

## **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](https://tickets.rugbyworldcup.com) (the "**Ticket Website**") which can also be accessed via the official website of Women's Rugby World Cup England 2025 located at [www.rugbyworldcup.com/2025](https://www.rugbyworldcup.com/2025) ("**Tournament Website**"), or b) as a result of entry into an authorised contract that entitles the issuing of Tickets (such as a commercial partnership agreement or a contract for the provision of hospitality or travel or experiential services or products from the official hospitality, travel and experiences provider or their authorised travel or hospitality agent(s), or c) via an official Women's Rugby World Cup England 2025 Venue Ticket Office, or d) as part of a RWC authorised offline or online group booking process, or e) via any other official channels or platforms (including any resale platform if made available) or other sale or transfer mechanism authorised and made available by RWC or WRED from time to time.
4. Any person, including the Ticket Purchaser and/or Ticket Holder, who purchases, possesses and/or uses or attempts to use any Ticket shall be deemed to have accepted, agreed to comply with and be legally bound by these Conditions. The Ticket Purchaser agrees to ensure that the Ticket Holder(s), for whom the Ticket Purchaser has purchased or provided a Ticket, shall comply with these Conditions.
5. The Ticket Purchaser's placing of an order for a Ticket(s) is confirmation of the Ticket Purchaser's irrevocable acceptance of these Conditions. The validation of the Ticket, and any Ticket Holder's entry into the Venue, is further confirmation of the Ticket Holder's irrevocable acceptance of these Conditions and the terms, rules and conditions which are applicable in the Venue in which the Match is taking place (the "**Venue Rules and Regulations**"). The Venue Rules and Regulations shall be a) available to view on the Tournament Website ([www.rugbyworldcup.com/2025](https://www.rugbyworldcup.com/2025)), and b) displayed at the entrance of each Venue. Any Ticket Holder who does not comply with the Venue Rules and Regulations may be denied access to the Venue or may be expelled from the Venue and in such circumstances, shall have no entitlement to a refund or compensation for their Ticket.

6. In case of any ambiguity or conflict between these Conditions and the Venue Rules and Regulations or any other rules and regulations (including other contractual terms), these Conditions will prevail and any such ambiguous or conflicting terms shall be unenforceable against RWC. In the case of any conflict or contradiction between these Conditions and any abbreviated form of the Conditions printed on or linked to the Tickets, these Conditions shall prevail.
7. No special terms and conditions will prevail over these Conditions, unless RWC expressly provides otherwise. Certain categories of Tickets (e.g. Tickets included in hospitality, experiential or travel packages/services), may be subject to additional terms and conditions (including those terms and conditions arising from contracts mentioned in Article 3 above) which may supplement these Conditions.
8. These Conditions create a legally binding relationship and contract between the Ticket Holder and RWC. Any queries or questions that a Ticket Purchaser or Ticket Holder may have regarding these Conditions should be submitted to RWC before purchasing a Ticket (by a Ticket Purchaser) and prior to use of a Ticket (by a Ticket Holder). Queries can be submitted via the Tournament Website ([www.rugbyworldcup.com/2025](http://www.rugbyworldcup.com/2025)) or to the RWC Customer Service Team by email at the following address: [rwc2025customerservice@rugbyworldcup.com](mailto:rwc2025customerservice@rugbyworldcup.com)

#### **Purchase and Distribution of Tickets**

9. Ticket Purchasers must be aged eighteen (18) years or above.
10. The purchase of Tickets by certain categories of Ticket Purchasers may be covered by special terms and conditions that depart from, are more detailed than or complement the provisions of this section "Purchase and Distribution of Tickets".
11. Tickets will be available for purchase on the Ticket Website during such periods as confirmed by RWC from time to time. RWC may, at its sole discretion, change, vary, stop, suspend or extend the duration for which Tickets are available for purchase at any point in time, by any means, on any medium and via any intermediary whatsoever.
12. RWC shall be entitled to make decisions at its sole discretion regarding the distribution channels and platforms of the Tickets and shall be entitled to implement or offer different or special terms of sale, including in relation to sales of individual Tickets and group Tickets, distribution of Tickets on a priority and/or presale basis, in relation to the use and implementation (or not) of an Application Process for Ticket purchases and for those who wish to place orders for one or more Tickets to specific Matches or Match Days. All applicable information regarding the distribution of Tickets shall be available on the Ticket Website.
13. In circumstances where RWC decides to implement an Application Process (to be operated by Ticketmaster) for the sale and purchase of Tickets, the terms, conditions, rules and other applicable information of any such Application Process shall be as outlined in these Conditions (including Article 23) and as made available on the Ticket Website and/or Tournament Website. For the avoidance of doubt, the terms, conditions and/or rules (including any changes or variations) of any Application Process shall be at the sole discretion of RWC and in the event of any dispute, the decision of RWC shall be final.

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

### **Payments and Payment Methods**

18. The sole authorised method of payment for a Ticket is by payment cards, unless otherwise agreed by RWC and/or any official hospitality, experiential or travel partners authorised to sell Tickets by WRED or RWC.
19. Unless otherwise notified by RWC or an official hospitality, experiential or travel partner, the Ticket Purchaser must pay for their order of Tickets in full immediately at the time and point of purchasing their Tickets. In circumstances where RWC makes available an Application Process for the purchase of Tickets, payment card details shall be taken at the time of submitting an entry and payment will be charged automatically if an entry is successful (including partially successful). Entrants to an Application Process are advised to carefully read these Conditions (particularly Article 23) and all terms, conditions and rules applicable to the Application Process as contained on the Tournament Website and/or Ticket Website prior to submitting an entry. Once a Ticket Purchaser has had their Ticket order successfully paid for and processed, the Ticket Purchaser will receive an order confirmation email directly to the email they have provided.
20. Any payment delays, bank issues, technology or website errors or issues resulting in failure or default (including an authorisation failure based on the information requested from a Ticket Purchaser during the purchase journey) to pay in full will automatically result in the cancellation of the proposed order for Tickets and in such case, the Tickets concerned will be made available to other purchasers and any sums already paid (if any) will be reimbursed.

21. RWC may place a limit on the number of Tickets that may be offered or purchased for: the Tournament, each Match or Match Day, each price category, each ticket type and/or whether in a single transaction or a series of transactions, per person, per email address, per payment card and/or per household and RWC reserves the right to cancel, without refund or compensation, any type, number, kind or category of Tickets purchased in excess of the stated limit.
22. Once the Ticket Purchaser has completed an order for Tickets and successfully processed payment in relation to that order, the Ticket Purchaser will receive an order confirmation directly by email and no further changes can be made to that order. For the avoidance of any doubt, no order or purchase of Tickets shall be complete, successful and/or confirmed until payment has been fully and successfully processed and the Ticket Purchaser has received a formal confirmation email confirming that the purchase of the relevant Tickets has been successful. If, for any reason whatsoever, an order is not completed or payment is not processed in full or no confirmation email is received by the Ticket Purchaser, the individual(s) shall have no entitlement or right of any kind to the applicable Tickets.

### **Application Process**

23. Without prejudice to the "Purchase and Distribution of Tickets" and "Payments and Payment Methods" sections above as applicable, the following conditions, together with such further information that applies to participation in or entry into an Application Process which is made available on the Tournament Website and/or the Ticket Website, shall apply to any individual who submits an entry to purchase a Ticket(s) via an Application Process made available by RWC from time to time:
  - 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:
  - a. offered, provided, resold, or transferred for a value greater than the original sale price;
  - b. advertised or offered for resale or transfer publicly (including on any website, social media site or other public forum or elsewhere);
  - c. used in relation to any promotional or commercial purposes (including any competitions, advertising, promotion or as a prize in any competition or sweepstake whether for a business or a charity or otherwise) or to enhance the demand for any other goods or services or sold or resold as part of a hospitality, experience or travel package or service;
  - d. transferred or otherwise disposed of to any person who agrees to buy any good(s) or service(s) in return for the Ticket; and/or

- e. bundled with any other goods or services (including as part of any hospitality, entertainment, accommodation or travel package or service),

without RWC's or WRED's prior written consent or authorisation.

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

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

#### **Access to Venues**

- 54. Ticket Holders are strongly advised to regularly consult the Tournament Website ([www.rugbyworldcup.com/2025](http://www.rugbyworldcup.com/2025)) and the Venue Rules and Regulations, in order to best prepare for their visit to and attendance at the Venue(s), including, in particular, transport arrangements to and from the Venue. Any such information regarding transport arrangements shall be displayed for reference and convenience purposes only and RWC does not make any guarantees in relation to the accuracy or availability of any transport information or services, including dates or times. It is the Ticket Holder's responsibility to make appropriate travel arrangements to ensure they arrive at the Venue with sufficient time to avoid queues, waiting times and/or potential delayed entry into the Venue.
- 55. Each Ticket will, subject always to these Conditions, provide admission to a specified Venue for a specified Match or Match Day (where one or more Matches are taking place at the Venue during the same day).
- 56. Each Ticket is applicable to the identity of the Ticket Purchaser (and Ticket Holder at RWC's discretion) to enable RWC to validate that each Ticket Holder has obtained and is using their Ticket(s) in accordance with these Conditions.
- 57. Only persons who are in possession of a Ticket (including children) may access the Venue. Any person who is not in possession of a Ticket may be expelled from the Venue. The Ticket Holder must keep their Ticket in their possession at all times. An exception to this requirement to have a Ticket may apply for certain Venues only in relation to "babes in arms" who are aged two and under as at the date of the Match or Match Day, who may be entitled to enter and attend without a Ticket provided they do not occupy a seat and are accompanied at all times by an adult aged 18 or older with a valid Ticket. Ticket Purchasers are required to review the Ticket Website and Tournament Website to understand the applicable requirements at each Venue.

58. For safety and security reasons, parents, adults and guardians are advised not to hold young children on their lap, with the exception of 'babes-in-arms' deemed as aged two and under as of the date of the Match or Match Day.
59. Where standing Tickets are made available by RWC, standing Tickets may only be used by Ticket Holders who adhere to the following requirements for the applicable Venues; Franklin's Gardens – individuals measuring 1.2 metres and higher; Sandy Park – individuals measuring 1.3 metres and above and aged 12 or over as at the date of the Match or Match Day; Salford Community Stadium – no restrictions but Ticket Holders are advised to be mindful of the experience for young children within these areas. This is to ensure the safety of all Ticket Holders while attending a Match and/or as may be required to ensure compliance with safety requirements at the applicable Venue. Any person using or attempting to use a standing Ticket and who does not comply with the criteria for use of a standing Ticket shall be refused entry and/or removed from the Venue and the Ticket shall be non-refundable.
60. Ticket Holders undertake to comply with all safety measures implemented by RWC as well as with all Venue Rules and Regulations in respect of a Venue at which a Match is taking place. Any breach of these Conditions or the Venue Rules and Regulations may lead to the expulsion and prosecution of the Ticket Holder and in this case, the Ticket Holder shall not be entitled to receive a refund or compensation for their Tickets.
61. Access to the Venue will be prohibited for minors aged 15 years and under unless accompanied (upon entry to the Venue and during attendance at the Match or Match Day) by an adult (i.e. aged 18 years or older) who shall be responsible for compliance by the minor (15 years and under) with these Conditions. Tickets for minors may only be purchased together with the purchase of an adult Ticket.
62. Ticket Holders must comply with all applicable rules, regulations, guidelines, terms, conditions and protocols in place at the Venue including but not limited to applicable health and safety regulations, security and regulations and the Venue Rules and Regulations.
63. RWC reserves the right to request and require (including via Authorised Persons) that prior to entering the Venue and during attendance at a Match or Match Day, Ticket Holders holding or possessing Tickets for wheelchair users and people with accessibility requirements, provide evidence that they meet the requisite criteria to use such type of Ticket.
64. For reasons of safety (such as to prevent terrorism) and public health (such as to take protective measures against an epidemic like Covid-19), RWC may take exceptional measures that might slow down access to the precincts of the Venue, to which Ticket Purchasers and Ticket Holders acknowledge, agree and irrevocably consent. Access to a Venue may be restricted to carriers of any documents or information required by the public health authorities on the date of the Match or Match Day (including but not limited to a health pass, identity card or a vaccine passport).
65. Any person (including unaccompanied Ticket Holders aged 16 years and above) entering the Venue shall be required to undergo security searches, measures and protocols, which may include a physical pat-down body search and any Ticket Holder may be requested, and shall agree, to show all objects that they are carrying, including those that may be carried in a permitted bag. Security searches and pat-down body searches may be carried out by an Authorised Person, agent of RWC or the Venue or any other individual or body approved to perform such searches, in accordance with the prevailing and applicable laws and regulatory provisions. Anyone who refuses to submit to these checks or to follow the instructions issued by the personnel in charge of ensuring the application of these measures will be denied entry to the Venue and will not receive a refund of the price of their Ticket.

66. Entrance to the Venue will be refused to any person that is, noticeably, or is in the opinion of RWC or an Authorised Person, intoxicated, under the influence of alcohol, narcotics or any behaviour-modifying substance, or behaving, or considered, in the opinion of RWC or an Authorised Person likely to behave, violently, harmfully or contrary to public order. Any person that is, noticeably, or is in the opinion of RWC or an Authorised Person, under the influence of alcohol, narcotics or any behaviour-modifying substance or any person behaving, or considered likely to behave, violently, harmfully or contrary to public order within the Venue will be expelled from the Venue and shall not be entitled to any refund or compensation.
67. The Ticket Holder acknowledges and agrees that the purchase of Tickets does not guarantee seats that will always, throughout the duration of the Match or Match Day, provide for full seating comfort, protection from weather conditions, full visibility or an entirely uninhibited viewing experience across every part or section of the Venue and/or Match (including in-Match play). The Ticket Holder acknowledges that this is the nature of attendance at live sporting events and that the Ticket Holder shall not have any entitlement to a refund or compensation in such circumstances.
68. In addition to and separate from the above, restricted viewing Ticket(s) may be made available by RWC at its discretion from time to time which enables Ticket Purchasers to purchase seats that have restricted or obstructed viewing at a Match or Match Day. The details and terms of any restricted viewing Tickets shall be made available on the Ticket Website prior to or at the point of purchase and it shall be the Ticket Holder's sole responsibility to review the terms and details of any such restricted viewing Tickets prior to purchase and understand the impact this may have on the Ticket Holder's viewing experience.

### **Safety Rules in the Venues**

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

- Any weapons or items that might be used as weapons, including sharp objects, bars, firearms or any items suspected to be or similar to a firearm including electrical stun component parts and imitations, ammunition or any dangerous object
- Laser pointers
- Explosive devices and explosive materials
- Incendiary devices
- Items having the appearance of an illegal or prohibited item, e.g. replica firearm or hoax improvised explosive devices whether capable of causing harm or not
- All types of knives and bladed items, offensive weapons or implements, such as extendable batons, or any item modified into weapons or replica or imitation weapons
- Flares, fireworks, pyrotechnics, strobe lights, smoke canisters, signalling devices capable of emitting smoke, dye, or flames
- Personal protection sprays such as CS, pepper, or other irritant sprays
- Hazardous substances including, suspicious powders, pastes, chemicals, irritants, toxic substances, and gas canisters
- Controlled drugs and substances which have the appearance of being a controlled drug, unless specifically required for medical reasons (evidence of such medical reasons must be provided to RWC or an Authorised Person upon request).
- Fancy dress or oversize headwear of a nature which has the potential to cause injury to its wearer or other spectators and/or which may severely restrict the view of or be construed as offensive to other spectators
- Musical bands or instruments other than those with prior agreement in writing from WRED, RWC or the Venue authority
- Bicycles, roller-skates, skateboards, scooters (except as required for accessibility requirements), wheeled footwear and similar items
- Aerosol sprays, corrosive substances and colorants
- Cigarettes, e-cigarettes and vapes
- Large sized objects, such as step ladders, stools, chairs, cardboard boxes or suitcases (no safety deposit facilities will be provided)
- Any torches, rockets, fireworks, gas containers, flares, smoke bombs or any other pyrotechnic device
- Alcoholic drinks/beverages or any type of recreational drug
- Pets or animals (with the exception of assistance dogs)
- Helmets of any kind, electric vehicle batteries

- Wireless devices that emit radio waves (such as cell phone signal jammers, radio scanners and walkie talkies, wi-fi routers (wireless local networking devices)), with the exception of personal mobile phones and wireless receivers (such as radios)
- Noisy mechanical devices, such as megaphones and horns operated using compressed air
- Drones
- Selfie sticks, cameras and video cameras for commercial purposes
- Objects that might compromise or disrupt the experience and enjoyment of the other spectators, including oversized hats, umbrellas, whistles, vuvuzelas, musical instruments, horns, etc.
- Glass bottles, and glass receptacles (except medication bottles for personal use)
- Food (other than a small amount for personal consumption)
- Any object that RWC, the Venue or an Authorised Person considers to be: dangerous, noxious and/or illegal, or that may be used as a weapon or a projectile or that might compromise or interfere in any other way with the safety of any person or the security of the Venue.
- No flag(s) over size 1x2 meters, no flags of countries not competing in the tournament and no flag poles/sticks;
- Any other prohibited or restricted items or elements as displayed on the Tournament Website or the Ticket Website in relation to the Venue and in this regard, Ticket Holders are strongly advised to regularly consult the Tournament Website and the Venue Rules and Regulations, in order to best prepare for the items that they may or may not be allowed to bring into the Venue.

Similarly, it is forbidden:

- to scale or cross any fences, barriers or other elements designed to contain or segregate the audience
- to engage in races, stampedes or slides
- to bring or attempt to bring into a Venue, possesses or uses within a Venue any prohibited item which, in the reasonable opinion of an Authorised Person, might compromise or otherwise interfere with the enjoyment or comfort of any person at the Venue
- to enter onto the playing field or enter any other unauthorised area of the Venue
- to sell or to hand over, on the precincts of the Venue or in its immediate surroundings, any promotional or commercial item or object without the prior authorisation of WRED or RWC. RWC is entitled to ask the Ticket Holder to produce a copy of any such authorisation upon entering the Venue or at any point in time during their presence in the Venue
- to engage in disruptive or dangerous behaviour including, without limitation propelling, throwing, casting, thrusting or firing any objects, engaging in or instigating violence, sexism, racism or xenophobia, behaving in a way that others may interpret as provocative, threatening, discriminatory, abusive or offensive, creating any threat to the life or safety of

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](https://tickets.rugbyworldcup.com) or by email at the following address: [rwc2025customerservice@rugbyworldcup.com](mailto:rwc2025customerservice@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](mailto:DPO@england.rwc.rugby).
88. For more information concerning the processing of Ticket Holder personal information, please consult the RWC Privacy Statement, which is available and accessible via [tickets.rugbyworldcup.com](https://tickets.rugbyworldcup.com) and at the following link: [https://media.ticketmaster.co.uk/tm/en-gb/img/static/pdf/2025/wrwc/privacy\\_policy.pdf](https://media.ticketmaster.co.uk/tm/en-gb/img/static/pdf/2025/wrwc/privacy_policy.pdf)

## **Cancellation and Refund Terms**

### Scope of Validity of Ticket

89. RWC does not guarantee that the Match for which the Ticket is sold will be held on the date, at the time and at the Venue stated on the Ticket or on the Tournament Website or Ticket Website.
90. RWC and/or WRED will be entitled to make changes to the time, the date, the duration or the Venue of any Match, or to any other detail of relevance to any Ticket, in case of unforeseen circumstances, such as Force Majeure, safety or security issues or decisions taken by any authorised person, government body or by any authority that has jurisdiction to do so.
91. In the event of such alteration, RWC will not be liable to the Ticket Purchaser or the Ticket Holder or any other person for any losses, costs or expenses (direct or indirect) resulting from such change other than as outlined in these Conditions. In particular, any entitlement to a refund to which a Ticket Holder may be entitled under these Conditions shall not exceed the face-value price of the Ticket(s) and any such refund shall exclude all and any additional applicable charges, fees, accommodation cost, transport cost, charitable donations or any other costs expended or incurred by a Ticket Purchaser or Ticket Holder in relation (directly or indirectly) to the purchase and/or use or proposed use of the Ticket(s)). For issues or disputes relating to any Tickets that have been purchased or received by a Ticket Holder in connection with any other products, services or packages (e.g. hospitality, experiential or travel packages), RWC shall not be responsible or liable for any such disputes, products and/or packages and the Ticket Holder shall contact the company or party from whom they originally purchased or received the Tickets, products and/or packages;
92. As soon as possible after the decision to delay, reschedule or cancel a Match or the Tournament, all relevant information available at that time will be uploaded to the Tournament Website and brought to the attention of the Ticket Purchaser by any available means including the process and deadline for obtaining a refund (as applicable). Please note that it is also the responsibility of each Ticket Holder to monitor and keep up to date as to whether the Match or Tournament has been delayed, rescheduled or cancelled, whatever its date, time or place.

### Cancellation of Ticket

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

### Delay

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

#### Interruption

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

#### Rescheduled Match

97. In the case of a Match being rescheduled:
- v. 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;
  - w. 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](http://www.rugbyworldcup.com/2025);

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

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

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

Last updated on 5 November, 2024.