payment cards will be accepted by RWCE.

4. Accommodation

- 4.1 While we will do everything possible to secure your preferred room request with the hotel, we are unable to guarantee these requests due to limitations on the number and types of rooms available.
- 4.2 Hotel and facility descriptions on the RWCE website and other publications are based on current hotel guides and information provided by suppliers and may change at any time. Pictures may not show the particular room, décor, view, or other specifications included in your Travel Package.
- 4.3 Bonds or credit card imprints may be required by hotels. These are usually requested by the hotel at the time of check-in.
- 4.4 RWCE will not be responsible for any costs charged by hotels due to damage caused by you or your Guests, or for the return of any part of a bond payment.
- 4.5 You shall indemnify and hold RWCE harmless from and against all claims, costs, losses, damages, expenses, demands and liabilities suffered or incurred by RWCE as a result of a breach by you (or your Guests) of these Terms or in connection with, resulting from, or arising out of any and all acts or omissions of you (or your Guests).

5. Delivery of Travel Packages

- 5.1 Provided the Package Fee and full amount of any other charges has been received in full by RWCE in accordance with clause 3 of these Terms, RWCE shall deliver the Package

Documents and Tickets you in a manner that will be notified to you prior to the commencement of the Package.

- 5.2 Notwithstanding clause 5.1, if the Package Documents and Tickets are to be delivered to your physical address, it shall be your responsibility to arrange for an authorised representative to be present at the delivery address given to us by you to receive the relevant Package Documents and Tickets, and to notify RWCE of any change to such delivery address within a reasonable time prior to the scheduled delivery.
- 5.3 In the event that you do not provide adequate notice of a change in delivery address, RWCE will not be responsible for any costs, damages or losses you incur in the event the Package Documents and Tickets are sent to the original delivery address designated by you.
- 5.4 You must immediately inspect the contents of the Package Documents and Tickets delivered to you and shall notify RWCE immediately in the case of any mistake.
- 5.5 RWCE shall not be liable to you for any failure or delay in delivery of the Package Documents and/or Tickets that is not attributable to RWCE.

6. Passport and visa requirements

- 6.1 If your Travel Package includes services fulfilled outside of the country you are travelling from, you will need a current passport that must be valid for at least six months after your return to the country you departed from.
- 6.2 You must check passport, visa, immigration, health, and customs regulations and requirements well in advance, including any requirements to be vaccinated. It is your responsibility to ensure you have the correct documentation to allow your entry overseas and/or return to the country you departed from.
- 6.3 It is your sole responsibility to ensure you meet all of the requirements for entry into the destination country. RWCE will not be liable in any way if you are declined permission to enter into any country or destination.
- 6.4 Official travel advice issued by the UK Government is available by visiting their website at <https://www.gov.uk/foreign-travel-advice>. We recommend that you review this information both prior to making your booking and prior to departure.

7. No sponsorship rights or association with the Event

- 7.1 You expressly acknowledge and agree that the purchase of Travel Package(s) does not grant you (nor any Guest) any marketing or promotional rights with respect to RWCE, the Event, the Rights Holder or any commercial partners or stakeholders of the Event.
- 7.2 You must not and shall procure that each of your Guests shall not, unless you or any of your Guests are entitled to by virtue of an agreement with the Rights Holder itself, hold yourself out as a sponsor of, use any intellectual property connected with (including, without limitation, the official emblem, designations and mascots of the Event), or otherwise associate yourself or your Guests name in any manner whatsoever with the Event (or part thereof), RWCE, the Event, the Rights Holder or any commercial partners or stakeholders of the Event.
- 7.3 You must not (and shall procure that your Guests shall not) as a material condition of this Customer Agreement whether before, during or after the Event:
 - (c) use the Travel Package(s) (or any element thereof) for marketing or promotional purposes (including, without limitation, for use as a prize in competitions, lotteries, draws, charity promotions or sweepstakes); or
 - (d) conduct any promotional, advertising or marketing activity in connection with RWCE, the Event, the Rights Holder or any commercial partners or stakeholders of the Event.
- 7.4 You agree that neither you, your Guests nor any of your clients (as appropriate) shall have any right to promote themselves or their trade or business in any part of the Venue or otherwise associate themselves with RWCE, the Event, the Rights Holder or any commercial

partners or stakeholders of the Event or Rights Holder, unless expressly authorised by RWCE in writing. For the avoidance of doubt and without limitation to the generality of the foregoing, no corporate identification of you, your Guests or your clients (or any of them (as appropriate)) shall be permitted unless expressly authorised in writing by RWCE.

8. Travel Package Changes

- 8.1 Because Travel Packages are planned several months in advance, we may occasionally need to make changes to Travel Package inclusions. We reserve the right to make changes to your itinerary at any time.
- 8.2 We will advise you of changes to your Travel Package(s) at the earliest possible date.
- 8.3 Some suppliers of the services included in your Travel Package(s) reserve the right to cancel or amend the services they provide. As such, RWCE will use reasonable endeavours to provide alternative services, however we cannot be held responsible for any such changes imposed by the supplier.
- 8.4 RWCE reserves the right to substitute or amend a Travel Package (including without limitation any seats, areas or services initially allocated to you or pricing of packages) if such amendment is required:
 - (c) in order to comply with local applicable laws in force during the Event; or
 - (d) in order to reflect changes made by the Rights Holder or Venue Operator in connection with the staging of the Event or the provision of the Travel Packages. In such circumstances, RWCE shall notify you of the details of the new Travel package.

9. Conduct

- 9.1 Each of the Travel Packages purchased by you are provided subject to the Customer Agreement.
- 9.2 You shall be responsible for notifying each Guest of the provisions of the Customer Agreement including without limitation the Ticket Terms and Conditions. You shall procure the full compliance of your Guests with the Customer Agreement including without limitation the Ticket Terms and Conditions.
- 9.3 You shall (and shall procure that your Guests shall) at all times comply with all directions and instructions of the competent authorities at all of the Venues at which they attend an Event (including, without limitation, the police).
- 9.4 Any breach of the Customer Agreement (including, for the avoidance of doubt and without limitation, the prohibitions on resale, transfer and commercial use) may result in the cancellation of the relevant Travel Package(s) purchased by you.
- 9.5 Without prejudice to the foregoing, you agree to use your best endeavours to ensure that your Guests comply with all rules and safety regulations established at each Venue and Accommodation.
- 9.6 You acknowledge that if you and/or your Guests are disruptive to the Event or the enjoyment, comfort or safety of other spectators (whether because under the influence of alcohol, narcotics or otherwise) you and/or your Guests (as applicable) may be refused admission or removed by the Rights Holder and/or Venue Operator.
- 9.7 If you or any of your Guests fails to comply with clauses 9.2, 9.3, 9.4 or 9.5 or if the Rights Holder and/or Venue Operator removes you or your Guests pursuant to clause 9.6, you and/or your Guests (as applicable) shall have no right to a refund from RWCE and RWCE shall not have any liability whatsoever to you or your Guests.
- 9.8 You and your Guests shall at all times comply with all applicable laws in relation to the use of the Travel Package(s) including, without limitation, the Bribery Act 2010.

10. Ambush Marketing

- 10.1 You and your Guests are forbidden from using, possessing, selling or distributing any Prohibited Materials in the Venue. If you and/or any of your Guests is found with any such Prohibited Materials, the Rights Holder and/or Venue Operator may remove such items and/or remove you and/or your Guest (as applicable) from the Venue and/or refer you and/or your Guest (as applicable) to local authorities for investigation. If you and/or your Guest is removed in such circumstances, then you (including the relevant Guest) shall not be entitled to any refund and neither RWCE or the Rights Holder shall have any liability to you and/or your Guest as a result.
- 10.2 Without prejudice to clause 10.1, you and your Guests are strictly prohibited from possessing, selling or distributing any kind of promotional or commercial items in the Venue (including, without limitation, drinks, food, souvenirs, clothes and flyers). The Rights Holder and/or Venue Operator may remove such items and/or remove you or your Guest (as applicable) from the Venue. If you or your Guest is removed in such circumstances, then you (including the relevant Guest) shall not be entitled to any refund and neither RWCE or the Rights Holder shall have any liability whatsoever to you or your Guest as a result.

11. Travel Package Restrictions

- 11.1 You represent and warrant that you are purchasing the Travel Package(s) for use by you and your Guests only. You shall not be entitled to resell, exchange or make available to any other person the Travel Package(s) or any element of the Travel Package(s) (including, without limitation, the Tickets).
- 11.2 You acknowledge that any Package Documents or Tickets (and any access/parking passes) that are damaged, defaced or unreadable may not be accepted by the Venue Operator for admission to the Venue or Accommodation.
- 11.3 RWCE shall not replace or reimburse you in respect of any lost, stolen, damaged, destroyed or defaced Package Document or Tickets (and any access/parking passes), save where the same occurs as a result of the negligent act or omission of RWCE.

12. Delay, Postponement and Cancellation of the Event

- 12.1 The times, dates and places of the Event or any part thereof may be modified without notice to you as a result of inclement weather conditions, unforeseen circumstances (including, without limitation, Force Majeure, safety and security concerns or a decision from the Rights Holder, the Venue Operator or any other competent authority). RWCE has no control over the running of or timings of the Event or any part thereof.
- 12.2 If the Event or any part thereof is cancelled (including being held behind closed doors or at a reduced capacity), postponed or relocated for any of the reasons referred to in clause 10.1, the Ticket Terms and Conditions shall apply. If a refund of the Ticket price is permitted in accordance with the Ticket Terms and Conditions, RWCE shall provide the refund directly to you as the purchaser of the Ticket from RWCE; provided however, that RWCE shall not be required to refund the cost of your Accommodation or any booking or operational expenses or other costs expended by RWCE prior to the date of cancellation (including, but not limited to, any postage and/or packaging).
- 12.3 Where a refund is sought, you must bring this to the attention of RWCE as soon as reasonably possible upon becoming aware of the cancellation, postponement or relocation.
- 12.4 If your Travel Package has already commenced prior to the Event being cancelled, the rest of the Travel Package will be unaffected by the Event cancellation and we will continue to provide you with the agreed services
- 12.5 You are advised to take out insurance to cover the risk and costs associated with a delay, interruption, rescheduling or postponed or cancelled Event. All entitlements to refunds under this clause 12 are subject to you making a claim against any applicable travel

insurance policy that you have obtained in the first instance. RWCE will not provide any refunds for amounts already covered under your travel insurance policy.

- 12.6 You acknowledge that governments, either at local or national level, may impose border restrictions or any other Covid-19 restrictions at any time. In the event covid-19 restrictions are imposed by any government at a local or national level, RWCE will not be liable for any additional costs incurred by you as a result of the restrictions, including but not limited to, the cost of quarantine or isolation at a managed isolation facility and/or any additional accommodation, travel and incidental expenses not included in your Travel Package.

13. Cancellation by you

- 13.1 **Cooling off period:** Upon receipt of the Confirmation in respect of your Travel Package(s) you will have a 24 hour cooling off period during which time you may cancel your booking and will receive a full refund of any monies paid by you.
- 13.2 All cancellations must be advised in writing by post or email from the person who made the booking and are only effective from the date they are received by our office.
- 13.3 Subject to Clause 13.1 above, in the event of your cancellation of a Travel Package, other than cancellation in accordance with clauses 2.7 and 13.1, you remain liable to pay 100% of the Package Fee.
- 13.4 Most of our arrangements with suppliers are non-refundable and we are under no obligation to pursue any of our suppliers for refunds.
- 13.5 Should you decide to cancel under clause 2.7, you must exercise your right to do so within 14 days of the issue date printed on your revised invoice. On receipt of your notification that you wish to cancel, we will refund your monies to you in full, and we will have no further liability to you.
- 13.6 Once your package services have commenced, refunds will not be provided where due to illness or personal choice you do not utilise part of or all of the Travel Package inclusions.

14. Liability

- 14.1 Save as expressly provided in these Terms, and except where the Travel Package(s) is sold to you in your capacity as a consumer (within the meaning of the Consumer Rights Act 2015), all warranties, conditions or other terms implied by statute, common law or otherwise are excluded to the fullest extent permitted by law.
- 14.2 Where you purchase Travel Package(s) in your capacity as a consumer, your statutory rights shall not be affected by these Terms.
- 14.3 Other than the specific remedies available to you referred to above, RWCE shall not be liable to you (or any of your Guests) by reason of any representation, or any implied warranty, condition or other term, or any duty at common law, or under the terms of the Customer Agreement, for any consequential loss or damage, any loss of profit (whether direct or indirect) or business or loss of future business or loss of enjoyment or otherwise, costs, expenses or other claims for consequential compensation whatsoever (and whether caused by the negligence of RWCE, its employees or agents or otherwise) which arise out of or in connection with the supply of Travel Package(s) (including Tickets) or their use.
- 14.4 Subject to clause 14.8, RWCE's total liability to you and your Guests whether for negligence, breach of contract, misrepresentation or otherwise shall in no circumstance exceed the Package Fee paid in respect of the affected Travel Package(s).
- 14.5 You shall be responsible for all damage caused by you, your Guests and any other persons under your control.
- 14.6 You shall indemnify and hold RWCE harmless from and against all claims, costs, losses, damages, expenses, demands and liabilities suffered or incurred by RWCE as a result of a breach by you (or your Guests) of the Customer Agreement or in connection with, resulting from, or arising out of any and all acts or omissions of you (or your Guests).

- 14.7 You agree that the personal arrangements of you and your Guests in connection with the Travel Package(s) (including, without limitation, travel) are entered into by you and your Guests at your own risk and that neither RWCE nor the Rights Holder shall be liable for any costs, losses, loss of enjoyment or wasted expenditure (including, without limitation, any indirect and/or consequential loss or damage) suffered by you or your Guests.
- 14.8 Nothing in this Customer Agreement is intended and nor shall it be construed as an attempt by any party to exclude or limit its liability for death or personal injury caused by its negligence, fraud or fraudulent misrepresentation or for any matter for which it is not permitted by law to exclude or limit, or to attempt to exclude or limit, its liability.

15. Termination Events

- 15.1 You shall only be entitled to terminate the Customer Agreement in accordance with clauses 2.7, 13.1 and 13.3 of these Terms. Except for these cases, you may not withdraw an offer of, cancel or terminate the Customer Agreement in any case.
- 15.2 Without prejudice to any other rights RWCE may have, RWCE may terminate the Customer Agreement with immediate effect if:
- (a) you fail to make payment in accordance with clause 3; or
 - (b) in RWCE's reasonable opinion, you or any of your Guests is, or is likely to be, in breach of clauses 7, 10.1, 10.2 or 11.1.
- 15.3 Either party may terminate a Customer Agreement with immediate effect if:
- (a) the other party is in material breach of any term of these Terms and such breach is not capable of remedy;
 - (b) the other party is in material breach of any term of these Terms and (where capable of remedy) such breach is not remedied within thirty (30) days of notice to do so; or
 - (c) the other party becomes subject to an Insolvency Event.
- 15.4 If notice of termination is given by RWCE to you pursuant to clause 15.2 or 15.3, RWCE may, in addition to terminating the Customer Agreement:
- (a) require that you immediately pay any money due to RWCE;
 - (b) cancel all your Orders confirmed by RWCE pursuant to clause 2 prior to the date of termination;
 - (c) be regarded as discharged from any further obligations under the Customer Agreement; and
 - (d) pursue any additional or alternative remedies provided by law, except as otherwise provided in the Customer Agreement.
- 15.5 Termination of the Customer Agreement shall not affect the rights or liabilities of either party accrued prior to termination or any terms intended expressly or by implication to survive termination.

16. Notices

- 16.1 Any communication to be given in connection with these Terms shall be in writing in English and shall either be delivered by hand or sent by first class post or email to the address of the relevant party. The parties shall notify each other of such details at the time of your booking. In the case of a change in your contact details, you shall promptly notify RWCE of the changed details. In the case of a change in RWCE's contact details, these shall be posted on its website.
- 16.2 A communication sent according to clause 16.1 shall be deemed to have been received:
- (a) if delivered by hand, at the time of delivery;
 - (b) if sent by first class post or courier, on the second day after posting; or
 - (c) if sent by email, at the time of completion of transmission by the sender.
- 16.3 If, under the preceding provisions of clause 16.2, a communication would otherwise be deemed to have been received outside normal business hours in the place of receipt, being

9.30 am to 5.30 pm on a day other than a Saturday, Sunday or public holiday in the United Kingdom (Business Day), it shall be deemed to have been received at 9.30 am on the next Business Day.

17. Entire agreement, no waiver, and amendments

- 17.1 The Customer Agreement constitutes the whole agreement and understanding between the parties with respect to the subject matter of the Customer Agreement and supersedes all prior agreements, negotiations and discussions between the parties relating to the subject matter of the Customer Agreement. you acknowledge that you have not entered into the Customer Agreement in reliance on any statement or representation, whether or not made by RWCE, except in so far as the representation has been incorporated into the Customer Agreement.
- 17.2 No amendment to the Customer Agreement shall be effective unless made in writing and signed by the parties or their duly authorised representatives.

18. Severance

If any provision of the Customer Agreement is declared invalid or unenforceable by any court or authority of competent jurisdiction:

- (c) all other provisions of the Customer Agreement shall remain in full force and effect and shall not in any way be impaired; and
- (d) the parties shall meet and agree to a replacement provision which is as close as is legally permissible to the provision found invalid, or unenforceable.

19. Force Majeure

- 19.1 RWCE shall not be liable to you or any Guest for its inability to perform any obligations under the Customer Agreement caused by a Force Majeure Event.
- 19.2 If the relevant Force Majeure Event continues for a period of thirty (30) days or longer, RWCE may terminate the Customer Agreement (provided that such Force Majeure Event is continuing at the date of termination), and you may claim a refund; provided however, that RWCE shall be allowed to deduct an amount equal to any booking or operational expenses or other costs expended by RWCE prior to the date of cancellation from the amount to be refunded hereunder.
- 19.3 Unless the Customer Agreement is terminated pursuant to clause 19.3, RWCE shall notify you promptly when performance of its obligations under the Customer Agreement resume.

20. Personal Data

- 20.1 RWCE is the data controller of the personal data which is collected about you (and your Guests) in connection with the administration of any Travel Package purchased from RWCE.
- 20.2 The personal data which RWCE collects includes your (and your Guest's) name and any other details you provide (or is provided on your behalf), such as contact details and any dietary requirements or mobility restrictions.
- 20.3 RWCE will use your (and your Guest's) personal data for the purposes of facilitating the booking of Travel Packages in accordance with these Terms and may share such data with the Rights Holder in connection with the organisation and delivery of the Travel Package.
- 20.4 Where personal data is shared with the Rights Holder such personal data will be processed in accordance with the Rights Holder's privacy policy (which is available on the Right Holder's website or on request). Further information about how World Rugby and World Rugby Events DAC protect your privacy and personal information can be found by accessing their privacy policy [here](#), and how Rugby World Cup (England 2025) Limited protects your privacy and personal information can be found by accessing their ticket privacy policy [here](#).

- 20.5 Provided you have specifically granted consent when you place your Order, your personal data can be used in order to provide you with marketing materials from RWCE and/or the Rights Holder (as applicable).
- 20.6 Where any requests are made to RWCE in relation to any mobility or dietary requirements you (and your Guests) may have, such requests will be deemed as your (and/or your Guest's) consent for RWCE to process information relating to your (and/or your Guest's) mobility or dietary needs to enable RWCE to attempt to facilitate such requests.
- 20.7 For more information regarding the handling of personal information in relation to the purchase of Travel Packages, please consult the RWCE [Privacy Policy](#). You and your Guests agree that personal information collected from you and your Guests in relation to the purchase of Travel Packages will be treated in accordance with the provisions of the RWCE Privacy Policy.
- 20.8 If you have any questions about how RWCE collects and processes personal data, or about the RWCE Privacy Policy, please contact DataProtection.UKandIE@sodexo.com. For details of your rights regarding your personal data including the right to lodge a complaint with a supervisory authority, please refer to the RWCE [Privacy Policy](#).

21. Rights of Third Parties

Any person (other than the Rights Holder, the Venue Operator or any authorised person) not party to these Terms shall have no rights under the Contracts (Rights of Third Parties) Act 1999.

22. Conflict

If there is any conflict or ambiguity between the terms of the documents listed:

- (e) these Terms;
- (f) the Ticket Terms and Conditions; and
- (g) any Accommodation terms and conditions;

a term contained in a document higher in the list shall have priority over one contained in a document lower in the list.

23. Governing law and jurisdiction

The Customer Agreement shall be governed by and interpreted in accordance with the laws of England and Wales. The parties hereby submit to the non-exclusive jurisdiction of the English courts.

24. ABTOT

The Association of Bonded Travel Organisers Trust Limited (ABTOT) provides financial protection under The Package Travel and Linked Travel Arrangements Regulations 2018 for Sports Travel and Hospitality Limited (membership no: 5524), and in the event of their insolvency, protection is provided for:

- Non-flight packages

ABTOT cover provides for a refund in the event you have not yet travelled or repatriation if transportation was included in your package. Please note that bookings made outside the UK are only protected by ABTOT when purchased directly with Sports Travel and Hospitality Limited.

In the unlikely event that you require assistance whilst abroad due to our financial failure, please call our 24/7 helpline on 01702 811397 and advise you are a customer of an ABTOT protected travel company.

You can access The Package Travel and Linked Travel Arrangements Regulations 2018 here: <https://www.legislation.gov.uk/ukxi/2018/634/contents/made>

You can find out more about ABTOT here: <https://www.abtot.com/>

25. Dealing with complaints

If, despite our best efforts and having followed the above procedure for reporting and resolving your complaint, you feel that it has not been satisfactorily settled, we recommend that it is referred for arbitration under the ABTOT Travel Industry Arbitration Service. An Independent Arbitrator will review the documents relating to any complaint and deliver a binding decision to bring the matter to a close. A fee is payable by each party when an application for arbitration is submitted.

Details of this scheme are available from The Travel Industry Arbitration Service, administered by:

Dispute Settlement Services
9 Savill Road
Lindfield
West Sussex
RH16 2NY
E-mail: admin@disputesettlementservices.co.uk

This scheme cannot however decide in cases where the sums claimed exceed £5,000 per person or £10,000 per Order, or not solely or mainly in respect of physical injury or illness or the consequences of such injury or illness, or solely or mainly in respect of a discrimination claim or any claim under the Equality Act.

APPENDIX ONE – DEFINITIONS

In these Terms, the words and expressions set out below shall, unless the context otherwise requires, have the following meanings:

Accommodation means the accommodation that forms part of your Travel Package;

Consumer means a private individual defined as a 'consumer' in accordance with the relevant UK

consumer protection legislation;

Event means the Women's Rugby World Cup 2025 to be held in England.

Force Majeure Event means any event or circumstances beyond the reasonable control of RWCE (including, but not limited to, industrial or civil disputes, war, governmental action, decision by the Rights Holder or Venue Operator, riot, fire, flood, drought, other natural disaster or act of God, riot, crowd disorder, civil commotion, military operations, explosion, structural damage, terrorism (including the threat of terrorism) and epidemics, legislation, regulation, ruling or omission, shortage of power supplies, strike, lock-out, boycotts or other industrial action, etc.;

Guest means any guest utilising a Travel Package purchased by you;

Insolvency Event occurs when:

- (a) a party becomes insolvent or is unable to pay its debts as they fall due;
- (b) an order is made or resolution passed or purported to be passed for liquidation of a party, or a liquidator, a receiver, statutory manager, or similar official, is otherwise appointed to that party;
- (c) a party suspends or threatens to suspend payment of its debts
- (d) a party ceases to trade or carry on the whole or substantial part of its business;
- (e) any security is enforced against the whole or a material part of a party's assets or undertaking; or
- (f) any other insolvency event or proceeding analogous to any of the foregoing occurring in relation to a party in any foreign jurisdiction;

Package Documents means some or all of the following as provided by RWCE, the Rights Holder and Accommodation as part of the Travel Package(s): (a) presentation wallet; (b) itinerary; (c) Venue location map; (d) car park pass (where applicable); and (e) any accommodation booking details;

Package Fee means the price of the relevant Travel Package;

Prohibited Materials means:

- (a) banners or other signs bearing (in the opinion of RWCE, the Rights Holder or the Venue Operator) commercial, offensive or provocative messages;
- (b) promotional and commercial objects and materials of whatever nature (including, but not limited to, documents, leaflets, badges, signs, symbols and banners, uniforms and clothing);
- (c) any promotional or commercial items of whatever nature that incorporate the logos, branding, get-up of or slogans associated with you or any of your Guests; and
- (d) any other objects or materials identified as such by the Venue Operator that may affect the reputation of RWCE, the Rights Holder, the Event or the Event's official sponsors;

Return Travel Mechanism means the travel element of your Travel Package to and from the destination of your Package.

Rights Holder means, as applicable, each of Rugby World Cup (England 2025) Limited and World Rugby Events DAC;

RWCE means Sports Travel and Hospitality Limited, trading as Rugby World Cup Experiences, a company registered in England and Wales under company number 07322743 of 1 Southampton Row, London, WC1B 5HA, United Kingdom;

Tickets means tickets for the Event;

Ticket Terms and Conditions means the Ticket Terms and Conditions and/or the Terms and Conditions for Travel Services at the Event (as applicable), available at the Rights Holder's website;

Travel Package means a package provided by RWCE which is sold by RWCE to you;

you, your means the end-customer that purchases (or otherwise obtains) Travel Package(s) from RWCE;

Venues means the location(s) at which the Event is taking place; and

Venue Operator means:

- (a) the owner and/or operator of a Venue and their personnel;
- (b) stewards or other officials at a Venue; and
- (c) police officers or other law enforcement or security officials at a Venue.

APPENDIX 2

WOMEN'S RUGBY WORLD CUP ENGLAND 2025 TICKET TERMS AND CONDITIONS

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 (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 ("**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), 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) or to the RWC Customer Service Team by email at the following address: 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:
 - a. 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;
- o. entrants may be offered an option, at the point of selecting Tickets or submitting an entry, 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 next highest (more expensive) Ticket price category and/or the next lowest (less expensive) 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 Processes and/or from purchasing Tickets, tickets to future RWC and/or WRED matches or tournaments (including future Rugby World Cups);

- u. 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 purchased by a Ticket Purchaser for the Tournament without refund or compensation of any 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:
- offered, provided, resold, or transferred for a value greater than the original sale price;
 - advertised or offered for resale or transfer publicly (including on any website, social media site or other public forum or elsewhere);
 - 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;
 - 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
 - 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) 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 themselves or others, or harming another person in any way whatsoever, climbing lighting 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** or by email at the following address: 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 Ticker 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 and at the following link: 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:
- a. 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;
 - b. 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

98. 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

99. 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.
100. 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

101. 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 relation to the purchase or use of a Ticket by a Ticket Purchaser or Ticket Holder. If WRED or 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.

102. 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.
103. 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.
104. 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.
105. 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.
106. 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.
107. 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.
108. 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 in 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.

109. Any persons that a Ticket Holder brings into a Venue remains under the full responsibility of the Ticket Holder.
110. 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.
111. 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

112. 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.
113. 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.
114. 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.
115. 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;

"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.

Last updated on 5 November, 2024.