



England Rugby
TRAVEL

ENGLAND RUGBY TRAVEL – RUGBY WORLD CUP 2023



Priority Access Pass Terms and Conditions

These terms and conditions (**Terms**) set out the basis on which we sell our Priority Access Passes for the Rugby World Cup 2023 (**PAP**). You must accept these Terms to purchase a PAP from us.

These Terms apply to the purchase of a PAP only. When you use your PAP to purchase one of our Rugby World Cup 2023 Official Travel Packages (**Travel Packages**) you will be required to agree to the terms and conditions that apply to the Package you are purchasing.

A PAP is not a financially protected product and will not benefit from any ABTA or ATOL financial protection.

Placing Your PAP Order

1. You must be at least 18 years old and must have a permanent address in the United Kingdom/Europe.
2. You can place an order for your PAP at www.englandrugbytravel.com/RWC2023. Your order (**Order**) constitutes an offer made by you to us to purchase the number of PAPs you select. All Orders are subject to our acceptance at our sole discretion.
3. You will require a PAP for each traveller if purchasing in a priority access window.
4. If we accept your Order, we will send you an email confirming that your Order has been accepted. The contract between us (**Contract**) will automatically be formed when we send you the confirmation email.
5. The price of a PAP will be as quoted on our site, except in cases of obvious error.
6. You must pay for the PAP(s) during the online checkout process. You may pay by any payment method we make available to you at the time of payment. Available payment methods will be set out on the relevant payment screen.
7. You must pay us in Pound Sterling. You will be responsible for paying all bank and foreign exchange charges as applicable.
8. By placing an order for your PAP you consent to us marketing to you for the purpose of providing you with the opportunity to redeem and manage your PAP. This marketing will be by email, post and telephone.

Your PAP

9. A PAP does not represent a commitment to purchase any Travel Package from us and is fully refundable up until 23:59 BST on 30 October 2023.
10. Only one PAP place may be used against one Travel Package place.
11. The amount redeemable against your final balance payment with your PAP code is only redeemable once, against one Travel Package only. If purchasing multiple Travel Packages, once the PAP code has been redeemed against one Travel Package place, the redeemable amount with that PAP code expires.
12. The PAP holder must be the Lead Booker purchasing the Travel Package.
13. We will deliver your PAP redemption code(s) to you by email at the time of your PAP purchase.
14. It is your responsibility to keep your PAP redemption code(s) secure and confidential. We are unable to re-issue redemption codes if they are lost or deleted.

15. If you purchase more PAPs than are subsequently necessary (i.e. you have four passes but you actually go on to buy a Travel Package for two people) we will offer you a refund for those unused PAPs or the option to deduct the redemption value of the unused PAPs from your final balance payment, provided that your booking is made prior to 23:59 BST on 18 October 2023.
16. Subject to our sole discretion, from 31 July 2021 we may permit you to use a PAP to purchase Travel Packages outside of your PAP category (e.g. use a Pool Stage PAP to purchase a Semi-Final Travel Package) after the priority access window of the relevant category of PAP. You will only be entitled to redeem the amount relevant to the PAP you purchased against your final balance payment and will not be entitled to any other benefits not included with the PAP type you purchased.

Pool Stage PAP

17. A Pool Stage PAP provides you with:
 - a. access to a Pool Stage PAP holder priority access window to purchase one of our range of Pool Stage Travel Packages; and
 - b. a code to redeem £100 against your final balance payment of any Pool Stage Travel Package that you purchase before 23:59 BST on 21 October 2023.

Quarter Finals PAP

18. A Quarter Finals PAP provides you with:
 - a. access to a Quarter Finals PAP holder priority access window to purchase one of our range of Quarter-Finals Travel Packages;
 - b. a code to redeem £100 against your final balance payment of any Quarter Finals Travel Package that you purchase before 23:59 BST on 21 October 2023;
 - c. one complimentary ticket per PAP holder to a non-RWC2023 England Rugby match prior to RWC2023 of our choice when purchasing a RWC23 Knock-Out Stage accommodation inclusive Travel Package for a minimum of 3-nights before 1730 on 28 March 2021. If eligible for a complimentary ticket, we will notify you of the match to which the complimentary ticket relates. If you decline the offer of the complimentary ticket, you will not be provided with a ticket and this benefit shall have expired; and
 - d. one invite per PAP holder to an exclusive England Rugby Travel event before your Travel Package begins when purchasing a Travel Package during the priority access window.

Semi-Final and Final PAP

19. A Semi-Final and Final PAP provides you with:
 - a. access to a Semi-Final and Final PAP holder priority access window to purchase one of our range of Semi-Final and Final Travel Packages;
 - b. a code to redeem £200 against your final balance payment of any Semi-Final and Final Travel Package that you purchase before 23:59 BST on 21 October 2023;

- c. one complimentary ticket per PAP holder to a non-RWC2023 England Rugby match prior to RWC2023 of our choice when purchasing a RWC23 Knock-Out Stage accommodation inclusive Travel Package for a minimum of 3-nights before 1730 on 28 March 2021. If eligible for a complimentary ticket, we will notify you of the match to which the complimentary ticket relates. If you decline the offer of the complimentary ticket, you will not be provided with a ticket and this benefit shall have expired; and
 - d. one invite per PAP holder to an exclusive England Rugby Travel event before your Travel Package begins when purchasing a Travel Package during the priority access window.
- 25. The value of your PAP will be credited against your final balance payment and not the total cost of the Travel Package.
 - 26. PAPs can only be used against Travel Package products.
 - 27. After a priority access window closes you will still have the opportunity to redeem your PAP(s) until expiry or cancellation (by you or us), but you will be in the ordinary queue for Travel Packages with non-PAP holders.

Additional PAP Holder Benefits

- 28. We may, at our discretion, provide additional benefits (that are not already listed) to PAP holders. If provided, any additional benefits will only apply to PAP holders and may differ depending on which PAP you have purchased (e.g. Semi-Final and Final PAP benefits may not apply to Pool Stage PAP holders). These will not apply to additional travellers in your group unless they are also PAP holders. For example, if you have purchased six PAPs however there is eight travellers in your group, only the six PAP holders will receive the additional benefits of the PAPs.
- 29. To be eligible for any additional benefits applicable you must purchase a Travel Package within the PAP holder priority access window and comply with any other requirements we notify to you from time to time.

Semi-Final PAP

- 20. A Semi-Final PAP provides you with:
 - a. access to a Semi-Final PAP holder priority access window to purchase one of our range of semi-final Travel Packages;
 - b. a code to redeem £200 against your final balance payment of any Semi-Final Travel Package that you purchase before 23:59 BST on 21 October 2023;
 - c. one complimentary ticket per PAP holder to a non-RWC2023 England Rugby match prior to RWC2023 of our choice when purchasing a RWC23 Knock-Out Stage accommodation inclusive Travel Package for a minimum 3-nights before 1730 on 28 March 2021. If eligible for a complimentary ticket, we will notify you of the match to which the complimentary ticket relates. If you decline the offer of the complimentary ticket, you will not be provided with a ticket and this benefit shall have expired; and
 - d. one invite per PAP holder to an exclusive England Rugby Travel event before your Travel Package begins when purchasing a Travel Package during the priority access window.

If You Choose Not To Use Your PAP

- 30. Your PAP(s) will expire at 23:59 BST on 30 October 2023. We recommend you redeem PAPs as early as possible to avoid disappointment. After 23:59 BST on 30 October 2023, there will be no refund for any unused PAPs.
- 31. PAPs are fully refundable up until the earlier of:
 - a. the point they are used to purchase a Travel package (redeemed); or
 - b. 23:59 BST on 30 October 2023.
- 32. If you wish to cancel your Order/PAP you will need to visit rwc.englandrugbytravel.com/pap-cancel. You must complete the online PAP cancellation form, fully answering all questions to authorise your refund.
- 33. Once received we will cancel your redemption code and refund your money to the payment method you used to make your purchase, within 21 days.
- 34. Once a cancellation notice is received by us, all rights associated with the cancelled PAP(s) will automatically terminate.

Full Access PAP

- 21. A Full Access PAP provides you with:
 - a. access to all of our PAP holder priority access windows to purchase one of our range of Travel Packages;
 - b. a code to redeem £300 against your final balance payment of any Travel Package that you purchase before 23:59 BST on 21 October 2023;
 - c. one complimentary ticket per PAP holder to a non-RWC2023 England Rugby match prior to RWC2023 of our choice when purchasing a RWC23 Knock-Out Stage accommodation inclusive Travel Package for a minimum of 3-nights before 1730 on 28 March 2021. If eligible for a complimentary ticket, we will notify you of the match to which the complimentary ticket relates. If you decline the offer of the complimentary ticket, you will not be provided with a ticket and this benefit shall have expired; and
 - d. one invite per PAP holder to an exclusive England Rugby Travel event before your Travel Package begins when purchasing a Travel Package during the priority access window.

Our Cancellation of Your PAP

- 35. We will cancel your PAP and your redemption code immediately without notice and without refund if you fail to comply with any of these Terms.
- 36. We will cancel your PAP and your redemption code without notice if we do not receive full payment of all sums due for the PAP.
- 37. If for reasons outside of our control we, or in the event we are required to, cancel your PAP, we will provide you with a refund of your PAP order without any further liability.
- 38. All credit and debit cardholders are subject to validation checks and authorisation by the card issuer. If the issuer of your payment card refuses to authorise payment to us, we will not be liable for any delay. If we receive a chargeback notification we will cancel your PAP(s) and redemption code(s) without notice.
- 39. If you have already redeemed your PAP(s) before we receive a chargeback notice we will cancel the contract for the Package to which it has been applied without notice or refund, or at our discretion will require you to immediately pay the value of the PAP(s).
- 40. We reserve the right to pass on any charges we suffer as a result of any chargeback to you.

How To Use Your PAP

- 22. We will inform you by email or post as to how you can use your PAP(s) and when the relevant priority access window begins.
- 23. During a priority access window, all Travel Packages will be subject to availability and sold on a first come first served basis.
- 24. To redeem your PAP when purchasing your Travel Package, you must insert the unique redemption code we send you:
 - a. in the online booking process; or
 - b. on the hard copy booking form we send you (if available);

following the instructions we send to you before the priority access window opens (if any).

General

41. All Travel Packages will be subject to availability and sold on a first come first served basis.
42. All information and prices provided on our website before Travel Packages go on sale are indicative only. We make no representation, warranty or undertaking that a particular service or product will be available or within a certain price range. Not all packages provided by ERT will be available at the time of launch or during any priority access windows.
43. We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under our Contract that is caused by events outside our reasonable control.
44. Our liability for losses you suffer as a result of us breaking our Contract is strictly limited to the value of your PAP Order. This limit does not apply to death or personal injury caused by our negligence, for fraud or misrepresentation or for any matter for which it would be illegal for us to exclude, or attempt to exclude, our liability.
45. We are not responsible to you for any loss of enjoyment, loss of opportunity, loss of goodwill, loss of anticipated savings, interest or any indirect or consequential losses which happen as a side effect of us breaking our Contract.
46. When using our site, you accept that communication with us will be mainly electronic although we may also contact you via telephone and post. We will contact you by email or provide you with information by posting notices on our website. For contractual purposes, you agree to this electronic means of communication and you acknowledge that all contracts, notices, information and other communications that we provide to you electronically comply with any legal requirement that such communications be in writing. This condition does not affect your statutory rights.
47. All notices given by you to us must be sent to marketing@englandrugbytravel.com or at the address set out in clause 54. We may give notice to you at either the email or postal address you provide to us when placing an order. Notice will be deemed received and properly served immediately when posted on our website, 24 hours after an email is sent, or three days after the date of posting of any letter. In proving the service of any notice, it will be sufficient to prove, in the case of a letter, that such letter was properly addressed, stamped and placed in the post and, in the case of an email, that such email was sent to the specified email address of the addressee.

48. These Terms and any document expressly referred to in them represent the entire agreement between us in relation to the subject matter of our Contract and supersede any prior agreement, understanding or arrangement between us, whether oral or in writing.
49. You acknowledge that, in entering into our Contract, you have not relied on any representation, undertaking or promise given by us or implied from anything said or written in correspondence between us prior to such Contract except as expressly stated in these Terms.
50. You may not transfer, assign, charge or otherwise dispose of our Contract, or any of your rights or obligations arising under it, without our prior written consent.
51. No waiver by us of any of these Terms shall be effective unless it is expressly stated to be a waiver and is communicated to you in writing.
52. Contracts for the purchase of PAPs and any dispute or claim arising out of or in connection with them or their subject matter or formation (including non-contractual disputes or claims) will be governed by the law of England and Wales. Any dispute or claim arising out of or in connection with our contract or its formation (including non-contractual disputes or claims) shall be subject to the jurisdiction of the courts of England and Wales.
53. We collect and process your Personal Data in accordance with our Privacy Policy available upon request or found on our website.

About Us

54. England Rugby Travel is operated by Mike Burton Travel Limited whose address is at Carter Court, 8 Davy Way, Quedgeley, Gloucester, GL2 2DE. Our VAT number is 576295400. Your Contract for the purchase of the PAP is with us.

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