



FREQUENTLY ASKED QUESTIONS

TICKETS

WHAT IS A FOLLOW-MY-TEAM (FMT) PACKAGE?

A FMT package gives supporters access to all matches in which their team plays (including conditional tickets for the knockout stages, i.e. the Round of 16 onwards). FMT packages are the only way to guarantee seats at each stage of the competition located within the Westfield Matildas allocated supporter section.

A FMT package will include:

- The Westfield Matildas' 3 Group Stage matches
- Round of 16*
- Quarterfinal*
- Semifinals*
- Third Place Game*
- Final*

* Conditional tickets will only be issued if the Westfield Matildas advance to the particular match.

ARE THERE LIMITS TO THE NUMBER OF FMT PACKAGES I CAN REQUEST?

Yes. You will be able to purchase up to six (6) packages through FFA.

WHAT IS THE COST OF THE FMT PACKAGE?

Category 2	Category 3	Category 4
€224	€160	€86

All prices are in EURO and include all taxes. However, an additional to be determined amount will apply to each FMT Package for postage/delivery of tickets, currency conversion and international transaction costs.

For further information on the cost of the FMT Packages, please see the FFA 'FMT Package' Terms and Conditions (including subclause 3(d)) and the FIFA Ticketing General Terms and Conditions.

WHAT DO YOU MEAN BY CONDITIONAL TICKETS?

Anyone who purchases a FMT Package to follow the Westfield Matildas will be purchasing conditional tickets for the knockout stages, which will only be valid if the Westfield Matildas advance.

WHAT IF THE MATILDAS DON'T QUALIFY FOR A KNOCKOUT STAGE?

The FMT Package price is payable up front and includes the price for tickets to attend all possible games (including all knockout stages). However, the purchase of a FMT Package does not entitle the holder to attend knockout stages (e.g. the Final) regardless of the participating teams.

Should the Westfield Matildas fail to advance to a stage of the tournament, then the ticket purchaser will receive a refund to the credit card used once FFA has been reimbursed by the

local organising committee (**LOC**). The LOC has notified FFA that this refund process may take up to a period of **three (3) months** after the completion of the competition. FFA does not hold on trust or otherwise retain any of the FMT Package/Ticket sale revenue and will be unable to provide any refund until such time as it has been reimbursed by the LOC.

The refunded amount will be subject to the exchange rate on the date that it is refunded (rather than the date that the FMT Package was purchased) and will be less any fees charged by FIFA for processing of refunds or currency conversion/merchant fees incurred by FFA.

For further information on refunds, please see the FFA 'FMT Package' Terms and Conditions (including subclauses 3(f) to 3(i)) and the FIFA Ticketing General Terms and Conditions.

CAN I ATTEND THE MATILDAS WORLD CUP MATCHES WITHOUT A FMT PACKAGE?

If you wish to purchase individual match tickets rather than a FMT Package, please indicate so on your application form. If there are any remaining group stage match tickets available after all FMT Packages have been processed, applicants will be advised and provided an opportunity to purchase (in the order that their application form was received by FFA).

IF SINGLE MATCH TICKETS DO BECOME AVAILABLE, WHAT WILL THE PRICE BE?

If single match tickets do become available for purchase after the allocation of FMT packages, the prices will be as follows:

Match	Category 2	Category 3	Category 4
AUS v ITALY	€25	€17	€8
AUS v BRAZIL	€20	€13	€8
JAMAICA v AUS	€20	€13	€8

All prices are in EURO and include all taxes. However, an additional to be determined amount will apply to the single match ticket sales for postage/delivery of tickets, currency conversion and international transaction costs.

For further information on the cost of single match tickets, please see the FFA 'Single Ticket' Terms and Conditions (including subclause 3(d)) and the FIFA Ticketing General Terms and Conditions.

CAN I PURCHASE TICKETS TO WORLD CUP MATCHES THAT THE MATILDAS ARE NOT PARTICIPATING IN?

At this stage FFA only has access to a limited number of tickets to matches that the Westfield Matilda's are participating in. If you wish to purchase individual match tickets please review the [FIFA Women's World Cup France 2019™ website Ticketing page](#).

WHAT ARE FIFA'S TICKET SALES REGULATIONS?

Any ticket holder for the FIFA Women's World Cup France 2019™ (which includes persons purchasing a FMT Package) will be bound by FIFA's Ticket Sales Regulations, General Terms and Conditions and Stadium Code of Conduct. These documents can be found [HERE](#)

DO CHILDREN NEED A TICKET TO ENTER THE MATCH?

A ticket must be purchased for any person who wishes to attend a match, regardless of age.

IS THERE A DISCOUNT ON PURCHASING TICKETS FOR CHILDREN?

No. All ticket and FMT Package prices apply to both adults and children.

TICKETS ALLOCATION & DELIVERY

WHEN AND HOW SHOULD I EXPECT TO RECEIVE MY TICKETS?

FIFA will deliver the tickets to FFA HQ (Sydney) 4-6 weeks prior to the first match. After receipt of tickets they will be posted to the ticket purchasers address included on the application form.



I DON'T LIVE IN AUSTRALIA. HOW SHOULD I EXPECT TO RECEIVE MY TICKETS?

FIFA will deliver the tickets to FFA HQ (Sydney) 4-6 weeks prior to the first match. If you note on your application form that you will be unable to receive the tickets at an Australian address, FFA will get in contact to coordinate a collection point in France prior to the first match where you may pick up your tickets.

WHO CAN COLLECT MY FIFA WOMEN'S WORLD CUP FRANCE 2019™ CONIDITIONAL TICKETS IN FRANCE?

The ticket purchaser must be the person who collects the tickets. In addition, a passport will be required to collect the tickets.

CAN I SELECT MY/MY GROUP'S SEATING ALLOCATION?

No. The allocation of tickets will be handled directly by the LOC. Other than as dictated by the ticket/FMT Package category, there is no guarantee of seat location or that your group will be seated together. However, FFA will do its best to ensure that your group is seated together.

GENERAL**WHERE CAN I FIND THE MATCH SCHEDULE?**

The match schedule for the FIFA Women's World Cup France 2019™ can be found [here](#)

DO I NEED A VISA OR FAN ID TO GO TO FIFA WOMEN'S WORLD CUP FRANCE 2019™?

Please review all travel information for France [here](#). Please note, if applicable, neither FIFA, the LOC, or FFA are responsible for the issuance of visas if required.

Please ensure that you also review the [FAQs](#) found on the FIFA Women's World Cup France 2019™