



FIFA Club World Cup 2025™

Group Sales Ticket Terms of Use

effective from 12 June 2025

1. Purpose and applicability of Group Sales Ticket Terms of Use

- 1.1. These Group Sales Ticket Terms of Use ("**Terms of Use**") apply to each official ticket ("**Ticket**") used to gain access to an official match ("**Match**") of the FIFA Club World Cup 2025™ football tournament ("**Competition**") by certain individuals, corporate entities and member associations designated by FIFA ("**Group Sales Customers**").
- 1.2. The Competition is organized by the Fédération Internationale de Football Association ("**FIFA**"). To support the execution of the Competition, FIFA has established a local FIFA subsidiary, FWC2026 US, Inc., in the United States of America ("**FIFA US**" or "**FIFA Ticketing**"). ALL TICKETS SOLD TO GROUP SALES CUSTOMERS ARE SOLD BY FIFA TICKETING.
- 1.3. A Ticket may only be used by:
 - 1.3.1. a Group Sales Customer who purchases or otherwise receives a Ticket directly from FIFA Ticketing, or any authorized third-party selling a valid ticket ("**Ticket Purchaser**"); and
 - 1.3.2. those individuals to whom a Ticket Purchaser is authorized to send their Tickets, such as invited guests of the Ticket Purchaser.

For the purposes of these Terms of Use, a "**Ticket Holder**" shall mean (i) each Ticket Purchaser, (ii) each individual to whom the Ticket Purchaser validly distributes their Tickets and (iii) any other individual who gains access to a Match through use of a Ticket, including minors and all other attendees accompanying a Ticket Purchaser.
- 1.4. By purchasing, receiving, or otherwise using a Ticket to gain access to a Match, a Ticket Holder:
 - 1.4.1. is deemed to have read and understood these Terms of Use; and,
 - 1.4.2. unconditionally and irrevocably agrees to be legally bound by and comply with these Terms of Use at all times.
- 1.5. For the avoidance of doubt, any individual who accepts, possesses or uses a Ticket is subject to and bound by all restrictions applicable to Ticket Holders set out under these Terms of Use



- 1.6. Without limiting clause 1.4 above, each Ticket Purchaser shall ensure that each Ticket Holder is aware of and complies at all times with these Terms of Use. Further, any Ticket Holder who holds a Ticket on behalf of another is responsible for ensuring that such individual is aware of and complies at all times with these Terms of Use.
- 1.7. The purchase (or complimentary receipt) of Tickets is governed by the Terms of Sale, which are separate terms and conditions ("**Terms of Sale**"). The version of the Terms of Sale applicable to the Ticket Purchaser will differ depending on the category of Ticket Purchaser or type of Ticket-related product being purchased. All applicable versions of the Terms of Sale are available in the legal document section on fifa.com/tickets ("**Ticketing Website**") that is applicable to the Ticket Purchaser.
- 1.8. The rules governing a Competition stadium ("**Stadium**") safety, security and conduct are set out in a Stadium Code of Conduct ("**Stadium Code of Conduct**"), which will be made available prior to the start of the Competition. The terms of the Stadium Code of Conduct are deemed to be incorporated into these Terms of Use. Each Ticket Holder is legally bound by and shall comply with the Stadium Code of Conduct and all applicable local laws and regulations whilst attending a Match, as well as any orders and instructions given by FIFA, FIFA Ticketing, Stadium security and operators and local authorities whilst inside the Stadium. The Stadium Code of Conduct is publicly available on [here](#).
- 1.9. FIFA Ticketing, in its sole discretion may update, amend or modify these Terms of Use and the Stadium Code of Conduct upon at any time. FIFA Ticketing shall ensure the most updated versions of these Terms of Use and Stadium Code of Conduct are available [here](#). Ticket Holders should visit periodically to review the latest versions of the Terms of Use and the Stadium Code of Conduct.
- 1.10. Any Ticket Holder information provided by a Ticket Holder to FIFA Ticketing in connection with the receipt or use of a Ticket is covered by the Terms of Sale and FIFA's Data Protection Portal (available at www.fifa.com/data-protection-portal). FIFA Ticketing will always process personal data in accordance with the FIFA's Data Protection Portal and in compliance with applicable data protection laws, including, those in the Host Countries. Subject to applicable law, the Ticket Holder hereby unconditionally and irrevocably waives any and all claims against FIFA, FIFA US, and any of their affiliates, officers, directors, employees, representatives, affiliates, auxiliaries and partners resulting from any loss incurred in connection with the use or processing of the personal data by such parties.

2. Use of Tickets

- 2.1. Each Ticket represents a personal, revocable license for one person to enter a Stadium and occupy a seat or standing area to attend the Match specified on the Ticket during the hours designated by FIFA Ticketing, subject at all times but not limited to, these Terms of Use. Each Ticket shall remain at all times the property of FIFA Ticketing.



- 2.2. A Ticket Holder must hold a valid Ticket from a source and in a form authorised by FIFA Ticketing and present the Ticket at the designated Stadium access point(s) in order to enter a Stadium.

Source of Ticket

- 2.3. FIFA Ticketing is the official and only authorised seller of Tickets to Group Sales Customers, unless specified on the Ticketing Website that there are other authorised sellers for (a) specific Match(es).
- 2.4. Notwithstanding the seller, all Tickets must be originally issued from FIFA Ticketing. Any other Tickets are not valid and will not be accepted. Any individual attempting to use a Ticket is responsible for ensuring the Ticket is valid. If an individual attempting to use a Ticket fails to verify to the satisfaction of FIFA Ticketing or Stadium operators that their Ticket is valid, they may be refused entry to a Stadium (or may be removed from a Stadium).

Form of Ticket

- 2.5. FIFA Ticketing will determine the form of each Ticket. Only Tickets issued in a form determined by FIFA will grant access to the Stadium. FIFA Ticketing may not accept any other confirmations, screenshots or other communications from FIFA Ticketing or any third party as a valid substitute for a Ticket. Individuals with disabilities requiring support in respect of the form of Tickets should contact FIFA Ticketing.
- 2.6. If the Ticket is issued and/or transferred to the Ticket Holder as a mobile ticket, it is the responsibility of the Ticket Holder to ensure that they:
- 2.6.1. possess a compatible and fully functional mobile device to support FIFA Ticketing's software application ("**Ticketing App**") (note that the use of Ticketing App may require the Ticket Holder to accept separate terms of use applicable to the Ticketing App);
 - 2.6.2. download and install the Ticketing App to access and use a Ticket;
 - 2.6.3. follow the instructions provided by FIFA Ticketing on how to access the Ticket and send a Ticket to any guest (as applicable) on the Ticketing App; and
 - 2.6.4. take all reasonable measures available to display the Ticket correctly on their mobile device when accessing the Stadium or at any other time while attending a Match (including ensuring the Ticket Holder has access to internet coverage as required).
- 2.7. Tickets that are not displayed correctly due to an incompatible or defective mobile phone, an insufficient battery, with incorrect personal information displayed on the Ticket, or for any other reason, may not be granted access to the Stadium.
- 2.8. In the event that the Ticket Holder experiences problems with retrieval of the Ticket(s) through the Ticketing App for any reason, the Ticket Holder must immediately inform FIFA



Ticketing and in any event no later than 1 (one) day prior to the day of the Match. In the event the Ticket Holder cannot reach FIFA Ticketing for any reason, the Ticket Holder may approach the ticketing support locations at the Stadium on the day of the respective Match. Further instructions for contacting FIFA Ticketing will be provided on the Ticketing Website.

Age of Ticket Holders

- 2.9. Every person wishing to attend a Match needs their own Ticket, irrespective of their age, except as otherwise set out in these Terms of Use.
- 2.10. Ticket Holders under the age of sixteen (16) years must be accompanied by an adult. Ticket Purchasers of any Ticket(s) used to access a Match by any minor(s) under the age of eighteen (18) years are responsible for the conduct of such minor(s) at all times.

Babies in Arms

- 2.11. Each individual Ticket Holder may be accompanied by one baby in arms. A baby in arms will not be required to have their own Ticket and may only sit on the lap of the Ticket Holder. For the purposes of this clause, a "baby in arms" is someone who satisfies all of the following criteria: (i) is the age of two (2) years or under on the day of a Match, (ii) is no more than thirty-four inches (34") in height, and (iii) who is not intended to occupy a seat of their own. A Ticket Holder may not be accompanied by a baby in arms if the Ticket Holder is allocated to a standing section of the Stadium.
- 2.12. If requested by FIFA Ticketing or stadium security, a Ticket Holder may be required to provide proof of the age of the baby in arms accompanying the Ticket Holder. If the Ticket Holder fails to verify the age of the baby in arms to the satisfaction of FIFA Ticketing, in its sole discretion, or if the baby in arms is in excess of the height restriction set out in Clause 2.11 above, the Ticket Holder may be refused entry to a Stadium (or may be removed from a Stadium) and their Ticket may be cancelled without notice.
- 2.13. Each Ticket Holder accompanied by a baby in arms accepts and acknowledges that FIFA Ticketing shall not afford the Ticket Holder any preferential treatment at the Stadium and voluntarily assumes all risks related to attending a Match at a Stadium with a baby in arms. FIFA Ticketing accepts no responsibility for any actions of the Ticket Holder or any third party that may affect the experience of any baby in arms at a Match.
- 2.14. A Ticket Holder accompanied by a baby in arms is required to comply with all requirements set out in the Stadium Code of Conduct as it may relate to equipment associated with transporting and/or caring for a baby in arms at the Stadium.

Personalized Tickets

- 2.15. Depending on the category of Tickets purchased by the Ticket Purchaser, FIFA Ticketing may require that Tickets be personalised to the Ticket Holder, for example by their first and last name. In such cases the Ticket Purchaser is responsible for ensuring Tickets are accurately



personalised for each applicable Ticket Holder. A Ticket Holder may be required to demonstrate, to the satisfaction of FIFA Ticketing or Stadium operators, that they are validly entitled to use the respective Ticket, for example by verifying their identity. Acceptable forms of identification will be described from time to time on the Ticketing Website. If the Ticket Holder is not able to demonstrate their entitlement to use a Ticket, they may be refused entry to the Stadium (or removed from the Stadium) and the Ticket may be cancelled without notice.

Travel to Matches

- 2.16. Each Ticket Holder is responsible, at their own cost, for arranging and securing their own travel and entry into and out of the United States of America ("**Host Country**") or any states, provinces and/or cities within the Host Country, including applying for and obtaining visas or other forms of permissions required. A Ticket Holder may also be required to adhere to prescribed medical measures prior to travel, and upon arrival in the Host Countries (see also Section 13). If a Ticket Holder fails to obtain the requisite visa or other forms of permissions for travel to the Host Country, or is refused entry due to a failure to adhere to the prescribed medical measures, the Ticket Holder is not entitled to any form of compensation from FIFA Ticketing or any of the Released Parties (as defined in Clause 15.1 below).
- 2.17. Ticket Holders are responsible for arranging, at their own cost, transportation to and from the Stadium as well as any accommodation that they may require. Ticket Holders are not entitled to any compensation from FIFA Ticketing in the event a Ticket Holder is unable to attend Match due to delays caused by transportation to and from any Stadium.
- 2.18. Ticket Holders must maintain possession of their Tickets whilst in the Stadium. Ticket Holders who leave the Stadium after entry will not be permitted to re-enter the Stadium except in exceptional circumstances as determined by FIFA Ticketing or Stadium operators.
- 2.19. The competing teams, Match date, Match kick-off time, Match duration and Stadium associated with any Ticket may be changed by FIFA Ticketing at any time. Changes to the date or Stadium of a Match are also subject to Section 12 of these Terms of Use.
- 2.20. Unless expressly included, a Ticket does not permit a Ticket Holder to park a vehicle at a Stadium.

3. Accessibility Tickets

- 3.1. FIFA Ticketing offers accessibility tickets as a category of Tickets for individuals with a disability as defined under the American with Disabilities Act, or with limited mobility, or persons applying on their behalf. Accessibility Tickets are expressly reserved for individuals with disabilities as defined by the Americans with Disabilities Act of 1990 and any other persons who accompany such individual with a disability to a Match ("**Companions**"). All information in relation to the purchase of Accessibility Ticket(s), including for Companions, will be set out in the applicable Terms of Sale and/or on the Ticketing Website.



3.2. Unless as expressly stated, Accessibility Tickets are subject to the same terms as other ticket categories under these Terms of Use (including the terms regarding cancellation).

4. Seating/ Standing Areas

- 4.1. FIFA Ticketing will assign each Ticket to a specific seat (or standing area if applicable) in the Stadium ("**Seat Location**"). The Seat Location shall correspond to the relevant Ticket category purchased by the Ticket Purchaser (e.g. Club Fans Upper Tier, Club Fans Lower Tier, etc.). A Ticket Holder may only sit (or stand if applicable) in the Seat Location assigned to their Ticket unless otherwise instructed by FIFA Ticketing or the relevant Stadium authorities.
- 4.2. The Ticket Holder acknowledges that FIFA Ticketing or the relevant Stadium authorities may determine and/or change the Seat Location for a given Ticket at any time, including after purchase and on the date of the Match, provided that the Seat Location is in an area applicable to the same Ticket category or a category with a higher face value. For example, Tickets that may at one time be assigned Seat Locations that are adjacent to or near one another may have their corresponding Seat Locations changed to Seat Locations that are not adjacent to or near one another.
- 4.3. Where Clause 4.2 applies to an Accessibility Ticket, FIFA Ticketing shall ensure that any new Seat Location meets the requirements of the Accessibility Ticket Holder.
- 4.4. The consumption of alcohol within the Stadium by a Ticket Holder is subject to such restrictions as may be determined by FIFA Ticketing, Stadium security and the applicable laws of the Host Country. Such restrictions may include, without limitation, age restrictions for purchase and/or consumption of alcohol in accordance with applicable law, and limiting the purchase and/or consumption of alcohol to designated times and/or areas within the Stadium.
- 4.5. FIFA Ticketing may at any time reduce the number of Ticket Holders that can attend a Match as a result of safety, security, technical, health or other reasons FIFA Ticketing considers appropriate. For the avoidance of doubt, any cancellation of Tickets under this Clause 4.5 shall be conducted without discrimination toward any category of Ticket Holder. In such event, FIFA Ticketing may determine in its sole discretion which Tickets will be cancelled and will notify the Ticket Purchaser of the cancelled Tickets by email. The Ticket Purchaser is responsible for notifying any associated Ticket Holders that their Tickets have been cancelled.
- 4.6. VIEWS OF THE FIELD OF PLAY MAY BE OBSTRUCTED FROM CERTAIN SEAT LOCATIONS. FIFA TICKETING MAKE NO REPRESENTATIONS, WARRANTIES OR GUARANTEES OF ANY KIND THAT THE SEAT LOCATION WILL GIVE A TICKET HOLDER AN UNINTERRUPTED OR UNINHIBITED VIEW OF THE MATCH.

5. Stadium Searches of Ticket Holder and Belongings



- 5.1. All Ticket Holders consent to their person and belongings being searched prior to and/or after entry into the Stadium. The Ticket Holder acknowledges and accepts that the method of any such search will be conducted, to the extent permitted by applicable law, at the discretion of the Stadium security and any other local authorities responsible for ensuring safety within the Stadium. If the Ticket Holder refuses to consent to such searches, or if they are found to have any prohibited or restricted items listed in the Stadium Code of Conduct in their possession, the Ticket Holder may be refused entry into, or may be required to leave, the Stadium.
- 5.2. The Ticket Holder is responsible for any and all personal belongings the Ticket Holder brings to any Stadium, and further acknowledges that FIFA, FIFA Ticketing, any Stadium security and/or other local authorities shall bear no responsibility for any theft, robbery or damage of the Ticket Holder's belongings.

6. Ticket Transfer and Resale Restrictions

- 6.1. Except as expressly authorised in writing by FIFA Ticketing, or as permitted by these Terms of Use, Ticket Holders shall not, whether physically or online, offer for sale (or resale), sell (or resell), offer at auctions, give away or otherwise transfer ownership ("**Transfer**") or attempt to Transfer, or engage a third party to facilitate or solicit offers for the Transfer of their Tickets under any circumstances, including any use or attempted use of Tickets for promotions, incentive programmes, sweepstakes, contests, giveaways or raffles or as part of hotel, flight, hospitality or travel packages. Unless otherwise provided under applicable laws, Tickets that have been impermissibly Transferred may be declared invalid by FIFA Ticketing and may be cancelled at any time without notice. Tickets may also not be used for any advertising, promotional or other commercial purposes without FIFA Ticketing's express prior written authorisation.
- 6.2. If a Ticket is sold or used in breach of this Section 6, the Ticket may be cancelled without a refund and the Ticket Holder of such Ticket may be refused admission to the Stadium. In the event that such cancellation occurs, FIFA Ticketing will use reasonable efforts to notify the impacted parties.
- 6.3. **SCALPING WARNING:** The unauthorized sale of event tickets in certain circumstances is governed by Ticketing Legislation and may attract criminal fines penalties.

7. Safeguarding of Tickets

- 7.1. Regardless of the form of each Ticket determined by FIFA, Ticket Holders are responsible for safeguarding their Tickets at all times. FIFA Ticketing may provide instructions on using and safeguarding Tickets on the Ticketing Website, which must be followed at all times. FIFA Ticketing is not responsible for, and may not replace or re-issue lost, stolen, damaged, corrupted or defective Tickets.
- 7.2. A Ticket Holder presenting a damaged, defective or altered Ticket to attend a Match may be refused entry to, or be removed from, the Stadium.



7.3. Ticket Holders acknowledge that actual or attempted duplication of a Ticket may result in the Ticket Holder being refused entry to (or being removed from) the Stadium and the Ticket being cancelled without notice. Any breach of this clause 7.3 may result in civil and criminal fines and penalties under the applicable law.

8. Image and Likeness Release

8.1. By using a Ticket to attend a Match, each Ticket Holder grants FIFA, FIFA US, and any third party authorised by FIFA the unrestricted right and licence to use worldwide and in perpetuity the Ticket Holder's image, likeness, actions, name, voice and statements in connection with any live or delayed broadcast or other transmission or reproduction of the Match or Competition, in whole or in part, by means of any media existing now or in the future, for any purpose and without compensation, consideration or notification. Each Ticket Holder waives in advance all rights and actions seeking to oppose such use.

9. FIFA's Commercial and Intellectual Property Rights

9.1. Each Ticket Holder acknowledges that FIFA is the sole and exclusive owner of the Competition (or any part of it) and of all commercial and intellectual property rights relating thereto, including all copyright, trademarks, trade names, trade dress, symbols, logos and emblems. Each Ticket Holder further acknowledges that, other than as may be permitted by existing laws on fair use, the Ticket Holder has no right to use, display or exploit FIFA's commercial and intellectual property rights without FIFA's prior written approval.

9.2. Ticket Holders are strictly prohibited from conducting any activities in or around the Stadium, on behalf of themselves or any third parties which, in FIFA's opinion, may directly or indirectly create a commercial association between (on the one hand) the Ticket Holder or a third party and (on the other hand) FIFA, FIFA Ticketing, the Competition (or any part of it) or FIFA's commercial affiliates without the authorization of FIFA, whether by way of an unauthorised use of logos or otherwise ("**Ambush Marketing**"). Ambush Marketing includes, without limitation, marketing, sales, product or sample distribution as well as any promotional or advertising activities of any kind, including wearing, possessing or holding promotional or commercial items without the authorisation of FIFA. Such items may be confiscated by FIFA, FIFA Ticketing or Stadium authorities without compensation to the Ticket Holder.

9.3. Ticket Holders are strictly prohibited from conducting, or assisting others in conducting, from within the Stadium any form of live transmission, broadcast, streaming or other live dissemination of any audio, still or moving images, or statistics or data relating to any Match or Competition-related event.

10. Event Content and Licence

10.1. Any photographs, sounds, videos, other audio, visual or audio-visual material, accounts or descriptions of any Match (such as text, data or imagery) or any other content relating to the Competition which is captured or produced by a Ticket Holder whilst attending the Stadium



("Event Content") may only be captured or produced with equipment that is permitted to be brought into the Stadium under the Stadium Code of Conduct and must only be used for personal, non-commercial purposes.

- 10.2. Each Ticket Holder hereby grants to FIFA, FIFA US and any third party authorised by FIFA a worldwide, perpetual, royalty-free, sub-licensable, irrevocable licence to use and exploit their Event Content (including all copyright, database rights and any other intellectual property rights relating thereto) for any purpose whatsoever. The licence granted to FIFA and FIFA US herein shall be exclusive, save in respect of any Event Content used solely by the Ticket Holder for personal, non-commercial purposes, in which case the licence shall be non-exclusive. Ticket Holder waives all moral and related rights Ticket Holder may have in the Event Content.
- 10.3. Examples of personal, non-commercial purposes may include posting non-live Event Content on the Ticket Holder's personal webpage or social media account or sharing such Event Content (by means of physical or electronic media) with the Ticket Holder's close friends and family. Personal, non-commercial purposes never include any live dissemination of Event Content prohibited under Clause 10.3 above, using Event Content to promote, sponsor, endorse or sell products or services, or posting or displaying Event Content on any form of physical or electronic media which purports to be affiliated to, associated with or sponsored by FIFA, FIFA Ticketing or the Competition. FIFA and FIFA US reserve the right, in their exclusive discretion, to determine whether any use of Event Content represents a violation of these Terms of Use.
- 10.4. Each Ticket Holder acknowledges that FIFA and FIFA US, in their exclusive discretion, have the right but not the obligation to enforce its rights in relation to any Event Content.

11. Match Details

- 11.1. The teams playing in a Match are subject to change without notice. No specific players or other individuals are guaranteed to play or otherwise participate in a given Match.
- 11.2. The duration of a Match is not guaranteed, and a Match may be cancelled, stopped prematurely, interrupted or replayed in its entirety for any reasons that FIFA or FIFA Ticketing considers appropriate, due to events beyond FIFA or FIFA Ticketing's control.

12. Cancellation, Rescheduling, Relocation and Replay of Matches

- 12.1. **Cancellation:** A Match is cancelled if FIFA or FIFA Ticketing determines that a Match will not be played as originally scheduled and FIFA has no intention at the time of cancellation of rescheduling the Match. FIFA or FIFA Ticketing have the right to cancel a Match at any time for any reason, including due to events beyond FIFA or FIFA Ticketing's reasonable control. Upon cancellation of a Match, all Tickets for such Match shall automatically be cancelled. FIFA Ticketing will notify the Ticket Purchaser by email that a Match has been cancelled. The Ticket Purchaser is responsible for notifying any associated Ticket Holders that the Match has been cancelled.



- 12.2. **Rescheduling:** A Match is rescheduled if FIFA or FIFA Ticketing determines that a Match will not be played on the date and/or time originally scheduled and FIFA intends to hold the Match at a new date and/or time. FIFA or FIFA Ticketing has the right to reschedule a Match at any time for any reason, including due to events beyond FIFA or FIFA Ticketing's reasonable control. If a Match is rescheduled, FIFA Ticketing may determine at its sole discretion and on a ticket-by-ticket basis whether a Ticket for the originally scheduled Match will remain valid for the rescheduled Match, whether a new Ticket will be issued to the Ticket Purchaser for the rescheduled Match, or whether a Ticket for the originally scheduled Match will be cancelled. FIFA Ticketing will notify the Ticket Purchaser by email that a Match has been rescheduled and whether some or all of the Tickets purchased or otherwise received by the Ticket Purchaser have been cancelled. The Ticket Purchaser is responsible for notifying any associated Ticket Holders that the Match has been rescheduled.
- 12.3. **Relocation:** A Match is relocated if FIFA or FIFA Ticketing changes the location of the Stadium in which the Match will be played, irrespective of whether the Match is also rescheduled in connection with the Stadium change. FIFA or FIFA Ticketing has the right to relocate a Match at any time for any reason, including due to events beyond FIFA's reasonable control. If a Match is relocated, FIFA Ticketing may determine at its sole discretion and on a ticket-by-ticket basis whether a Ticket for the originally located Match will remain valid for the relocated Match, whether a new Ticket will be issued to the Ticket Purchaser for the relocated Match, or whether a Ticket for the originally located Match will be cancelled. FIFA Ticketing will notify the Ticket Purchaser by email that a Match has been relocated and whether some or all of the Tickets purchased or otherwise received by the Ticket Purchaser have been cancelled. The Ticket Purchaser is responsible for notifying any associated Ticket Holders that the Match has been relocated.
- 12.4. **Replay:** A Match is replayed if FIFA or FIFA Ticketing decides to replay a completed or partially-completed Match. FIFA or FIFA Ticketing has the right to replay a completed or partially-completed Match at any time for any reason, including due to events beyond FIFA's reasonable control, without any notification. A replayed Match is considered a new Match and Tickets issued for the original Match are not valid for the replayed Match.

13. Infectious Disease Safety Precautions & Protocols

- 13.1. In order to attempt to reduce the spread of or the risk of contracting certain infectious diseases, such as COVID-19, FIFA or FIFA Ticketing may adopt rules and protocols that a Ticket Holder must agree to abide by in order to attend a Match. FIFA Ticketing will notify Ticket Purchasers by email of any such rules and protocols. Each Ticket Purchaser shall be responsible for notifying any associated Ticket Holders of such rules and protocols.
- 13.2. Ticket Holders may also be required to adhere to health and safety rules and protocols imposed by local authorities of the relevant Host Country aimed at reducing the spread of or the risk of contracting certain infectious diseases. Ticket Holders are solely responsible for ensuring that they are aware of, and adhere to, all such rules and protocols.



- 13.3. A Ticket Holder who fails to complying with rules and protocols imposed by FIFA, FIFA Ticketing or any local authority or the Host Country, may be refused entry to, or be removed from, the Stadium. Tickets Holders will not be entitled to any refunds or other form of compensation if they are unable or unwilling to abide by any such rules and protocols imposed by FIFA or any local authority of the Host Country.

14. Cancellation of Tickets

- 14.1. Without limiting any other circumstances under which Tickets may be cancelled as set out in these Terms of Use, a Ticket may be cancelled without notice to the Ticket Holder if:
- 14.1.1. the Ticket Holder fails to comply with or otherwise violates any of these Terms of Use (including the Stadium Code of Conduct); or
 - 14.1.2. the Ticket Purchaser who purchased or received the Ticket Holder's Ticket violates the Terms of Sale or Terms of Use.
- 14.2. Further, any individual who has been banned at any time from attending football matches in any location by law enforcement, any club participating in the Competition, sports governing bodies, stadium operators or football match organisers, or any individual deemed a safety or security risk by law enforcement or any other relevant authorities (including, without limitation, private security at a Stadium), may, without limitation, be refused entry to a Stadium (or may be removed from a Stadium) and may have their Ticket cancelled without notice.
- 14.3. If a Ticket is cancelled, the licence to enter and remain in the Stadium associated with the Ticket is immediately and automatically revoked.

15. Assumption of Risk; Waiver and Release of Liability

- 15.1. EACH TICKET HOLDER ACKNOWLEDGES AND VOLUNTARILY ASSUMES ALL RISKS RELATED TO ATTENDING A MATCH AT A STADIUM AND PARTAKING IN ANY EVENTS AND ACTIVITIES IN AND AROUND THE STADIUM, INCLUDING THE RISK OF PERSONAL INJURY (INCLUDING TEMPORARY OR PERMANENT DISABILITY OR DEATH), THE RISK OF EXPOSURE TO COMMUNICABLE AND/OR INFECTIOUS DISEASES, VIRUSES, BACTERIA OR ILLNESSES OR THE CAUSES THEREOF, SICKNESS, LOST, STOLEN OR DAMAGED PROPERTY, LOUD MUSIC, FLASHING LIGHTS AND FIREWORKS, TEMPERATURE AND WEATHER CONDITIONS, OFFENSIVE, VULGAR OR OBSCENE LANGUAGE OR MATERIALS, THE ACTIONS OR INACTIONS (INCLUDING NEGLIGENT ACTIONS OR INACTIONS) OF OTHER PERSONS WITHIN AND AROUND THE STADIUM. TO THE MAXIMUM EXTENT PERMITTED UNDER THE APPLICABLE LAW, EACH TICKET HOLDER HEREBY WAIVES ALL CLAIMS AGAINST FIFA, FIFA TICKETING AND THEIR AFFILIATED ENTITIES, EACH MEMBER ASSOCIATION AND CONFEDERATION THAT IS PART OF FIFA, THE OWNER AND OPERATOR OF ANY STADIUM, AND THE OFFICERS, DIRECTORS, MEMBERS, SHAREHOLDERS, EMPLOYEES, ELECTED AND



APPOINTED OFFICIALS OF EACH OF THE FOREGOING ENTITIES ("**RELEASED PARTIES**")
RELATING TO SUCH RISKS.

- 15.2. To the maximum extent permitted under the applicable law, each Ticket Holder fully, irrevocably and unconditionally releases the Released Parties from any and all claims that the Ticket Holder may have against any of the Released Parties that relate to any of the risks described in Clause 15.1 above, whether caused by any action, inaction or the active or passive negligence of any Released Party or otherwise.
- 15.3. Each Ticket Holder consents to receiving medical treatment that may be deemed advisable or necessary in the event of an injury, accident or illness suffered by the Ticket Holder whilst attending a Match, and fully releases the Released Parties from any and all liability resulting from taking such action.
- 15.4. FOR RESIDENTS OF CALIFORNIA: the Ticket Holder agrees to be bound by these Terms of Use with the express intention of effecting the legal consequences provided by Section 1541 of the California Civil Code, and any other federal, state or local laws of similar effect. A Ticket Holder intends to relinquish all claims against the Released Parties, whether or not known or suspected and expressly waive any and all rights and benefits conferred upon Holder by the provisions of Section 1542 of the California Civil Code (or any federal, state or local laws of similar effect), which reads: "A general release does not extend to claims that the creditor or releasing party does not know or suspect to exist in his or her favor at the time of executing the release and that, if known by him or her, would have materially affected his or her settlement with the debtor or released party".

16. Refunds; Limitation of Liability; Indemnification

- 16.1. THESE TERMS OF USE DO NOT ENTITLE ANY TICKET HOLDERS TO ANY REFUNDS OR ANY OTHER FORM OF COMPENSATION UNDER ANY CIRCUMSTANCES EXCEPT WHERE PROVIDED HEREIN OR AS REQUIRED UNDER APPLICABLE LAWS.
- 16.2. IN THE EVENT THAT A TICKET IS CANCELLED PURSUANT TO THESE TERMS OF USE, THE ONLY PERSON OR ENTITY THAT MAY BE ENTITLED TO A REFUND IS THE ORIGINAL TICKET PURCHASER OF THE CANCELLED TICKET, AND ONLY IF AND TO THE EXTENT THE TICKET PURCHASER IS ENTITLED TO A REFUND UNDER THE APPLICABLE TERMS OF SALE GOVERNING THE PURCHASE OF THE CANCELLED TICKETS OR AS REQUIRED UNDER APPLICABLE LAWS. PROOF OF PURCHASE WILL BE REQUIRED, BEFORE ENTITLEMENT TO ANY REFUND WILL BE ASSESSED. NO OTHER TICKET HOLDER IS ENTITLED TO A REFUND OR ANY OTHER COMPENSATION, UNDER ANY CIRCUMSTANCES, INCLUDING (WITHOUT LIMITATION) IN CONNECTION WITH THE USE, ATTEMPTED USE OR CANCELLATION OF A TICKET OR THE RESCHEDULING, RELOCATION, POSTPONEMENT OR REPLAY OF A MATCH.
- 16.3. TO THE MAXIMUM EXTENT PERMITTED UNDER APPLICABLE LAWS, IN NO EVENT SHALL ANY RELEASED PARTIES BE LIABLE FOR ANY SPECIAL, CONSEQUENTIAL, INCIDENTAL, INDIRECT OR PUNITIVE DAMAGES OF ANY KIND. WITHOUT LIMITING ANY OTHER PROVISIONS OF THESE TERMS OF USE, INCLUDING (WITHOUT LIMITATION) CLAUSE 16.1,



TO THE MAXIMUM EXTENT PERMITTED UNDER APPLICABLE LAWS, THE MAXIMUM LIABILITY OF ANY RELEASED PARTY TO A TICKET HOLDER SHALL NOT EXCEED THE FACE VALUE OF THE TICKET.

16.4. EACH TICKET HOLDER SHALL BE FULLY LIABLE FOR ANY ACTS OR OMISSIONS IN VIOLATION OF THESE TERMS OF USE OR THE STADIUM CODE OF CONDUCT. EACH TICKET HOLDER FULLY INDEMNIFIES AND HOLDS HARMLESS THE RELEASED PARTIES FOR ANY LOSS SUFFERED BY THEM RESULTING FROM SUCH ACTS OR OMISSIONS.

17. Miscellaneous

17.1. FIFA, FIFA Ticketing and its respective affiliated entities may enforce these Terms of Use, including the right to cancel Tickets under these Terms of Use.

17.2. Although these Terms of Use have been distributed in multiple languages, the English version shall control in the event of any dispute or in the event of any conflict or ambiguity between the different versions.

17.3. FIFA US shall be free to assign any or all rights and obligations under the Terms of Use and/ or the Stadium Code of Conduct to FIFA or any of its affiliated entities without consent and at any time, at its sole and absolute discretion.

17.4. Certain provisions of these Terms of Use may be restated in a condensed version on a Ticket. In the event of any ambiguity or inconsistency between the condensed version and the full-form version of the Terms of Use set out herein, the full-form version shall always govern.

17.5. If any portion of these Terms of Use is held invalid, illegal or unenforceable by a competent court, the invalid, illegal or unenforceable terms shall be severed from these Terms of Use and the remainder of these Terms of Use shall remain in effect.

17.6. Subject to applicable laws, FIFA, FIFA Ticketing and Stadium operators may only accept payment products from (a) certain supplier(s) (including credit, debit, prepaid and mobile payments) at the Stadium and may implement a cashless policy (including in relation to the purchase of food and beverages and merchandising products).

18. Places of Jurisdiction; Mandatory Arbitration; Class Action Waiver and Governing Laws ("Arbitration Agreement")

18.1. These Terms of Use and the Stadium Code of Conduct, and any dispute or claim arising out of or in connection therewith (each, a "**Dispute**") shall be, subject to Clause 18.2 below, governed by and construed in accordance with the laws of New York without regard to conflict of law principles.

18.2. FIFA Ticketing and the Ticket Holder each acknowledge that, to the extent that a Ticket Holder is acting as a Consumer (as defined below), certain mandatory provisions of the law of the



country in which that Consumer is resident may apply (the “**Mandatory Provisions**”). To the extent that any Mandatory Provisions do apply by virtue of applicable law, then the Consumer shall be entitled to rely on and benefit from those Mandatory Provisions. In this Clause 18.2, “**Consumer**” means a natural person who purchases and/or uses a Ticket for a purpose which can be regarded as being outside their trade or profession.

18.3. FIFA Ticketing and its affiliated entities care deeply about maintaining good relationships with fans. If a Ticket Holder has a problem with the Ticket or the Match, a telephone call to customer service may resolve the matter quickly and amicably. You may also visit the "Further information" section of the FAQs on FIFA.com/tickets. Any dispute not resolved informally must be resolved in accordance with this Arbitration Agreement.

18.4. Unless prohibited by federal law, a Ticket Holder, FIFA, FIFA Ticketing and the owner or operator of any Stadium, and their affiliated entities agree to arbitrate any and all claims and disputes relating in any way to Ticket Purchaser's purchase or Ticket Holder's or any guest's use of a Ticket, Ticket Holder's and/or any guest's participation in, attendance at, and/or observation of the Match, these Terms of Use, and any related dealings between them, including, without limitation, claims of illness (including COVID 19 or other communicable disease), bodily injury or property damage arising out of a Ticket Holder's and/or any guest's attendance at Match (“**Arbitration Claims**”), except for Arbitration Claims concerning the validity, scope or enforceability of this Arbitration Agreement, through **BINDING INDIVIDUAL ARBITRATION**. This Arbitration Agreement involves interstate commerce and shall be governed by the Federal Arbitration Act, 9 U.S.C. §§ 1-16 (“**FAA**”), and not by state law.

18.5. In any Arbitration Claim to be resolved by arbitration, neither the Ticket Holder nor FIFA, FIFA Ticketing, nor the owner or operator of any Stadium will be able to have a court or jury trial or participate in a class action or class arbitration. Other rights that the Ticket Holder and FIFA, FIFA Ticketing or the owner or operator of any Stadium would have in court will not be available or will be more limited in arbitration, including the right to appeal. Ticket Holder, FIFA FIFA Ticketing and the owner or operator of any Stadium each understand and agree that by requiring each other to resolve all disputes through individual arbitration, **WE ARE EACH WAIVING THE RIGHT TO A COURT OR JURY TRIAL. ALL DISPUTES SHALL BE ARBITRATED ON AN INDIVIDUAL BASIS, AND NOT AS A CLASS ACTION, REPRESENTATIVE ACTION, CLASS ARBITRATION OR ANY SIMILAR PROCEEDING.** The arbitrator(s) may not consolidate the claims of multiple parties.

18.6. Arbitrations shall be administered by JAMS in accordance with its then-existing comprehensive arbitration rules and procedures. You may obtain information about arbitration, arbitration procedures and fees from JAMS by calling 800-352-5267 or visiting www.jamsadr.com. If JAMS is unable or unwilling to arbitrate a dispute, then the dispute may be referred to any other arbitration organization or arbitrator the parties both agree upon in writing or that is appointed pursuant to Section 5 of the FAA. The arbitration shall take place in the city where the Stadium is located. The arbitration shall be presided over by a single arbitrator, who shall be selected in accordance with the rules that, as specified above, shall govern the arbitration. The arbitrator shall be authorized to award any relief that would have been available in court, provided that the arbitrator's authority is limited to the Ticket Holder, FIFA and FIFA



Ticketing alone, except as otherwise specifically stated herein. No arbitration decision will have any preclusive effect as to non-parties. The arbitrator's decision shall be final and binding. The Ticket Holder agrees that this Arbitration Agreement extends to any other parties involved in any Arbitration Claims, including, but not limited to, any Released Party. This Arbitration Agreement shall take precedence over the rules of the arbitration organization or arbitrator in the event of any conflict.

- 18.7. FIFA and FIFA Ticketing, or the owner or operator of any Stadium will be responsible for paying all arbitration fees other than the amount of filing fees Ticket Holder would have incurred in the state or federal court where the Event took place, whichever is less. Notwithstanding any other provision herein, Ticket Holder, FIFA, FIFA Ticketing and the owner or operator of any Stadium may seek relief in a small claims court for Arbitration Claims within its jurisdiction. In addition, Ticket Holder, FIFA, FIFA Ticketing and the owner or operator of any Stadium each may exercise any lawful rights to seek provisional remedies or self-help, without waiving the right to arbitrate by doing so. Notwithstanding any other provision of these Terms of Use, if the foregoing class action waiver and prohibition against class arbitration is determined to be invalid or unenforceable, then this entire Arbitration Agreement shall be void. If any portion of this Arbitration Agreement other than the class action waiver and prohibition against class arbitration is deemed invalid or unenforceable, it shall not invalidate the remaining portions of this Arbitration Agreement. This Arbitration Agreement will survive the termination of these Terms of Use, the conclusion of the Match, and/or the bankruptcy or insolvency of a Ticket Holder, FIFA, FIFA Ticketing or the owner or operator of any Stadium (to the extent permitted by applicable law).
- 18.8. THE TICKET HOLDER HAS THE RIGHT TO REJECT THIS ARBITRATION AGREEMENT, BUT THE TICKET HOLDER MUST EXERCISE THIS RIGHT PROMPTLY. If a Ticket Holder does not wish to be bound by this Arbitration Agreement, the Ticket Holder must notify FIFA Ticketing by mailing a written opt-out notice, postmarked within thirty (30) days after the date of the Match. The Ticket Holder must send the request to: FIFA26 US Inc., Attn: Legal Department, Re: Ticket Arbitration, 396 Alhambra Circle, Coral Gables, FL 33134, USA. The request must include the full name and address of the Ticket Purchaser and the Ticket Holder and the statement "I, [INSERT NAME] reject the Arbitration Agreement contained in my Match Ticket." If a Ticket Holder exercises the right to reject arbitration, the other terms of these Terms of Use shall remain in full force and effect as if arbitration had not been rejected.
- 18.9. Prior to bringing a claim under this Arbitration Agreement, the claimant shall give the other party or parties written notice of the Arbitration Claim (a "**Claim Notice**") and a reasonable opportunity, not less than thirty (30) days, to resolve the Arbitration Claim. Any Claim Notice to FIFA or FIFA Ticketing shall be sent by mail to FIFA26 US Inc., Attn: Legal Department, Re: Ticket Claim Notice, 396 Alhambra Circle, Coral Gables, FL 33134, USA. Any Claim Notice to the owner or operator of any Stadium shall be sent by mail to the mailing address publicly available on the website of such Stadium, Attn: Legal Department, or to the registered agent for such Stadium. Any Claim Notice must (a) identify the claimant by name, address, email address, and telephone number; (b) explain the nature of the Arbitration Claim and the relief demanded; and (c) be submitted only on behalf of the claimant, and not on behalf of any other party. The claimant must reasonably cooperate in providing any information about the Arbitration Claim that the



other party reasonably requests and must give the other party a reasonable opportunity to respond to the demand for relief.

18.10. IF MINOR(S) AND/OR OTHER ACCOMPANYING PARTIES ATTEND THE EVENT WITH TICKET HOLDER, TICKET HOLDER IS DEEMED TO HAVE AGREED TO THIS ARBITRATION AGREEMENT ON BEHALF OF: (A) SUCH MINOR(S) AS THEIR PARENT OR GUARDIAN OR AS THE AUTHORIZED AGENT OF THEIR PARENT OR GUARDIAN; AND/OR (B) OTHER ACCOMPANYING PARTIES, AS THEIR AUTHORIZED AGENT. IF TICKET HOLDER DOES NOT WISH TO OR IS NOT AUTHORIZED TO MAKE SUCH AGREEMENT ON BEHALF OF: (I) ANY MINOR, TICKET HOLDER SHOULD IMMEDIATELY LEAVE THE STADIUM WITH THOSE MINOR(S); AND/OR (II) ANY OTHER ACCOMPANYING PARTY, SUCH ACCOMPANYING PARTY SHOULD IMMEDIATELY LEAVE THE STADIUM.