
FFA 'FMT Package' Terms and Conditions

Please read these Terms and Conditions carefully before using this online platform (the **Platform**). By using the Platform to apply for and potentially purchase a ticket from the Local Organising Committee for the FIFA Women's World Cup France 2019™ (the **Seller**), you are:

- acknowledging that you have read and understood the Frequently Asked Questions (FAQs); and
- accepting the following terms and conditions.

If you choose not to acknowledge and accept the above statements, Football Federation Australia Limited (**FFA**) does not grant you the right to use the Platform and you must not use the Platform.

1. Variation

FFA may vary these Terms and Conditions at any time. Any variations become effective on posting. By making a purchase through this Platform after the Terms and Conditions have been varied, you (the **Applicant**) agree to be bound by the variation.

2. Additional Seller Terms and Conditions

Any tickets applied for and sold to an Applicant through the Platform are also subject to:

- (a) the Seller's 'General Terms and Conditions' as published from time to time, available at <https://tickets.fwwc19.fr/uk/termsandconditions>;
- (b) the 'Specific Conditions related to the Ticketing Agent' as published from time to time by the Seller or TICK&LIVE (**Seller's Ticketing Agent**), available at <https://tickets.fwwc19.fr/uk/termsandconditions>; and
- (c) such other rules, including the stadium regulations, as may be established by:
 - (i) the Seller or the Seller's Ticketing Agent; or
 - (ii) the Fédération Internationale de Football Association, police and law-enforcement officials, or the stadium owner (together, the **Authorities**),

which are available on request,

(together, the **Additional Seller Terms and Conditions**).

3. General Terms and Conditions

The Seller is responsible for all ticketing relating to matches during the FIFA Women's World Cup France 2019™ (the **Tournament**). The Seller has granted FFA access to a limited allotment of tickets for each game played by the Westfield Matildas during the Tournament within the Westfield Matildas allocated supporter section (**Tickets**). Australian supporters may purchase Tickets from the Seller through FFA (in its capacity as the Seller's agent) in accordance with these Terms and Conditions.

FMT Package: Tickets will initially be made available for purchase as part of a "Follow-My-Team" package (**FMT Package**). Each FMT Package includes one Ticket for each game played by the Westfield Matildas during the Tournament (regardless of venue and stage).

Single Tickets: After the demand for FMT Packages has been satisfied (subject to availability), any remaining Tickets for Westfield Matildas "group stage" games may be made available by FFA as single match tickets (**Single Tickets**). Other than as part of a FMT Package, Tickets to games after

the “group stage” for which the Westfield Matildas qualify (**Knockout Stages**) will not be available for purchase through FFA.

FFA does not set the Ticket or FMT Package prices or determine refund eligibility or seating layouts. All claims by an Applicant are the sole responsibility of the Seller and to the extent permitted by law, and FFA has no liability to the Applicant.

The following conditions relate to both the sale and use of Tickets:

General

- (a) The Applicant:
 - (i) accepts that:
 - (A) the FMT Packages are offered by FFA to Australian supporters on a “first come, first served” basis and are subject to availability at the time that the relevant application is received by FFA; and
 - (B) the submission of an application form to FFA does not of itself entitle the Applicant to purchase Tickets from the Seller; and
 - (ii) agrees that FFA may apply for, and if available, procure for the Applicant from the Seller or the Seller’s Ticketing Agent the FMT Package(s) in accordance with the application form submitted by the Applicant through the Platform.
 - (b) Applicants are prohibited from transferring Tickets to other persons except to privately invited guests of the Applicant (**Guests**). Tickets may not, without the prior written consent of FFA and the Seller, be resold or offered for resale at a premium (including via on-line auction sites) or used for advertising, promotion or other commercial purposes (including competitions and trade promotions) or to enhance the demand for other goods or services. If a Ticket is sold or used in breach of this condition, the Ticket may be cancelled without a refund and the bearer of the Ticket may be refused entry at the Tournament.
 - (c) The Applicant undertakes to ensure that each Guest reads, understands and accepts these Terms and Conditions, including the Additional Seller Terms and Conditions, prior to receiving a Ticket.
 - (d) All FMT Package prices are shown and payable in euros. These prices include all taxes, but exclude processing, shipping, merchant and currency conversion costs. The Applicant:
 - (i) acknowledges that the Seller’s Ticketing Agent reserves the right to change FMT Package prices at any time;
 - (ii) consents to FFA or FFA’s online payment operator converting the Applicant’s payment to euros in place of the Applicant’s card issuer or bank; and
 - (iii) agrees that the Applicant is liable to pay:
 - (A) the price for the requested FMT Package(s) (including applicable exchange rate) on the date that the Seller processes the transaction for the Applicant’s FMT Package(s) (which may not be the date that the Applicant’s application form is received by FFA);
 - (B) any currency conversion fee incurred by FFA or FFA’s online payment operator in converting the Applicant’s payment to euros;
 - (C) any merchant fees notified to the Applicant by FFA or FFA’s online payment operator that will apply to the transaction; and
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- (D) any other reasonable costs (including processing and shipping costs) that are incurred by FFA in procuring the FMT Packages for the Applicant (including any processing and shipping costs passed through to FFA from the Seller or Seller's Ticketing Agent).
- (e) All FMT Package sales are final. Applicants cannot elect to cancel an application after it has been submitted to FFA or otherwise return Tickets.

Refunds, exchanges and replacements

- (f) The Applicant is not entitled to any refund or exchange on any FMT Package or Ticket except as set out in subclause 3(i) or otherwise specified in the Additional Seller Terms and Conditions.
- (g) The Applicant acknowledges and agrees that, in the event that the Applicant is entitled to a refund, FFA is only responsible for:
 - (i) taking reasonable steps to secure such refund from the Seller or Seller's Ticketing Agent for the Applicant; and
 - (ii) passing on to the Applicant any amount directly received from the Seller or Seller's Ticketing Agent for the refund (which is subject to exchange rates and Seller's Ticketing Agent fees) less any applicable currency conversion, handling or merchant fees (**Refunded Amount**).
- (h) The Applicant:
 - (i) acknowledges that Refunded Amounts will be calculated by the Seller or the Seller's Ticketing Agent in euros;
 - (ii) consents to and authorises FFA's financial institution or online payment operator on behalf of FFA to:
 - (A) convert the Refunded Amounts from euros to Australian dollars at the exchange rate in effect on the date that it is refunded to the Applicant; and
 - (B) include a currency conversion fee in the foreign exchange conversion rate;
 - (iii) accepts that FFA may not receive Refunded Amounts from the Seller or Seller's Ticketing Agent until three (3) months after the end of the Tournament; and
 - (iv) acknowledges that FFA will promptly provide the Refunded Amount to the Applicant following receipt under subclause 3(h)(iii).
- (i) The FMT Packages are priced and sold by the Seller on the basis that the Westfield Matildas will advance to the final stage of the Tournament. If the Westfield Matildas fail to advance to the final stage of the Tournament, then the Applicant will be entitled to a refund for the non-participated stages subject to subclauses 3(g) and 3(h).

Seating

- (j) In procuring Tickets for the Applicant, FFA does not guarantee the seat location within the relevant ticket category or that the Applicant and Guests will be seated together.
- (k) Notwithstanding clause 2 (Availability) of Specific Conditions related to the Ticketing Agent, the Applicant acknowledges that it will not have an opportunity to, nor is it entitled to, approve the seating allocation of the procured Tickets.

Conditions of entry

- (l) Entry to any venue of the Tournament is reserved and may be refused and/or Tickets cancelled without refund by the Seller, Seller's Ticketing Agent or Authorities if the Applicant
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or any Guest does not comply with these Terms and Conditions, including the Additional Seller Terms and Conditions. Without limiting this clause 3, FFA has no liability (including any obligation to provide assistance) to the Applicant or any Guest in the event that the Seller, Seller's Ticketing Agent or Authorities exercise any remedies available to them against the Applicant or Guest.

- (m) Without limiting subclause 3(l) or the Additional Seller Terms and Conditions:
 - (i) cameras, audio and video recorders may not be permitted in the venues;
 - (ii) it may be a condition of entry to the event that a search of person and / or their possessions will be required at the time of the entry to the venue; and
 - (iii) entry to the venue and access to allocated seats is not guaranteed after the start time of the event and does not give an Applicant or Guest the right to a refund.
- (n) The Applicant must treat any Tickets that are received by them with care. Entry may be refused if Tickets are damaged or defaced in any way. Without limiting clause 3, FFA will not be liable to the Applicant for any lost, stolen or damaged Tickets.

Claims and liability

- (o) Without limiting subclauses 3(d) and 3(h), the Applicant assumes all liability in respect of fluctuations in exchange rates.
- (p) The Applicant and each Guest assume all liability and waive any and all claims that may result from attending the Tournament except to the extent expressly set out in the Additional Seller Terms and Conditions.

4. Additional terms applicable to sales through this Platform

- (a) For the purpose of paragraph 6 of the Seller's General Terms and Conditions, the Applicant may apply for tickets from the Seller through the Platform subject to these Terms and Conditions.
- (b) The Applicant is only entitled to apply for a FMT Package through the Platform if they:
 - (i) are a citizen or resident of Australia;
 - (ii) have a valid email address; and
 - (iii) are at least 18 years of age.
- (c) Neither the Seller, the Seller's Ticketing Agent, the Authorities, or FFA is responsible for:
 - (i) the issuance of visas if required to attend the Tournament; or
 - (ii) any other personal arrangement, including international and domestic transport and accommodation relating to the Tournament.

The Applicant acknowledges that such arrangements are to be made by the Applicant and Guests at their own risk.

- (d) Notwithstanding the Additional Seller Terms and Conditions, all Tickets will be provided to the Applicant in physical/hard format. E-tickets will not be available.
 - (e) In the event that the Applicant is unable to receive the Tickets at a physical address in Australia, the Applicant must notify FFA at least 2 months before the Tournament to arrange an alternate pick-up location for the Tickets. Such arrangement will be at the Applicant's sole risk.
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- (f) The delivery of Tickets in advance of the Tournament will not be possible for any Knockout Stages. In the event that the Westfield Matildas qualify for any of the Knockout Stages, Applicants will be notified by FFA of the pick-up location for their Tickets.

5. Agency

FFA acts as an agent for the Seller. Any services that FFA provides to the Applicant through the Platform or as otherwise described in these Terms and Conditions are subject to this agency relationship. To the extent set out on the relevant application form, the Applicant authorises FFA to procure FMT Package(s) on the Applicant's behalf and to arrange relevant contracts between the Applicant and the Seller. FFA has no control over, or liability for, the services provided by the Seller or the Seller's Ticketing Agent to the Applicant and all FMT Packages procured on the Applicant's behalf are subject to the Additional Seller Terms and Conditions. The Applicant's legal rights in connection with the provision of the FMT Package(s) are against the Seller or Seller's Ticketing Agent, except to the extent that FFA has failed to perform its obligations in accordance with these Terms and Conditions.

6. FFA Online Terms of Use and Privacy Policy

- (a) The FFA Website Terms of Use and the FFA Privacy Policy are incorporated into these Terms and Conditions and apply to FMT Package applications and sales through the Platform.
- (b) The Applicant acknowledges and agrees that FFA may provide personal or other information appearing on the application form to the FFA's online payment operator, Seller, the Seller's Ticketing Agent and the Authorities for the purpose of FFA procuring the FMT Package(s), the Applicant using the Tickets and the Seller requesting feedback on the Tournament.
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