



FIFA WORLD CUP
RUSSIA 2018

FIFA Ticketing Enforcement Programme

FAQ – Frequently Asked Questions

1 December 2017



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1	General Event Information	Where and when is the 2018 FIFA World Cup™ being held?	The 2018 FIFA World Cup™ will take place in Russia from 14th June to 15th July 2018. There are 12 FIFA World Cup™ venues.
2	General Ticketing Information	What is the official sales outlet established by FIFA for the Sale of Tickets?	All Tickets available for the purchase by the general public are exclusively available on www.fifa.com/tickets and during the Last Minute Sales Phase (please see section “Sales Phases”) in the FIFA Venue Ticketing Centres in Russia. Within FIFA.com, in addition to the different types of Tickets available, it is also possible to purchase Match-ticket inclusive official hospitality packages on https://hospitality.fifa.com .
		Where else can I get Tickets? I have found a website offering Tickets for the 2018 FIFA World Cup Russia™. How do I know it is a legitimate sales channel?	No other websites or parties have any rights to legitimately sell Tickets for the 2018 FIFA World Cup™. If you see any other website offering Tickets for the 2018 FIFA World Cup™ you can be certain that this is not a legitimate sales channel. Please note that any Tickets obtained from any other source (for example, unauthorised intermediaries such as ticket brokers, internet auctions, internet ticket agents, internet or other unofficial ticket exchange platforms) will be automatically rendered void and invalid and do not entitle the Ticket Holder to enter the Stadium or to any refund or further compensation. Upon request from FIFA, Ticket Holders must explain how, from whom, for what consideration and from where they obtained their Tickets.

3	Ticket Application	How do I apply for the purchase of Tickets online?	Visit 2018 FIFA World Cup™ ticketing website at www.fifa.com/tickets . In order to apply online you first need to open an account at www.fifa.com/tickets . Once this has been completed you will have the ability to apply for Tickets via www.fifa.com/tickets . To apply for Tickets, please refer to the “Apply for Tickets” menu item on www.fifa.com/tickets
		I represent a corporation, and would like to purchase Tickets, how can I apply?	All Tickets made available by FIFA for sales on www.fifa.com/tickets or during the Last Minute Sales Phase in the FIFA Venue Ticketing Centres in Russia are exclusively offered to members of the general public and not to corporations or further entities, respectively for business entertainment or commercial purposes. If you represent a corporation, you may be interested to contact MATCH Hospitality AG to purchase hospitality packages which are made available to corporate customers, more information can be found on https://hospitality.fifa.com .
		I represent an amateur team, and would like to purchase Tickets for a group of people. How can I apply for Tickets for my group?	All Tickets made available by FIFA for sales on www.fifa.com/tickets or during the Last Minute Sales Phase in the FIFA Venue Ticketing Centres in Russia are exclusively offered to members of the general public and not to larger groups or teams. However, you may apply for up to 4 Tickets per Match for a maximum of 7 Matches Alternatively, you may apply for a maximum of 4 Team Specific Ticket Series for the team of your choice (in case you apply for Conditional Supporter Tickets, your application may cover a series of up to 8 matches). If you represent a larger group or team beyond such limits, you may be interested to contact the FIFA World Cup Ticketing Centre (FWCTC) with your request.

4	Customer Information / Personal Data	<p>What customer information do I have to provide along with my Ticket Application?</p>	<p>All Ticket Applicants applying for Tickets online or via downloadable Ticket Application Form must provide the following information for themselves and all their Guests:</p> <p>Title</p> <p>First name or patronymic (for Russian residents only)</p> <p>Full Surname</p> <p>Date of Birth</p> <p>Nationality</p> <p>Passport/ID number</p> <p>Country of Residence</p> <p>In addition all Ticket Applicants must provide the following information for themselves only (not for their Guests):</p> <p>Home Address (no P.O. Boxes)</p> <p>Contact Details (email address, mobile telephone number and home telephone number)</p> <p>Preferred language</p> <p>Payment Details</p>
		<p>Why do I have to provide all this information along with my application?</p>	<p>The personal details are required in order to facilitate the successful processing of applications and the distribution of Tickets. Your contact details will also be utilised to provide you with important information regarding your Ticket Application. The personal data that you submit will, subject to applicable law, be used, processed, stored, and transferred to third parties (located both within and outside of Russia) for purposes relating to Ticket sales and allocation procedures, any relevant safety and security measures and/or rights protection measures in connection with the 2018 FIFA World Cup™. We seek your consent to this use of the data as part of the application process. If a Ticket Application is unsuccessful or rejected, the Ticket Applicant may request deletion of the personal data provided by contacting the FIFA World Cup Ticketing Centre (FWCTC). The data may also be requested by the Russian authorities in connection with the application and issuance of other personalised identification documents (Fan ID) as required by the Russian authorities pursuant to Federal Law No. 108-FZ of 7 June 2013.</p>

5	Sales Phases / Sales Process	<p>When can I apply for tickets?</p>	<p>In order to ensure a fair and transparent allocation of Tickets, the procedure for Ticket allocation for the 2018 FIFA World Cup™ has been divided into three phases. The dates given below are all subject to possible change without prior notice which will be communicated on www.fifa.com/tickets.</p> <p>Sales Phase 2</p> <p>Random Selection Draw: 05/12/2017 – 31/01/2018</p> <p>First Come First Served: 13/03/2018 – 03/04/2018</p> <p>Last Minute Sales Phase: 18/04/2018 – 15/07/2018</p> <p>Sales Phase (2) will commence four (4) days after the Final Draw on 5 December 2017 when football fans will know where their respective teams will be playing. During Sales Phase (2), fans will be able to request Tickets on a Random Selection Draw basis for categories 1-4 from 5 December 2017 to 31 January 2018 and on a First Come First Served basis from 13 March 2018 to 3 April 2018. During Sales Phase (2), fans will be able to buy Tickets based on the date and venue of a Match and, for First Round Matches only, the teams playing in such Match.</p> <p>In the Last Minute Sales Phase from 18 April 2018 up until the final Match day of the 2018 FIFA World Cup™ (i.e. on 15th July 2018), Tickets will be available online and, from a certain date determined by FIFA at a later stage onwards up until the final Match day of the 2018 FIFA World Cup™, Tickets will also be available Over-the-Counter at the designated FIFA Venue Ticketing Centres.</p>
		<p>Who determines which Ticket Applicants are successful and receive Tickets?</p>	<p>During the Random Selection Draw Period, in case demand for Tickets exceeds the available inventory for a given Match and Ticket Category, Random Selection Draw(s) will be conducted to determine the successful Ticket Applicants. All Random Selection Draws to determine the successful Ticket Applicants will follow established algorithms to ensure fairness. The Random Selection Draws are observed and confirmed by an authorized public notary.</p>

6	Ticket Products	What types of Tickets are available for the general public?	<p>There will be four types of Tickets available for the 2018 FIFA World Cup™:</p> <p>Individual Match Tickets (IMT): These are Tickets for a specific Match, which are available for all Matches (Match No. 1 to Match No. 64).</p> <p>Venue Specific Ticket Series (VSTs): VSTs are Ticket strips for a specific venue (i.e. Stadium). In the host city of Moscow, FIFA will make available two separate VST Ticket strips, one for the Luzhniki Stadium and one for the Spartak Stadium. The VST Ticket strips include the Group Matches (not including the Opening Match), Round of 16 and 3rd / 4th Place Match played at the specific venue of the client's choice. No Tickets for the Opening Match, any Quarter Final Match or Semi Final Match or the Final are contained in any VSTs. VST Ticket strips are designed to allow you to enjoy such Matches included in the selected VST Ticket strip and which are hosted in a specific stadium of the 2018 FIFA World Cup™.</p> <p>Team Specific Tickets Series (TSTs): TSTs are Ticket strips to follow the national team of your choice. The TSTs will not always include all Matches played by the chosen national team, but only the number of Matches included in the package which you have purchased. This means that, depending on which TST you applied for, your TST may include between three Matches (so called TST3 including only the three Group Matches) and seven Matches (so called TST7 including all Group Matches, the Round-of-16 Matches, the Quarter-Final Matches, the Semi-Final Matches and the Final) as explained in the Ticket Application Form. The TST purchased guarantees the customer Tickets for Matches of such rounds of the 2018 FIFA World Cup™ included in the specific TST package purchased by the customer, regardless of whether the Team itself qualifies. Information about how many Tickets and which Matches are included in each TST can be found in the table in the Ticket Application Form on www.fifa.com/tickets. TST Ticket strips are designed to allow you to follow the team of your choice and to enjoy the 2018 FIFA World Cup™ throughout all tournament rounds selected in your TST Ticket strip allowing you to plan your trip and confirm the round of Matches you will have Tickets to attend.</p> <p>Supporter Tickets (ST) / (Conditional Supporter Tickets (CST): Supporter Tickets and Conditional Supporter Tickets are Tickets sold to "Recognised Supporters" of the teams playing the respective match (determined on the basis of the requirements of such participating member association), which come out of the 8% allocation made available to each of the teams playing.</p>
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7	Ticket Categories	Which Ticket Categories are offered by FIFA?	<p>There will be four price categories offered for the 2018 FIFA World Cup™:</p> <p>Category 1: This is the highest priced and located in prime areas within the Stadium.</p> <p>Categories 2 and 3: These are located outside of the Category 1 area.</p> <p>Category 4: This is the most affordable and is reserved exclusively for residents of Russia.</p>
8	Sales Restrictions	What is the maximum number of Tickets I can request?	<p>You may apply for up to 4 Tickets per Match for a maximum of 7 Matches for your household which means a total of 28 Tickets for all persons living in your household. Alternatively, you can apply for a maximum of 4 Team Specific Ticket Series for the team of your choice. Exceptionally, in case you apply for a Conditional Supporter Tickets, your application may cover for a series of up to 8 matches.</p>
		Besides the maximum number of Tickets, are there any further sales restrictions?	<p>Yes, Tickets cannot be purchased for different Matches scheduled to be played on the same calendar day. Tickets can also not be purchased for the same Match by the same person, being the Ticket Applicant or Guest, by way of multiple applications.</p> <p>All Tickets requested for a given Match must be for the same Ticket Category, but you can request different categories for different Matches. Sole exception from such rule is a mixed application for a Ticket with Special Access Tickets for the same Match.</p>
		Why are there sales restrictions?	<p>In order to ensure that Tickets are available to as many fans as possible and are therefore allocated in a fair manner and to prevent unauthorized Ticket resellers from accessing and reselling Tickets, FIFA has established a limit on the number of Tickets that any household can purchase per Match and in total. Sales restrictions means that the Ticket Applicant and any other person living within the same household may only apply for such maximum number of Tickets.</p>

9	Ticket Transfer and Resale	Can I transfer or resell my Tickets to somebody else?	<p>You may not sell, offer for sale, resell, offer at auctions, donate, act as a commercial agent for another party or otherwise transfer your Ticket in any way without the specific prior written consent of FIFA.</p> <p>You cannot transfer your own Ticket, but you can transfer the Tickets from your original Guests to other Guests. Transfer requests will be considered in accordance with the Ticket Transfer and Resale Policy, which will be available on www.fifa.com/tickets. The purposes for the rule limiting Ticket transfers and resales include (a) event security, (b) consumer protection, (c) avoidance of counterfeit tickets and (d) protection of a fair pricing scheme.</p> <p>Please note that according to Russian Laws, it is an administrative offense to transfer or resell without FIFA's consent.</p>
		Can I use Tickets for commercial purposes?	<p>No. As stated in the General Terms and Conditions for the Use of Tickets, Tickets may not be used for commercial purposes, such as for promotions or advertising activities or used as a price or reward in a competition, sweepstake or incentive programme. For further details, please refer to the General Terms and Conditions for the Use of Tickets.</p>
		Can I buy or source Tickets from any third party other than official FIFA sales outlets?	<p>No, all Tickets available for the purchase by the general public are exclusively available on www.fifa.com/tickets and any official FIFA sales outlets such as the FIFA Venue Ticketing Centers as well as any further official sales agents (if appointed).</p> <p>On https://hospitality.fifa.com, you will also find the webpage of the official hospitality rights holder appointed by FIFA for the 2018 FIFA World Cup Russia™ where you may purchase Ticket-inclusive official hospitality packages.</p> <p>Please note that any Tickets obtained from any other source (for example, unauthorised intermediaries such as ticket brokers, internet auctions, internet ticket agents, internet or other unofficial ticket exchange platforms) will be automatically cancelled once identified and do not entitle the Ticket Holder to access the Stadium or any refund or further compensation. Upon request from FIFA, Ticket Holders must explain how, from whom, for what consideration and from where they obtained their Tickets.</p>
		Can I transfer the Tickets of my Guests?	<p>You can transfer the Tickets from your original Guests to other Guests nominated by you by logging into your FIFA Ticketing Account on www.fifa.com/tickets. Please note that any transfer requires FIFA's consent. The functionality for the transfer of tickets will be made available on www.fifa.com/tickets during the Last Minute Sales Phase starting on 18 April 2018.</p>
		In which case will FIFA give its consent to the	<p>Transfer requests will be considered in accordance with the Ticket Transfer and Resale Policy, please refer to the "Ticket Transfer and Resale Policy" that will be accessible on</p>

		<p>transfer of a Ticket?</p>	<p>www.fifa.com/tickets at a later stage. FIFA will only give its consent to transfer a Ticket in case a Ticket Applicant (i) wishes to transfer a Guest Ticket to a privately invited Guest with whom there is a pre-existing relationship or a family member for free or for the price charged to the Ticket Applicant by FIFA, (ii) the Guest is seriously ill, unable to obtain a valid visa to travel to Russia or has died, (iii) there is an event of force majeure, (iv) due to a change in personal circumstances or (v) any other reasons which may be defined by FIFA in the Ticket transfer and resale policy that will be available on www.fifa.com/tickets.</p>
		<p>What are the consequences if I transfer or resell my Tickets to somebody else outside of FIFA's official Transfer and Resale Platform?</p>	<p>The unauthorised transfer constitutes a violation of the General Terms and Conditions for the Use of Tickets. In such case, your Tickets will be automatically cancelled. As a consequence FIFA may:</p> <ul style="list-style-type: none"> refuse to deliver the Ticket; refuse entry into the Stadium; eject the Ticket Holder from the Stadium; seize the Ticket; electronically invalidate the Ticket, and any other Tickets purchased by the Ticket Applicants; file suit to enforce the relevant terms, laws and regulations and claim damages, if appropriate; and/or notify governmental authorities of any such violation. <p>In such case, you are not entitled to any refund or further compensation. Upon request from FIFA, you must explain how, from whom, for what consideration and from where they obtained their Tickets.</p>
<p>10</p>	<p>General Enquiries</p>	<p>Will the cost of travel be included with the Tickets I purchase?</p>	<p>No. However, within Russia, in some Host Cities, the appropriate authorities may provide free access to (i) public transportation systems that connect the main Host City areas and Stadium on Match days and (ii) public intercity train that connect some Host Cities on Match days, for individuals who hold a Ticket and have made appropriate arrangements.</p>
		<p>What is FIFA doing about hooligans?</p>	<p>FIFA is working closely with all participating National Football Member Associations and international authorities to ensure that individuals who have been banned from attending football Matches are not able to purchase Tickets. If a successful applicant is later found to be included in a National / Member Association's list of banned individuals, that person's application will be cancelled.</p>

11	Important Documents for the Purchase and Use of Tickets	What are the Ticket Sales Regulations?	The Ticket Sales Regulations are the regulations applying to, and governing, the sale of Tickets by FIFA to individuals. The Ticket Sales Regulations are accessible on www.fifa.com/tickets , via the menu bar item "Legal".
		What are the General Terms and Conditions for the Use of Tickets?	The General Terms and Conditions for the Use of Tickets are regulating any use of Tickets and the terms of admission to the Stadium at which a specific Match is taking place. The General Terms and Conditions for the Use of Tickets are accessible at www.fifa.com/tickets , via the menu bar item "Legal".
		What is the Stadium Code of Conduct?	The Stadium Code of Conduct describes the applicable safety and security measures and policies for the conduct and items prohibited within a Stadium on Match days. The Stadium Code of Conduct is accessible on www.fifa.com/tickets , via the menu bar item "Legal".