

ENGLAND RUGBY TRAVEL – RUGBY WORLD CUP FRANCE 2023

Ticket Promise Terms and Conditions

We understand that you will want to guarantee official match tickets for the Rugby World Cup France 2023 (“**RWC 2023**”) as part of ticket-inclusive travel packages, but we also appreciate that (where possible) you may want to buy tickets directly from the Rugby World Cup 2023 Organising Committee (“**RWCOC**”) in the ticket only general sale which is due to commence in September 2022 (“**General Sale**”).

These terms and conditions (“**Terms**”) set out the basis on which we operate our England Rugby Travel ticket general sale promise for RWC 2023, (“**Ticket Promise**”). You must accept these Terms to take part in the Ticket Promise. These Terms apply to the Ticket 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 Ticket Promise.

The Ticket Promise allows England Rugby Travel clients who purchase Packages after 12 July 2022 and before 30 September 2022 to:

- Option A:** except as set out in the Important Exclusion (below), cancel their Package in its entirety and receive a full refund for the value of the Package; or
- Option B:** remove the Qualifying Ticket from their Package and receive credit (calculated in accordance with clause 13) against their Package of the face value of the Qualifying Ticket where they have received a ticket for the same match as the Qualifying Ticket from the General Sale.

Important Exclusion

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 Option A of the Ticket Promise. Such packages will be highlighted at the time of booking.

RWCOC Ticket General Sale

1. The Ticket Promise applies to tickets obtained directly from the General Sale on [Tickets.RugbyWorldCup.com](https://tickets.rugbyworldcup.com) from 01 September 2022 to 31 October 2022 only.

Qualifying Ticket(s)

2. A “**Qualifying Ticket**” is an official match ticket obtained through purchasing one of our Packages.
3. This Ticket Promise applies to Packages purchased after 12 July 2022 and before 30 September 2022 only.
4. The category of ticket obtained from the General Sale does not affect your ability to take part in the Ticket Promise. The Ticket Promise is based on a ticket of the same match as your Qualifying Ticket.
5. The Ticket Promise only applies to tickets obtained from the General Sale. The Ticket Promise does not apply to any ticket purchased from another third party or from any other source.

The Ticket Promise

6. The Ticket Promise allows:

- 6.1. **Option A**

A full refund of your entire Package. You will no longer receive any of the services provided and will receive a full refund of all monies paid (including the non-refundable deposit and except as set out in clause 8 your Priority Access Pass (**PAP**) or Advantage Access Pass (**AAP**) (if purchased)).

- 6.2. **Option B**

A credit of the face value of a Qualifying Ticket forming part of your Package where you have received a ticket for the same match as the Qualifying Ticket from the General Sale. Where credit is accepted, you are making a request to remove the Qualifying Ticket from your Package and you will not be supplied with the Qualifying Ticket and it will not form part of your Package.

- 6.2.1. The credit received from the Ticket Promise will be based on the face value of the category of the Qualifying Ticket in your Package, not the face value of the ticket obtained from the General Sale.
- 6.2.2. If a credit of the face value of any Qualifying Ticket is obtained then the Ticket Promise Option B does not include a refund of the accommodation, travel or any other services included in your Package and these will remain a part of your Package.
- 6.2.3. If you receive confirmation of tickets for a match from the General Sale in different numbers to the number of Qualifying Tickets for that match in your Package, you will only be able to request a credit for the number of Qualifying Tickets equal to the number of tickets you have obtained from the General Sale.
- 6.3. If you receive confirmation of tickets from the General Sale for only some of the matches in your Package but not all (for example you have a Semi-Final and Final Package and you successfully obtain tickets to the Semi-Final but not the Final) you will only be entitled to receive a credit for the duplicated tickets.
7. This Ticket Promise is not confirmation that RWCOC are operating or will operate a or a number of ticket General Sales. The operation of a ticket General Sale is at RWCOC’s complete discretion and we therefore cannot guarantee there will be a ticket General Sale.
8. If you have purchased a PAP or AAP from us and you exercise Option A after redemption of your PAP or AAP and after you have received any applicable benefit available to holders of your PAP or AAP type, for example attended an exclusive invite only PAP or AAP event, you will not be entitled to a refund of your PAP or AAP.

How to Use the Ticket Promise

9. All credit or refund/cancellation requests made in accordance with the Ticket Promise should be made in writing to customerservices@englandrugbytravel.com within 14 days of receipt of your official confirmation from RWCOC that you have been successful in obtaining tickets from the General Sale.
10. You must provide England Rugby Travel with a copy of your official confirmation from RWCOC confirming that you been successful in the General Sale. We reserve the right to contact RWCOC to confirm the evidence you provide and/or your purchase.
11. If any named Party Member of your Package is successful in purchasing tickets from the General Sale, you may benefit from the Ticket Promise against the Qualifying Tickets in your Package.
12. England Rugby Travel’s decision on how much to credit is final. England Rugby Travel will confirm 28 days after submission of your request whether your request is accepted, rejected or we require you to provide further information.
13. The credit given will be based on the EUR to GBP exchange rate as published on www.xe.com on the day we receive your refund request.
14. Once confirmed by England Rugby Travel:
- 14.1. **Option A**

A refund of all monies paid (including your Advantage Access Pass(es) or Priority Access Pass(es) (if applicable)) will be made to the Lead Booker of the Package through the original payment method(s).

14.2. **Option B**

- A credit note will be raised against the final balance payable of the original Package booking or if the full balance of the Package has been paid England Rugby Travel will refund you the face value of the Qualifying Ticket(s).
15. England Rugby Travel will process all refunds within 14 days and will only refund the Lead Booker of the Package through the original payment method(s).

About Us

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

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