

ENGLAND RUGBY TRAVEL – RUGBY WORLD CUP FRANCE 2023

PAP Promise Terms and Conditions

These terms and conditions (“**Terms**”) set out the basis on which we operate our England Rugby Travel Priority Access Pass promise for Rugby World Cup 2023 (“**PAP Promise**”). You must accept these Terms to take part in the PAP Promise. These Terms apply to the PAP Promise only. When you purchase one of our RWC 2023 official ticket inclusive travel packages (“**Packages**”) you will be required to agree to the terms and conditions that apply to the Package you are purchasing, save as varied by this PAP Promise. These terms are in addition to the Priority Access Pass Terms and Conditions that you agreed to at the time you purchased your Priority Access Pass.

The PAP Promise

1. The PAP Promise allows England Rugby Travel Priority Access Pass holders (“**PAP Holder**”) who purchase Packages by 06 April 2021 to transfer their package to any new Packages released after 18 March 2021 (“**New Packages**”) with no administration fee.
2. PAP Holders will get priority access to New Packages 48 hours before the New Packages are released to the general public.
3. The PAP Promise expires on 31 December 2021.

Eligibility

4. You must be an England Rugby Travel PAP Holder.
5. This PAP Promise applies to Packages purchased after 18 March 2021 and before 06 April 2021 only.
6. Packages that are bespoke or contain any bespoke elements (i.e. specific requests from the Lead Booker for travel services) are not eligible to select and exercise the PAP Promise. Such packages will be highlighted at the time of booking.

How to Use the PAP Promise

7. All requests made in accordance with the PAP Promise should be made in writing to customerservices@englandrugbytravel.com.
8. You will only be able to apply the PAP Promise to your whole booking. For example, if you have purchased a Package with six places you must transfer

all six travellers in your group to the New Package. All travellers must be on the same Package and bookings cannot be split.

9. You will only be able to make one transfer using the PAP promise.
10. Any transfers will be subject to availability and on a first come first served basis. Once New Packages have been released to the general public, PAP holders will not get priority over non-PAP Holders.
11. Our decision on whether your transfer will be accepted is final. We will confirm 14 days after submission of your request whether your request is accepted, rejected, we require you to provide further information or make additional payment. If we accept your transfer, you will be provided with updated booking documentation.
12. Where there is a shortfall between the cost of your original Package and the total cost of your New Package, you may pay for this during the processing of your request or the shortfall amount will be invoiced to you in line with the relevant payment dates.
13. Any reduction in the cost of your original Package and the total cost of your New Package will be:
 - a) automatically refunded to the payment method you used to make your purchase within 14 days if you paid in full when purchasing your original Package; or
 - b) deducted from your final balance payment if you did not pay in full when purchasing your original Package.
14. Any refunds will only be made to the Lead Booker of the original Package through the original payment method(s).

About Us

15. The terms are governed by the Law of England and Wales and the jurisdiction of the English Courts.
16. England Rugby Travel, Administrative Office: Carter Court, 8 Davy Way, Quedgeley, Gloucester, GL2 2DE. Our VAT number is 576295400.

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