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RUGBY WORLD CUP 2027 EXPERIENCE PACKAGE TERMS AND CONDITIONS

GENERAL TERMS OF SALE VALID FOR ALL EXPERIENCE PACKAGES FOR THE MEN'S RUGBY WORLD CUP AUSTRALIA 2027

Scope and Enforceability

1. These Rugby World Cup Experience Package Terms and Conditions ("**Experience Package Terms**") govern all experience packages incorporating the supply of a Ticket with: (i) catering; (ii) beverage; (iii) travel and/or (iv) Match Day or non-Match Day experience services ("**Experience Package**").
2. Experience Packages are issued, provided and sold by or on behalf of Sports Travel and Hospitality Australia Pty Ltd, a company registered in Australia under company number 638 319 543 of Level 40, Governor Macquarie Tower, 1 Farrer Place, Sydney NSW 2000, Australia (trading under the brand Rugby World Cup Experiences) ("**RWCE**") for the Men's Rugby World Cup Australia 2027 (the "**Tournament**").
3. RWCE is the issuer and seller of the Experience Packages pursuant to authority granted by World Rugby Events DAC ("**WRED**"). Rugby World Cup (Australia) Pty Ltd, of Level 6, 201 Elizabeth Street, Sydney 2000 NSW, Australia ("**RWC**") is the organiser of the Tournament pursuant to authority granted by WRED. WRED and RWC shall be referred to collectively, where applicable, as "**World Rugby**" for the purposes of these Experience Package Terms.
4. In purchasing and/or using an Experience Package from RWCE, the EP Purchaser and EP Holders shall be bound by and shall comply with the provisions contained in these Experience Package Terms. Further, the EP Purchaser and any EP Holders purchasing and/or utilising an Experience Package shall also be legally bound by and shall comply with the Men's Rugby World Cup Australia 2027 Ticket Terms and Conditions issued by RWC and attached at Appendix 1 to these Experience Package Terms (the "**Ticket Conditions**") and the terms, rules and conditions applicable to each Venue in which a Match is taking place and which shall be a) available to view on the Tournament Website, and b) displayed at the entrance of each Venue (the "**Venue Rules and Regulations**"). The Ticket Conditions and the Venue Rules and Regulations are hereby expressly incorporated into and form part of these Experience Package Terms.
5. Collectively, the confirmation, Experience Package Terms, the Ticket Conditions and the Venue Rules and Regulations shall be known as the **RWCE Agreement**. Accordingly, the EP Purchaser must read and understand the provisions of the RWCE Agreement, to which the EP Purchaser will be legally bound, before purchasing Experience Package(s) and shall ensure that any EP Holders for whom the EP Purchaser has purchased or provided an Experience Package, shall comply with and be legally bound by the RWCE Agreement.
6. As these Experience Package Terms create a legally binding relationship with RWCE, any queries or questions that an EP Purchaser or EP Holder may have regarding these Experience Package Terms should be submitted to RWCE before purchasing an Experience Package and prior to use of an Experience Package (by an EP Holder). Queries can be submitted by email to the RWCE Customer Relations team at the following address: Hello2027@RWCExperiences.com.

Purchase and Distribution of Experience Packages

Offline Order and Payment Process

7. Experience Packages will be available to purchase through RWCE or through a RWCE Official Agent. Where the Experience Package(s) requested are available, RWCE or the RWCE Official Agent shall send the individual a booking link via email. The individual must accept the booking and these Experience Package Terms (together with the Ticket Conditions contained at Appendix 1) by accessing their RWCE account or creating a RWCE account and accepting the booking online within 24 hours of receive the booking link. Subject to the continued availability of the relevant Experience Package(s), upon successful acceptance of the booking by the EP Purchaser, RWCE shall issue a valid tax invoice via email to the EP Purchaser. Upon the dispatch of a confirmation by RWCE to the EP Purchaser, a binding contract shall form between the EP Purchaser and RWCE once payment of the invoice has been made by the EP Purchaser in accordance with Articles 8 – 10 below, or where Articles **Error! Reference source not found.** and 27 apply on receipt of the first payment from the EP Purchaser.
8. If an Experience Package is purchased prior to 1 January 2027, the Package Fee will be due and payable in full within fourteen (14) days from the date RWCE issue the invoice to the EP Purchaser.
9. If an Experience Package is purchased, on or after 1 January 2027 but prior to 1 September 2027, the Package Fee will be due and payable in full within seven (7) days from the date RWCE issue the invoice to the EP Purchaser.
10. If an Experience Package is purchased on or after 1 September 2027, the Package Fee will be due and payable in full within twenty-four (24) hours of the date (and time) RWCE issue the invoice to the EP Purchaser.

Online Order and Payment Process

11. Experience Package(s) are available to purchase online via the official Men's Rugby World Cup Australia 2027 Travel and Premium Experiences website at experiences2027.rugbyworldcup.com ("**RWCE Website**").
12. When purchasing an Experience Package on the RWCE Website the Package Fee will be due and payable in full at the time and point of submitting an order.
13. On receipt of the order, a confirmation will be sent to the EP Purchaser directly to the email provided. Upon the dispatch of a confirmation to the EP Purchaser, a binding contract shall form between the EP Purchaser and RWCE.
14. Any payment delay, bank issues, technology errors, failure, or default (including an authorisation failure based on the information requested from an EP Purchaser during the purchase journey) to pay in full will automatically lead to the cancellation of the proposed order for Experience Packages. The Experience Packages concerned will be made available to other purchasers and any sums already paid (if any) will be reimbursed.

Experience Package Order Requirements

15. The number of Experience Packages available for purchase for each type of Experience Package and the Tournament are limited. The number of Experience Packages that may be purchased for the Tournament will be determined at RWCE's discretion.
16. RWCE reserves the right to cancel, without compensation, any type, number, kind or category of Experience Packages purchased.
17. EP Purchasers must be aged eighteen (18) years or above.
18. If applicable, where child Experience Packages are made available, child Experience Packages shall be strictly for use by persons aged under 18 years old, as at the date of the relevant Match or Match Day. Child Experience Packages, if made available, cannot be purchased as a stand-alone child Experience Package and may only be purchased and used together with an adult (18 years or over) Experience Package. Any person attempting to use a child Experience Package who does not satisfy the criteria for use of a child Experience Package shall be refused entry and/or removed from the Venue and the child Experience Package shall be non-refundable.
19. Once the EP Purchaser has completed an order for an Experience Package(s) and received an order confirmation directly by email, no further changes can be made to the order. For the avoidance of any doubt, no order or purchase of an Experience Package shall be complete, successful and/or confirmed until the EP Purchaser has received a formal confirmation email confirming the purchase of the relevant Experience Package. If, for any reason whatsoever, an order is not completed or payment is not processed in full or no confirmation email is received, the individual shall have no entitlement or right of any kind to the relevant Experience Package.
20. The contract in respect of the Experience Package(s) shall be between RWCE and the EP Purchaser (for the avoidance of doubt, the Ticket Conditions shall be applicable to all EP Holders) and the RWCE Agreement shall apply to the purchase of such Experience Package(s).
21. The RWCE Agreement shall supersede any proposal made by RWCE or an RWCE Official Agent or any request made to RWCE or an RWCE Official Agent.

Experience Package Payment Terms

22. If the Package Fee is not received by RWCE in full by the specified due date, RWCE shall be entitled to cancel the Experience Package and terminate the RWCE Agreement with immediate effect and the individual shall no longer have any entitlement or right of any kind to the relevant Experience Package.
23. For the avoidance of doubt, all prices and any other charges quoted by RWCE under the RWCE Agreement are inclusive of taxes but exclusive of any other duties and charges imposed or levied in connection with the supply of Experience Package(s) (including, but not limited to, any postage and/or packaging) which shall be additionally payable by the EP Purchaser.
24. All sums payable to RWCE pursuant to the RWCE Agreement shall be paid in Australian Dollars (\$AUD) along with any applicable duties, charges or levies specified during the order process (unless otherwise agreed in writing by RWCE). Any costs or charges (including exchange rate costs and payment card charges) applicable to payments by an EP Purchaser via another

currency shall be borne by and shall be the sole responsibility of the EP Purchaser.

25. Experience Packages shall be paid for by:
 - (a) Online domestic and international orders by credit debit, debit card or bank transfer;
 - (b) Offline domestic orders via invoice via bank transfer;
 - (c) Offline International orders via bank transfer; or
 - (d) such other payment method offered by RWCE and notified in writing from time to time.
26. To secure a guaranteed booking 100% of payment due at the time of purchase is preferred via card payment or bank transfer.
27. If you place an order prior to 1 January 2027 you may be provided the option to pay in two instalments of:
 - i. First payment: 50% deposit at time of purchase or within 14 days from invoice date via card payment or bank transfer.
 - ii. Remaining 50% payable via card payment or bank transfer no later than 31 December 2026.
28. The EP Purchaser agrees to pay and to hold RWCE harmless from and against any:
 - (a) taxes, duties, levies, deductions or withholdings ("**Withholdings**"); and/or
 - (b) bank and other charges incurred by RWCE as a result of any monetary transfer, currency conversion or otherwise ("**Bank Charges**"),
imposed upon or applicable to the payment of the Package Fee by the EP Purchaser by any local government authority. To the extent necessary, the EP Purchaser shall be obliged to pay RWCE such additional amount as will, after any such Withholdings and/or Bank Charges have been imposed, leave RWCE with the same amount as it would have been entitled to receive in the absence of the imposition of such Withholdings and/or Bank Charges.
29. Without prejudice to any other rights under the RWCE Agreement, RWCE shall be entitled in the case of overdue payments to charge the EP Purchaser interest on such overdue payments at the daily rate of two per cent (2% per annum) above the Reserve Bank of Australia base rate from time to time from the due date until the date of payment.
30. The EP Purchaser acknowledges that not all payment cards will be accepted by RWCE.
31. If, due to human error or technical malfunction on the part of RWCE or the RWCE Website, an incorrect Package Fee or Experience Package details are displayed and such Experience Package(s) is purchased by an EP Purchaser on the basis of such incorrect amount or details or if an EP Purchaser has purchased a type of Experience Package which is not intended to be purchased by or available to such EP Purchaser, RWCE reserves the right to cancel the relevant Experience Package(s) and process a refund to the EP Purchaser for the amount of the Package Fee charged only. The EP Purchaser may, at RWCE's sole discretion, be provided with an opportunity to purchase Experience Packages in accordance with the correct Experience Package Fee and/or Experience Package details.
32. If, due to human error or technical malfunction or failure on the part of an individual or EP Purchaser results in the purchase of Experience Packages in error, such Experience Packages shall be non-refundable and RWCE shall have no obligation to refund, reimburse, cancel or replace the relevant purchase of Experience Packages.

Delivery of Experience Packages

33. Provided the Package Fee (and any other charges) have been received in full by RWCE, RWCE will distribute, or have distributed on its behalf, the Experience Package Documents and Tickets to the EP Purchaser. RWCE will distribute Experience Package Documents digitally. RWCE will notify the EP Purchaser of the method of distribution prior to the commencement of the Experience Package but reserves the right to amend the method at any time, including distribution via third parties. Once distributed, the Experience Package Documents and Tickets are the responsibility of the EP Purchaser and cannot be replaced. EP Holders must display the correct Ticket or Experience Package pass to gain entry to the relevant Venue, and EP Holders may be refused entry if EP Holders do not display the correct Ticket or Experience Package pass. RWCE and World Rugby shall not be held responsible and are not liable for any loss if any EP Holders are refused entry to a Venue or Experience Area for displaying an incorrect Ticket or Experience Package pass.
34. Article 35 of the Ticket Conditions shall not apply to Tickets purchased as part of an Experience Package.

Experience Package Area

35. Access to the Venue and any Experience Area is strictly limited to the date and the time indicated in the Experience Package Documents. For the avoidance of doubt, access to the locations where catering, beverage and/or other experience services are provided will be restricted to persons having the express right to access such locations.

Changes to Experience Packages

36. RWCE reserves the right to substitute or amend an Experience Package (including without limitation any seats, areas or services initially allocated or pricing of packages) if such amendment is required:
- (a) in order to comply with local applicable laws in force during the Tournament; or
 - (b) in order to reflect any changes made by World Rugby in connection with the staging of the Tournament. In such circumstances, RWCE shall notify the EP Purchaser of the details of the new or revised Experience Package details.

Lost/Stolen/Damaged Experience Package Documents or Tickets

37. Any Experience Package Documents or Tickets that are damaged, defaced, incomplete, forged, altered or unreadable may not be accepted for admission to the Venue or Experience Area.
38. RWCE shall not replace or reimburse an EP Holder in respect of any lost, stolen, incomplete, damaged, destroyed or defaced Experience Package Document or Tickets, save where the same occurs as a result of the negligent act or omission of RWCE.

No sponsorship rights or association with the Tournament

39. EP Purchasers and EP Holders expressly acknowledge and agree that the purchase of Experience Package(s) does not grant them any marketing, commercial or promotional rights

with respect to RWCE, World Rugby, the Tournament, World Rugby Group or any commercial partners or stakeholders of the World Rugby Group or the Tournament.

40. EP Purchasers and EP Holders must not, unless entitled to by virtue of an agreement with World Rugby itself, hold themselves out as a sponsor of, use any intellectual property connected with (including, without limitation, the official emblem, designations and mascots of the Tournament), or otherwise associate themselves in any manner whatsoever with the Tournament (or part thereof), RWCE, World Rugby, World Rugby Group or any commercial partners or stakeholders of World Rugby Group or the Tournament.
41. EP Purchasers and EP Holders must not as a material condition of this RWCE Agreement whether before, during or after the Tournament:
 - (a) use the Experience Package(s) (or any element thereof) for marketing or promotional purposes (including, without limitation, for use as a prize in competitions, lotteries, draws, charity promotions or sweepstakes); or
 - (b) conduct any promotional, advertising or marketing activity in connection with RWCE, the Tournament, World Rugby, World Rugby Group or any commercial partners or stakeholders of World Rugby Group or the Tournament.
42. EP Purchasers and EP Holders shall not have any right to promote themselves or their trade or business in the Venue or in any Experience Area or otherwise associate themselves with RWCE, the Tournament, World Rugby, World Rugby Group or any commercial partners or stakeholders of World Rugby Group or the Tournament, unless expressly authorised by RWCE in advance in writing. For the avoidance of doubt and without limitation to the generality of the foregoing, no corporate identification of EP Purchasers or EP Holders shall be permitted unless expressly authorised in writing in advance by RWCE.

Prohibition of Experience Package Resale or Transfer

43. Experience Packages are only for the use of the EP Purchaser or an EP Holder. It is strictly forbidden for any individual to sell, transfer or offer to sell, resell or transfer (including on websites, in the immediate surroundings of the Venue or within the Venue precincts, or within the Experience Area), in any way or form, whether free of charge or in return for consideration or in conjunction with any other products or services, any Experience Package (or any element of the Experience Package (including, without limitation, the Tickets)) without first securing the express written consent of RWCE or as otherwise provided for under these Experience Package Terms. The prohibition on resale of Experience Packages (or any element of the Experience Package (including, without limitation, the Tickets)) includes the prohibition on the sale or resale of Tickets (which are purchased as part of an Experience Package) on the official Men's Rugby World Cup Australia 2027 ticket resale platform (if made available by RWC from time to time).
44. In order to avoid unofficial and unauthorised sales and resales, RWCE or an entity authorised by RWCE is entitled to rescind, without notice and without any formalities, any order for Experience Packages that are subsequently resold or transferred a) without the express written consent of RWCE or b) in contravention of applicable law, including Major Event Legislation and fair trading/ticket scalping legislation. If this happens, the Experience Packages will be cancelled. The price of the Experience Packages including any applicable fees, charges or any charitable donations made will not be refunded or compensated.

Conduct

45. The EP Purchaser shall be responsible for notifying all EP Holders associated with their order of the provisions of the RWCE Agreement to which the EP Holders will be legally bound, including without limitation, the Ticket Conditions. The EP Purchaser shall procure the full compliance of the EP Holders with the RWCE Agreement including without limitation, the Ticket Conditions. Any breach of the RWCE Agreement (including, for the avoidance of doubt and without limitation, the prohibitions on resale, transfer and commercial use) may result in the cancellation of the relevant Experience Package(s) purchased without compensation or refund.
46. All EP Holders must comply with all directions and instructions of the competent authorities at all of the Venues at which they attend a Match (including, without limitation, state or territory policing authority).
47. EP Holders must comply with all rules and safety regulations established at each Venue and Experience Area and acknowledge that if an EP Holder is disruptive to the Tournament or the enjoyment, comfort or safety of other spectators (whether because under the influence of alcohol, narcotics or otherwise) they may be refused admission or removed by RWCE, RWC, WRED and/or an Authorised Person.
48. If an EP Holder fails to comply with Articles 39 – 41 and 50 or if RWCE, World Rugby and/or the Authorised Person removes an EP Holder pursuant to Article 47 and 51, the EP Purchaser and/or the EP Holder (as applicable) shall have no right to a refund from RWCE and RWCE and World Rugby shall not have any liability whatsoever to the EP Purchaser or EP Holder.
49. All EP Holders shall at all times comply with all applicable laws in relation to the use of the Experience Package(s).

Prohibited Materials and Ambush Marketing

50. EP Holders are forbidden from:
 - (a) using, possessing, selling or distributing any Prohibited Items or engaging in any Prohibited Conduct in or around the Venue and Experience Area; and
 - (b) using, possessing or holding promotional or commercial objects and materials, engaging in any Ambush Marketing (including holding or bringing any items, objects, signs or materials which RWCE, World Rugby or any Authorised Person believe are intended to be used or are being used for the purposes of Ambush Marketing), gambling (or assisting any gambling activity), conducting any commercial activity, offering (either for free or for sale), selling or possessing goods with intent to sell such as drinks, food, souvenirs, clothes, promotional and/or commercial items, without prior written approval of RWCE or World Rugby.
51. If an EP Holder is found with any Prohibited Items or engaging in any Prohibited Conduct or Ambush Marketing at set out in Article 50 above, RWCE, World Rugby and/or an Authorised Person may remove such items or stop or prevent such conduct and/or remove the EP Holder (as applicable) from the Venue and/or Experience Area and/or refer the EP Holder (as applicable) to local authorities for investigation. If an EP Holder is removed in such circumstances, then they shall not be entitled to any refund and neither RWCE or World Rugby

shall have any liability to the EP Holder as a result.

Image Rights, Photography and Recording

52. Any EP Holder accessing the Experience Area, attending in or around the Venue and/or attending at a Match acknowledges and irrevocably and unconditionally authorises WRED, RWC, RWCE and the operator of the Venue, free of charge, to record and to use images and recordings in which the EP Holder appears, by any means of acquisition (photography, video, etc.) during the Match and attendance in or around and at the Venue and at or in an Experience Area, on all media now known or developed in the future (without limitation in terms of quantity and quality) and via any means of publication or broadcasting, worldwide and for the entire duration of the protection of the rights over same, with permission to assign these rights, for commercial or promotional purposes and/or for the purposes of showing the Tournament Matches, the Venue, the Experience Area, RWC and/or the World Rugby Group and as part of the transmission of the Matches by any medium whether currently known or developed in the future. RWC and/or WRED are entitled to assign these rights freely for any purpose and to any party or third party of its choosing, including broadcasters, third party suppliers, licensees, Authorised Partners and news outlets and media.
53. Any EP Holder accessing the Experience Area and/or in or around the Venue and/or attending at a Match:
- (a) acknowledges that broadcasters, partners and other third parties may be operating drones (remotely piloted aircraft systems) in and around the Venue;
 - (b) acknowledges that all Matches are recorded in a number of media and publicly disseminated across numerous platforms and channels on a worldwide basis;
 - (c) agrees that perpetual use may be made, free of charge, on a worldwide basis and to the fullest extent possible for any reason, of their voice, image and likeness at or from the Venue, by means of live or recorded video display, broadcast, transmission, content or other dissemination or recording, photographs or any other current and/or future media technologies, by RWC, WRED, Authorised Partners and/or other third parties;
 - (d) waives, on an irrevocable, worldwide, perpetual basis, all rights to object to such broadcasting, transmission, or dissemination in any media;
 - (e) acknowledges and agrees that WRED is the sole legal and beneficial owner of the copyright and any other intellectual property rights of any nature whatsoever in and to any recordings of sound or images taken within or in or around a Venue, an Experience Area or at a Match (including future rights to such images and recordings or to any works derived from such images and recordings) (and including any recordings or images captured by an EP Holder in breach of these Experience Package Terms and/or the Ticket Conditions) and waives, on an irrevocable, worldwide and perpetual basis, all rights (including moral rights) in and to any such recordings;
 - (f) acknowledges and agrees that WRED and RWC may use, edit, copy, disclose, add to, adapt, reproduce, publish, creative derivatives and/or translate such images and/or recordings outlined herein for all such advertising, commercial, exploitation and promotional activities, worldwide in perpetuity in any and all media (including but not limited to online, digital and offline), whether now known or hereafter developed or invented, including on any media owned, controlled, operated or represented by WRED or RWC, without payment, compensation or liability to the EP Holder;
 - (g) acknowledges that they shall have no expectation of privacy in relation to their attendance, activities, actions or conduct at a Match, Experience Area or in or around a Venue given the public nature of the Match and the Tournament;

(h) hereby unconditionally and irrevocably assigns to WRED all rights, including copyright and other intellectual property rights, by any means and in any current and/or future form or type of media or format, in any images or recordings taken by the EP Holder within the Venue in breach of these Experience Package Terms and/or the Ticket Conditions, including breach of the article/clause directly below.

54. Any photographs taken or other recordings of sounds or images made by an EP Holder in or around a Venue, a Match or an Experience Area may be used only for private and personal, non-commercial and non-promotional purposes. Apart from private and personal, non-commercial and non-promotional purposes, i.e. to the exclusion of any commercial purposes, the EP Holder shall not publish or broadcast at any time, over the Internet, on radio, on television and/or on any other form or type of media (including social media), whether current or future, any sound, image, description, commentary, news reports or results and/or statistics of a Match (whether wholly or partly), including any content of this kind created, recorded or captured as a still or moving image by mobile phones or by any other form of wireless and/or portable device or terminal, nor aid or abet any other person in engaging in such activities. Further and/or supplementary restrictions and rules on the use of photography, filming or recording devices may apply to the EP Holder under the Venue Rules and Regulations.

Customer Relations

55. Any queries concerning Experience Packages (including queries in relation to any Tickets purchased as part of an Experience Package) should be addressed to RWCE directly via the Customer Relations Team of RWCE which can be contacted by email at the following address: Hello2027@RWCExperiences.com.

Experience Package Cancellation and Refund Terms

Changes

56. EP Holders acknowledge and agree that there is no guarantee that the Match for which a Ticket is sold as part of an Experience Package will be held on the date, at the time and/or at the Venue stated on the Ticket or on the Tournament Website or Ticket Website. World Rugby is entitled to make changes to the time, the date, the duration or the Venue of any Match, or to any other detail of relevance to any Ticket in accordance with the Ticket Conditions (at Appendix 1 to these Experience Package Terms). RWCE has no control over the running of or timings of the Tournament or any part thereof.

57. It is the responsibility of each EP Holder to ascertain whether a Match or the Tournament has been delayed, postponed, rescheduled or cancelled.

Delay

58. In case of delay (and subject to applicable law (including the *Australian Consumer Law*)), such as if the starting whistle is delayed for any reason whatsoever on the day of the Match, whatever the duration of the delay, or if the Match's start time is deferred, whatever the new arrangements (excluding change in date of the Match), the Experience Package will remain

valid and RWCE will endeavour to arrange for the relevant Experience Package to be provided at the delayed / deferred time. RWCE will not have any obligation to refund to the EP Purchaser any part of the Package Fee including any applicable fees, charges nor to pay the EP Purchaser any compensation for the delay or for any consequences (direct or indirect) that this delay might have for the EP Purchaser and/or the EP Holder and/or any third parties.

Interruption

59. In the event of a definitive interruption (i.e. the Match does not re-commence) of the Match at any time after it has commenced (and subject to applicable law (including the *Australian Consumer Law*)), RWCE will not have any obligation to refund to the EP Purchaser or EP Holder any part of the Package Fee including any applicable fees or charges, nor to pay them any compensation for any consequences, financial or otherwise, that this might have for the EP Purchaser and/or the EP Holder and/or any third parties.

Rescheduled Match

60. In the case of a Match being rescheduled:
- a. If the Match is rescheduled to a different date at i) the same Venue as initially planned or ii) at another Venue that is of equal or greater capacity, RWCE will endeavour to arrange for the relevant Experience Package to be provided at the rescheduled or relocated Match.
 - b. if RWCE is able to provide (in our judgment) a substantially equivalent Experience Package at the rescheduled or relocated Match, the booking for the relevant Experience Package shall remain valid for the rescheduled or relocated Match, and the EP Purchaser will be entitled to attend the Match with the same Experience Package or request a refund of the Package Fee subject to the conditions detailed in Articles 64 – 66.
 - c. if RWCE is not able to provide (in our judgment) a substantially equivalent Experience Package at the rescheduled or relocated Match, then the Experience Package will be cancelled, and the EP Purchaser will be refunded the Package Fee subject to the conditions set out in Articles 64 – 66.
 - d. For the avoidance of doubt, a Match that commences before 12:00am midnight and continues after 12:00am midnight shall not be considered 'rescheduled' solely due to the time at which it is played. The original Ticket remains valid, and no refund or exchange shall be available on the basis of the Match being played after 12:00am midnight.

As a material condition of these Experience Package Terms, in respect of all Tickets purchased as part of an Experience Package, any refund requests that relate to a rescheduled Match must be directed solely to RWCE. If a valid refund is requested under this Article and accepted by RWCE, RWCE will endeavour to refund the EP Purchaser the Package Fee within forty-five (45) working days of the final Match of the Tournament.

Matches played behind closed doors or with limited capacity

61. If a Match is played behind closed doors or at a Venue with a limited audience pursuant to a decision taken by World Rugby which means the Ticket included with the Experience Package can no longer be utilised to attend the Match, whatever the reason for this, the relevant

Experience Package will be cancelled, and the EP Purchaser will be refunded, by RWCE, the Package Fee subject to the conditions detailed in Article 64 - 66. If an Experience Package is cancelled under this Article, RWCE will endeavour to refund the EP Purchaser the Package Fee within forty-five (45) working days of the final Match of the Tournament. Any refund requests under this Article must be directed solely to RWCE.

Cancellation

62. If a Match is cancelled prior to the commencement of the Experience Package services and the Match, the relevant Experience Package will be cancelled, and the EP Purchaser will be refunded the Package Fee subject to the conditions detailed in Articles 64 – 65. RWCE will endeavour to refund the EP Purchaser within forty-five (45) working days of the final Match of the Tournament. If the Tournament is cancelled as a whole, all Experience Packages will be cancelled, and Package Fees refunded subject to the conditions set out in Articles 64 – 65. RWCE will endeavour to issue the Package Fee refund to EP Purchasers within two months following the date on which the cancellation of the Tournament is made public. Any refund requests under this Article must be directed solely to RWCE.
63. If a Match is cancelled after the commencement of the Experience Package services but prior to the Match commencing, the elements of the Experience Package not provided due to the Match cancellation will be refunded to the EP Purchaser within forty-five (45) working days of the final Match of the Tournament subject to the conditions set out in Articles 64 – 66. Any refund requests under this Article must be directed solely to RWCE.

Refund Conditions

64. Where a refund is sought, the EP Purchaser must bring this to the attention of RWCE as soon as reasonably possible upon becoming aware of the cancellation, postponement or relocation. All refund requests must be directed to RWCE in its capacity as issuer and seller of the Experience Package(s). Neither RWC nor WRED (nor the World Rugby Group) shall have any responsibility or liability to refund, or compensate in any way, an EP Purchaser or EP Holder in relation to any Experience Package or any part of any Experience Package (including in relation to any Tickets).
65. Any entitlement to a refund to which an EP Purchaser may be entitled under these Experience Package Terms shall not exceed the Package Fee and any such refund shall exclude all and any applicable charges, fees, accommodation cost, transport cost, or any other costs expended or incurred by an EP Purchaser or EP Holder in relation (directly or indirectly) to the Experience Package(s).
66. Any information regarding refunds or requests should be addressed to the RWCE Customer Service contact details outlined above in these Experience Package Terms.
67. EP Purchasers are advised to take out insurance to cover the risk and costs associated with a delay, interruption, rescheduling, postponement or cancellation of the Tournament.

Right to Withdraw

68. The issuing, sale or purchase of any Experience Package shall be final and non-refundable except as outlined in these Experience Package Terms or as required under applicable laws.

Liability

69. Save as expressly provided in these Experience Package Terms, and except where the Experience Package(s) is sold to an individual in their capacity as a consumer (under Australian Consumer Law), all warranties, conditions or other terms implied by statute, common law or otherwise are excluded to the fullest extent permitted by law.
70. Where an Experience Package is purchased in an individual's capacity as a consumer, their statutory rights shall not be affected by these Experience Package Terms.
71. Nothing in this RWCE Agreement is intended and nor shall it be construed as an attempt by any party to exclude or limit its liability for death or personal injury caused by its negligence, for its fraud or fraudulent misrepresentation or for any matter for which it is not permitted by law to exclude or limit, or to attempt to exclude or limit, its liability.
72. Other than the specific remedies available to an EP Purchaser or EP Holder referred to in these Experience Package Terms, RWCE shall not be liable to an EP Purchaser or EP Holder by reason of any representation, or any implied warranty, condition or other term, or any duty at common law, or under the terms of the RWCE Agreement, for any consequential loss or damage, any loss of profit (whether direct or indirect) or business or loss of future business or loss of enjoyment or otherwise, costs, expenses or other claims for consequential compensation whatsoever (and whether caused by the negligence of RWCE, its employees or agents or otherwise) which arise out of or in connection with the supply of Experience Package(s) (including Tickets) or their use.
73. Subject to Articles 70 and 71, RWCE's total liability to the EP Purchaser or EP Holder whether for negligence, breach of contract, misrepresentation or otherwise shall in no circumstance exceed the Package Fee paid in respect of the affected Experience Package(s).
74. The EP Purchaser shall be responsible for all damage they cause and for all damage caused by associated EP Holder(s) and any other persons under their control.
75. The EP Purchaser shall indemnify and hold RWCE harmless from and against all claims, costs, losses, damages, expenses, demands and liabilities suffered or incurred by RWCE as a result of a breach by the EP Purchaser or associated EP Holders of the RWCE Agreement or in connection with, resulting from, or arising out of any and all acts or omissions of the EP Purchaser or associated EP Holder(s).
76. The personal arrangements of the EP Purchaser or EP Holder in connection with an Experience Package(s) (including, without limitation, travel and accommodation) are entered into at their own risk and, subject to applicable laws, neither RWCE, RWC nor WRED shall be liable for any costs, losses, loss of enjoyment or wasted expenditure (including, without limitation, any indirect and/or consequential loss or damage) suffered by the EP Purchaser or

EP Holders.

77. The EP Purchaser and EP Holder acknowledge and agree that RWCE is the seller of the Experience Packages with responsibility for the sale, delivery and fulfilment of the Experience Packages, and that WRED, RWC and the World Rugby Group have no liability for the delivery or fulfilment of the Experience Packages (or any part thereof) and make no representation of any kind in relation to the Experience Packages. Further, the EP Purchaser and EP Holder acknowledge and agree that RWCE does not have any authority to act on behalf of WRED, RWC or the World Rugby Group or make any representations on behalf of WRED, RWC or the World Rugby Group. The EP Purchaser and EP Holder further acknowledge and agree that these Experience Package Terms create a legally binding agreement between RWCE and the EP Purchaser and EP Holder and that in no event shall RWC, WRED or the World Rugby Group be liable or responsible for any loss, harm or damages that the EP Purchaser or EP Holder suffers or incurs in relation to these Experience Package Terms and/or their purchase and/or use of an Experience Package including but not limited to bodily or mental harm, personal property damage or loss, or any other loss and/or harm arising from and/or occurring during EP Purchaser or EP Holder's use of the Experience Package, including attendance at an Experience Area or the Venue. Without limitation to the foregoing and subject to applicable laws, the EP Purchaser and EP Holder agree not to bring any claim, complaint or proceeding against, and fully release from any liability, WRED, RWC and the World Rugby Group in relation to the foregoing and in relation to EP Purchaser's or EP Holder's purchase and use of the Experience Package.
78. Subject to applicable laws (including the *Australian Consumer Law*), the EP Purchaser and EP Holder shall indemnify and hold WRED, RWC and the World Rugby Group harmless from and against all damages and liabilities suffered or incurred in connection with, resulting from, or arising out of, a breach of or non-compliance with the preceding clause.

Force Majeure

79. RWCE shall not be liable for its inability to perform any obligations under the RWCE Agreement caused by Force Majeure.
80. If the relevant Force Majeure event continues for a period of thirty (30) days or longer, RWCE may cancel Experience Packages (provided that such Force Majeure event is continuing at the date of cancellation), and the EP Purchaser may claim a refund; provided however, that RWCE shall be allowed to deduct an amount equal to any booking or operational expenses or other costs expended by RWCE prior to the date of cancellation from the amount to be refunded hereunder.
81. Unless an Experience Package is cancelled pursuant to Article 80, RWCE shall notify the EP Purchaser promptly when performance of its obligations under the RWCE Agreement resume.

Personal Data

82. RWCE is the data controller of the personal data which is collected from an EP Purchaser and EP Holders in connection with the purchase and administration of any Experience Package

purchased from RWCE.

83. RWCE undertakes to process and to store any personal data that is entrusted to it in keeping with the provisions of Australian Privacy Act 1988 (including the Australian Privacy Principles), UK GDPR, the European General Data Protection Regulation no. 2016/679 (the “GDPR”) and any other relevant data privacy legislation as applicable for the purposes of the administration, operation and the management of the provision and issuance of Experience Packages for the Tournament and attendance by EP Holders at relevant Matches and where applicable to keep EP Purchasers and EP Holders informed about the latest news and activities of RWCE.
84. The EP Purchaser and EP Holder acknowledges and agrees that the personal information provided by the EP Purchaser and by any other EP Holder may be processed and stored as necessary for the performing of the services under the RWCE Agreement, including for the purposes of the implementation of these Experience Package Terms. EP Purchasers and EP Holders further acknowledge and understand that their personal information may also be shared with third parties, including World Rugby, as may be necessary in connection with the above purposes and such purposes as detailed in the [RWCE Privacy Policy](#).
85. EP Purchasers and EP Holders are informed that they have rights of access, rectification, limitation, portability and erasure over their information in accordance with the Privacy Act 1988 (Cth), GDPR and GDPR (as applicable). Any person whose personal data is gathered by RWCE also has the right to challenge and/or seek information from RWCE regarding the processing of their data. These rights may be exercised at any time by sending a request by email to RWCE at the following address: DataProtection.UKandIE@sodexo.com.
86. The personal data which RWCE collects from the EP Purchaser and is provided on behalf of EP Holders in connection with the purchase or use of an Experience Package, includes name, contact details, dietary requirements, mobility restrictions and any other details provided by the EP Purchaser.
87. RWCE will use the EP Purchaser and EP Holder’s personal data for the purposes of facilitating the booking of Experience Packages in accordance with these Experience Package Terms and may share such personal data with World Rugby in connection with the organisation and delivery of the Experience Package (including in particular, the Tickets) and/or such other purposes, as outlined in the [RWCE Privacy Policy](#).
88. Provided the EP Purchaser has specifically granted consent on the RWCE Website, their personal data can be shared and/or used in order to provide them with marketing materials and information from RWCE and/or World Rugby (as applicable).
89. Where any requests are made to RWCE in relation to any mobility or dietary requirements, such requests will be deemed as consent for RWCE to process information relating to mobility or dietary needs to enable RWCE to attempt to facilitate such requests.
90. For more information regarding the handling of personal information by RWCE in relation to the purchase of Experience Packages, please consult the [RWCE Privacy Policy](#).

91. If there are any questions about how RWCE collects and processes personal data, or about the RWCE Privacy Policy, please contact DataProtection.UKandIE@sodexo.com. For further details on personal data rights including the right to lodge a complaint with a supervisory authority, please refer to the [RWCE Privacy Policy](#).

Notices

92. Any communication to be given in connection with these Experience Package Terms shall be in writing in English and shall be sent by email to the address of the relevant party as notified at the time of booking. If the contact details of the EP Purchaser change, the EP Purchaser must promptly notify RWCE of the changed details. In the case of a change in RWCE's contact details, these shall be posted on the RWCE Website.
93. A communication sent according to Article 92 shall be deemed to have been received at the time of completion of transmission by the sender.
94. If, under Article 91, a communication would otherwise be deemed to have been received outside normal business hours in the place of receipt, being 9.00 am to 5.00 pm on a day other than a Saturday, Sunday or public holiday in the Australia (Business Day), it shall be deemed to have been received at 9.00 am on the next Business Day.

Entire agreement, no waiver, and amendments

95. The RWCE Agreement constitutes the whole agreement and understanding between the parties with respect to the subject matter of the RWCE Agreement and supersedes all prior agreements, negotiations and discussions between the parties relating to the subject matter of the RWCE Agreement. The EP Purchaser acknowledges that they have not entered into the RWCE Agreement in reliance on any statement or representation, whether or not made by RWCE, except in so far as the representation has been incorporated into the RWCE Agreement.
96. RWCE reserves the right to make amendments or changes to these Experience Package Terms from time to time without notice and such updated version will be available via the RWCE Website. For the avoidance of doubt, changes may also be made, without limitation, to the Ticket Conditions and Venue Rules and Regulations.

Severance

97. If any provision of the RWCE Agreement is declared invalid or unenforceable by any court or authority of competent jurisdiction:
- (a) all other provisions of the RWCE Agreement shall remain in full force and effect and shall not in any way be impaired; and
 - (b) the parties shall meet and agree to a replacement provision which is as close as is legally permissible to the provision found invalid, or unenforceable.

Rights of Third Parties

98. Any person (other than World Rugby, as applicable) not party to these Experience Package Terms shall have no rights under the doctrine of privity.

Age Policy

99. Access to the Venue and Experience Area will be prohibited for minors aged 15 years and under unless accompanied (upon entry to the Venue, Experience Area and during attendance at the Match) by an adult (i.e. aged 18 years or older) who shall be responsible for the compliance of any minor with the RWCE Agreement. Experience Packages for minors may only be purchased together with the purchase of an adult Experience Package.

Conflict

100. If there is any conflict or ambiguity between the terms of the documents listed:
- (a) the Ticket Conditions;
 - (b) the Experience Package Terms; and
 - (c) the invoice,
- a term contained in a document higher in the list shall have priority over one contained in a document lower in the list.

Applicable Law and Settlement of Disputes

101. These Experience Package Terms will be governed by and interpreted in accordance with the laws of Australia. All disputes arising from or related to these Experience Package Terms (including but not limited to any non-contractual disputes or claims) will be submitted to the exclusive jurisdictions of the courts in Australia. Nevertheless, RWCE reserves the right to pursue any legal proceeding in the competent courts at the defendant's domicile.

Definitions

For the purposes of these Experience Package Terms, the following definitions shall apply:

Ambush Marketing means any activity, relationship, connection or conduct, whether direct, implied or inferred that has not been authorised by RWCE or World Rugby and:

- (a) which either directly or indirectly exploits or attempts to exploit the intellectual property and/or goodwill (whether to gain a benefit, or otherwise) related to the Tournament, any Match, RWCE, World Rugby Group or World Rugby;
- (b) which creates or intends to create and/or suggests or is capable of suggesting (actually or by implication) an association with the Tournament and/or a Match such that members of the public would reasonably believe such third party to be an Authorised Partner and/or proceeding with the approval of RWCE, World Rugby Group or World Rugby; and/or
- (c) which diminishes and/or has the potential to diminish the status of the Tournament, RWCE, World Rugby Group or World Rugby and/or any Authorised Partner including but not limited any offering, giving away, or selling of tickets, hospitality, travel, premiums,

product samples and/or other marketing materials in connection with the promotion of goods or services or otherwise and/or any direct and express reference to the Tournament that has not been authorised by RWCE, World Rugby Group or World Rugby;

Authorised Partners means all persons or parties appointed by and/or on behalf of RWC, WRED or the World Rugby Group as licensees or official partners of WRED, RWC, the Tournament and/or the World Rugby Group including any so called "Principle Partners", "Official Partners", "Official Sponsors" "Official Suppliers", "Tournament Suppliers", broadcasters, travel and hospitality agents and merchandise licensees and any other parties that have entered into a commercial engagement or relationship with RWC, WRED, the Tournament and/or World Rugby Group;

Authorised Person means any stewards, security, safety personnel and/or any other persons involved in the operations and management of the Venue and including those persons who are legally authorised to take such steps at the Venue in relation to security measures, the confiscation of items and prevention of EP Holders from holding or bringing any prohibited or restricted items into or near the Venue or Experience Area;

Ticket Conditions means the Men's Rugby World Cup Australia 2027 Ticket Terms and Conditions for the Tournament contained at Appendix 1 to these Experience Package Terms;

EP Holder means any individual holding, possessing or using, or who has held, possessed or used, and including any person that benefits in any way whatsoever from an Experience Package purchased by the EP Purchaser and any other person or third party using an Experience Package that has been provided to them under the prior express approval of RWCE;

EP Purchaser means the individual who has purchased an Experience Package;

Experience Area means all areas for which EP Purchasers and EP Holders are permitted access as part of their Experience Packages;

Experience Package means a package incorporating the supply of a Ticket with: (i) catering; (ii) beverage; (iii) travel and/or (iv) Match Day or non-Match Day experience services;

Experience Package Documents means some or all of the following as provided by RWCE and World Rugby as part of the Experience Package(s): (a) presentation wallet; (b) itinerary; (c) Venue location map; (d) Experience Package pass for access to the relevant Experience Area; and (e) car park pass (where applicable);

Force Majeure means all events beyond the control of the affected party including, but not limited to, acts of God, inclement weather, flood, lightning, fire, trade disputes, strikes, lockouts, pandemics, epidemics, acts or omissions of Governments or other competent authority including acts of terrorism, war, military operations, acts or omissions of third parties for whom the affected party is not responsible; means any circumstance outside the reasonable control of the Parties including without limitation, any strike or lock-out or industrial action of whatever nature (which is not due to any party to this Agreement including any associates, agents, representatives or employees of such party), accidental fire, typhoon, hurricane storm or tempest, act of God, explosion, casualty, sabotage, flood, earthquakes, subsidence, epidemic, an outbreak or spread of any virus, plague or other disease, pathogen or illness, howsoever described, which has been classified as a public health emergency and/or otherwise determined to be a pandemic or an epidemic by the World Health Organisation or by the European Union or any organ thereof or any other cause or event (whether of a similar or dissimilar nature), or other natural physical disaster,

structural damage, failure of power supplies, riot, crowd disorder, war, act of terrorism, civil commotion or any legislation, regulation, ruling or omissions (including failure to grant any necessary permissions) of any relevant government, court or any competent national or international authority, including all decisions taken by government, administrative or judicial authorities that are binding upon RWCE, RWC and/or WRED and that have an impact on the organisation of Men's Rugby World Cup Australia 2027.

Match means a rugby match which forms part of the Tournament;

Package Fee means the price of the relevant Experience Package, which is inclusive of taxes, but exclusive of duties and charges imposed or levied in connection with the supply of the Experience Packages (including, but not limited to, any postage and/or packaging) which shall be paid by the EP Purchaser in addition to the Package Fee as detailed on the RWCE Website or in the invoice issued by RWCE;

Prohibited Conduct means all prohibited conduct and behaviours listed in the Ticket Conditions, including in particular, Article 111 of the Ticket Conditions;

Prohibited Items means all prohibited items listed in the Ticket Conditions, including in particular, Article 111 of the Ticket Conditions;

RWC means the organiser of the Tournament, namely: Rugby World Cup (Australia) Pty Ltd, of Level 6, 201 Elizabeth Street, Sydney 2000 NSW, Australia;.

RWCE means Sports Travel and Hospitality Australia Pty Ltd, a company registered in Australia under ACN 638 319 543 of Level 40, Governor Macquarie Tower, 1 Farrer Place, Sydney NSW 2000, Australia;

RWCE Official Agent means an entity appointed by RWCE to sell Experience Packages;

RWCE Website means the official Rugby World Cup Experiences website at experiences2027.rugbyworldcup.com;

Ticket means a ticket giving right of entrance to a particular Match or Match Day at a particular Venue in accordance with the information stated thereon and use of which shall be subject always to the Ticket Conditions (contained at Appendix 1 and which are incorporated into these Experience Package Terms);

Tournament means the Men's Rugby World Cup Australia 2027, scheduled to take place in Australia in September and October, 2027;

Tournament Website means the official website of Men's Rugby World Cup Australia 2027 located at www.rugbyworldcup.com/2027;

Venue means all areas, including the stadium, grounds and facilities in which or where a Match is taking place or is scheduled to take place, or any Experience Area for which a Ticket is required in order to obtain access and/or attend, including all entrances, exits, gates and other official areas;

Venue Rules and Regulations means the rules and conditions which are applicable in the Venue in which the Match is taking place. The Venue Rules and Regulations shall be a) available to view on the Tournament Website, and b) displayed at the entrance of each Venue;

World Rugby Group means World Rugby (the governing body of the sport of rugby union), each and all World Rugby group companies, including all parent, subsidiary, associated, affiliated and successor companies or entities and their respective officers and employees; and

WRED means World Rugby Events DAC, a member of the World Rugby Group, of World Rugby House, 8-10 Pembroke Street Lower, Dublin 2, Ireland.

APPENDIX 1

MEN'S RUGBY WORLD CUP AUSTRALIA 2027 TICKET TERMS AND CONDITIONS

GENERAL TERMS OF SALE VALID FOR ALL TICKETS TO THE MATCHES OF MEN'S RUGBY WORLD CUP AUSTRALIA 2027

Scope and Enforceability

1. These Men's Rugby World Cup Australia 2027 Ticket Terms and Conditions (the "**Conditions**") govern all Tickets purchased by the Ticket Purchaser and/or otherwise issued for Men's Rugby World Cup 2027 scheduled to be held in Australia in 2027 (the "**Tournament**") and the subsequent admission of the Ticket Holder to the Venue to attend a Match.
2. All Tickets are issued by or on behalf of Rugby World Cup (Australia) Pty Ltd, of Level 6, 201 Elizabeth Street, Sydney, New South Wales 2000, the Tournament organiser ("**RWC**"). RWC has the right to sell the Tickets pursuant to authority granted by World Rugby Events DAC ("**WRED**").
3. These Conditions shall operate in addition to and in conjunction with the relevant Major Event legislation in the State or Territory in Australia where the Match applicable to the Ticket is being held, including:
 - (a) *Major Events Act 2009 (VIC)*;
 - (b) *Major Events Act 2009 (NSW)*;
 - (c) *Major Events Act 2014 (QLD)*;
 - (d) *Major Events Act 2023 (WA)*;
 - (e) *Major Events Act 2013 (SA)*,

(each, "**Major Event Legislation**").

For clarity, while the Major Event Legislation outlines the legal framework for ticket resale and transfer in each jurisdiction, these Conditions may apply stricter controls as a condition of purchase and use.

4. Tickets may only be purchased via a Ticket distribution channel authorised by RWC or WRED as follows: a) by placing an order online via the official ticketing website or platform of Men's Rugby World Cup Australia 2027 which can be accessed via i) tickets.rugbyworldcup.com or such other official ticketing website, URL or platform as may be updated or made available by RWC or WRED from time to time (the "**Ticket Website**"), or ii) the official website of Men's Rugby World Cup Australia 2027 located at www.rugbyworldcup.com/2027 ("**Tournament Website**"); b) as a result of entry into a RWC or WRED authorised contract that entitles the issuing of Tickets (such as a commercial partnership agreement or a contract for the provision of hospitality or travel or experiential services or products from the official hospitality, travel and experiences provider or their authorised travel or hospitality agents); c) via an official Men's Rugby World Cup Australia 2027 Venue Ticket Office; d) as part of a RWC authorised offline or online group booking process; e) via any other official channels or platforms (including any resale platform if made available) or other sale or transfer mechanism

authorised and made available by RWC or WRED from time to time.

5. Any person, including the Ticket Purchaser and/or Ticket Holder, who purchases, possesses and/or uses or attempts to use any Ticket shall be deemed to have accepted, agreed to comply with and be legally bound by these Conditions. The Ticket Purchaser agrees to ensure that the Ticket Holder(s), for whom the Ticket Purchaser has purchased or provided a Ticket, shall comply with these Conditions.
6. The Ticket Purchaser's placing of an order for a Ticket(s) is confirmation of the Ticket Purchaser's irrevocable acceptance of these Conditions. The validation of the Ticket, and any Ticket Holder's entry (or attempted entry) into the Venue, is further confirmation of the Ticket Holder's irrevocable acceptance of these Conditions and the terms, rules and conditions which are applicable in the Venue in which the Match is taking place (the "**Venue Conditions of Entry**"). The Venue Conditions of Entry shall be a) available to view on the Tournament Website (www.rugbyworldcup.com/2027), and b) displayed at the entrance of each Venue. Any Ticket Holder who does not comply with the Venue Conditions of Entry may be denied access to the Venue or may be expelled from the Venue and in such circumstances, shall have no entitlement to a refund or compensation for their Ticket.
7. In case of any ambiguity or conflict between these Conditions and the Venue Conditions of Entry or any other terms, guidelines, protocols or conditions (including other contractual terms), these Conditions will prevail and any such ambiguous or conflicting terms shall be unenforceable against RWC. In the case of any conflict, ambiguity or contradiction between these Conditions and any abbreviated form of the Conditions printed on or linked to any Tickets, these Conditions shall prevail.
8. No special terms and conditions will prevail over these Conditions, unless RWC expressly provides otherwise. Certain categories of Tickets (e.g. Tickets included in hospitality, experiential or travel packages/services), may be subject to additional or ancillary terms and conditions (including those terms and conditions arising from contracts mentioned in Article 4 above) which may supplement these Conditions.
9. These Conditions create a legally binding relationship and contract between the Ticket Purchaser and/or Ticket Holder, and RWC. Any queries or questions that a Ticket Purchaser or Ticket Holder may have regarding these Conditions should be submitted to RWC before purchasing a Ticket (by a Ticket Purchaser) and prior to use of a Ticket (by a Ticket Holder). Queries can be submitted via the Ticket Website or to the RWC Customer Service Team by email at the following address: rw2027customerservice@rugbyworldcup.com.
10. Nothing within these Conditions shall restrict, exclude or modify or purport to restrict, exclude or modify any statutory consumer rights under any applicable laws, including the *Competition and Consumer Act 2010 (Cth) (CCA)* and the *Australian Consumer Law* (which forms Schedule 2 to the CCA).

Purchase and Distribution of Tickets

11. Ticket Purchasers must be aged eighteen (18) years or above.
12. The purchase of Tickets by certain categories of Ticket Purchasers may be covered by special terms and conditions that depart from, are more detailed than or complement the provisions

of this section "Purchase and Distribution of Tickets".

13. Tickets will be available for purchase on the Ticket Website during such periods as confirmed by RWC from time to time. RWC may, at its sole discretion, change, vary, stop, suspend or extend the duration for which Tickets are available for purchase at any point in time, by any means, on any platform or channel and via any intermediary whatsoever.
14. RWC shall be entitled to make decisions at its sole discretion regarding the distribution channels and platforms of the Tickets and shall be entitled to implement or offer different or special terms of sale, including in relation to sales of individual Tickets and group Tickets, distribution of Tickets on a priority and/or presale basis, in relation to the use and implementation (or not) of an Application Process or a resale platform for Ticket purchases and for those who wish to place orders for one or more Tickets to specific Matches. All applicable information regarding the distribution of Tickets shall be available on the Ticket Website.
15. If RWC decides to implement an Application Process (to be operated by the Ticketing Provider) for Tickets, the terms, conditions, rules and other applicable information of any such Application Process shall be as outlined in these Conditions (including Article 25) and as made available on the Ticket Website and/or Tournament Website. The terms, conditions and/or rules (including any changes or variations) of any Application Process shall be at the sole discretion of RWC and in the event of any dispute, the decision of RWC shall be final.
16. Software or applications that place automated orders for Tickets via the internet and/or that can replicate the online purchasing activity of a group or several persons, such as "Bots" or other software or applications that can be used to order and purchase Tickets, are strictly prohibited. If it appears that any Tickets have been purchased or obtained in this way, these Tickets will be considered as invalid and cancelled and the Ticket Holder of such a Ticket will be denied access to the Venue, without being entitled to any refund or compensation.
17. Ticket Purchasers are hereby informed about the existence of various categories or types of seats in the Venue, such as for people with a disability or for group purchases, which may be purchased subject to availability and which may be subject to additional or ancillary terms and conditions that will be made available via the Tournament Website, the Ticket Website or via such other platform or channel as notified by RWC from time to time.
18. Ticket Purchasers of accessible Tickets shall have the option to apply for a free of charge companion Ticket. Companion tickets may be applied for via the process outlined on the Ticket Website. Entitlement to any such companion Ticket is not guaranteed for any Ticket Purchaser and all requests and applications shall be subject to review and approval by the RWC Customer Service Team. Companion Tickets may only be used by adults aged 18 years or over. Companion Tickets shall be linked to the associated accessible Ticket and cannot be resold or used separately for any other purpose or by any other unconnected individual(s).
19. RWC reserves the right to request and require that any individual who wishes to purchase a Ticket or has purchased a Ticket for a wheelchair bay and/or for any accessibility requirements provides evidence that the requisite criteria to purchase and/or use such type of Ticket have been met in full.

Payments and Payment Methods

20. The sole authorised method of payment for a Ticket is by payment cards, unless otherwise agreed by RWC or WRED or by any official hospitality, experiential or travel partners or agents authorised to sell Tickets by WRED or RWC.
21. Unless a) notified by RWC or an official hospitality, experiential or travel partner or b) payment options are made available by RWC, the Ticket Purchaser must pay for their order of Tickets in full immediately at the time and point of purchasing their Tickets. If RWC makes available an Application Process for the purchase of Tickets, payment card details shall be taken at the time of submitting an entry and payment will be charged automatically if an entry is ultimately successful (including partially successful). Entrants to an Application Process are advised to carefully read these Conditions (particularly Article 25) and all terms, conditions and rules applicable to the Application Process as contained on the Tournament Website and/or Ticket Website prior to submitting an entry. The Ticket Purchaser will receive an order confirmation email directly to the email they have provided only once their Ticket order has been successfully paid for and processed.
22. Any payment delays, bank issues, technology or website errors or issues resulting in failure or default (including an authorisation failure based on the information requested from a Ticket Purchaser during the purchase journey) to pay in full will automatically result in the cancellation of the proposed order for Tickets and in such case, the Tickets concerned will be made available to other purchasers and any sums already paid (if any) will be reimbursed.
23. RWC may place a limit on the number of Tickets that may be offered or purchased for: the Tournament, each Match, each Ticket price, each ticket type and/or whether in a single transaction or a series of transactions, per person, per email address, per payment card and/or per household. RWC reserves the right to cancel, without refund or compensation, any type, number, kind or price of Tickets purchased in excess of the stated limit.
24. Once the Ticket Purchaser has completed an order for Tickets and successfully processed payment in relation to that order, the Ticket Purchaser will receive an order confirmation directly by email and no further changes can be made to that order. No order or purchase of Tickets shall be complete, successful and/or confirmed until payment has been fully and successfully processed and the Ticket Purchaser has received a formal confirmation email confirming that the purchase has been successful. If, for any reason whatsoever, an order is not completed or payment is not processed in full or no confirmation email is received by the individual purchasing the Ticket, the individual(s) shall have no entitlement or right of any kind to the applicable Tickets.

Application Process

25. Without prejudice to the "Purchase and Distribution of Tickets" and "Payments and Payment Methods" sections above as applicable, the following conditions, together with such further information applicable to an Application Process made available on the Tournament Website and/or the Ticket Website, shall apply to any individual who submits an entry for an opportunity to purchase a Ticket(s) via an Application Process made available by RWC from time to time:

- a. RWC may decide to make available an Application Process at various times at its sole discretion prior to the Tournament;
- b. you must be eighteen (18) years or above to enter an Application Process;
- c. any entrant who submits an entry for an opportunity to purchase a Ticket(s) via an Application Process shall be deemed to have been made aware of, agreed to comply with and be legally bound by these Conditions, including all conditions which relate to the Application Process;
- d. an Application Process provides an entrant with an opportunity to apply to purchase Tickets for a Match. The entrant acknowledges that by submitting an entry, the entrant shall not have any entitlement to, or entitlement to purchase, a Ticket(s) and the entrant is not guaranteed that their entry will be successful or that they will be allocated any Ticket(s);
- e. entries are limited to one entry per email address for each Application Process. Multiple entries from the same email address for the same Application Process shall not be accepted;
- f. an entry for one Application Process shall not be valid for or transferable to any other Application Process. A separate entry shall be required for each Application Process;
- g. entries must be submitted and received within the period or dates during which the Application Process is open ("**Application Period**"). Any entries submitted or received outside of the Application Period shall not be accepted or entered into the Application Process. Details and dates of each Application Period for each Application Process shall be made available on the Tournament Website and/or the Ticket Website and entrants are encouraged to review such details for each Application Process;
- h. an entry to an Application Process can be withdrawn at any time by the entrant during the relevant Application Period. Details on how to withdraw may be provided on the Tournament Website and/or the Ticket Website. Once the Application Period has ended, you cannot withdraw your entry. If your entry in respect of a Match is ultimately successful, you shall purchase in full any Ticket(s) for that Match that have been allocated to you as a result of your successful entry;
- i. there will be limitations on the number of Tickets that an entrant may be entitled to apply for in relation to each Match. This limitation will be linked to the entrant's unique email address provided when submitting an entry. Details regarding limitations on number of Tickets that can be applied for shall be made available on the Tournament Website and/or the Ticket Website;
- j. RWC shall use all reasonable efforts to ensure that Tickets allocated to an entrant for the same Match under the Application Process will be seated together (subject

always to availability and Ticket price) but RWC shall not be responsible, if for any reason, seats are not located directly side by side and entrants shall not be entitled to a refund in such circumstances;

- k. software or applications that place automated entries via the internet and/or that can replicate or automate an individual's entry into an Application Process, including "Bots", are strictly prohibited. If it appears that any entries have been submitted using such software or applications, all such entries shall be invalid and void and the entries and entrant shall be disqualified from the Application Process and all future Application Processes made available by RWC. Any Tickets allocated or purchased as a result of a successful entry into the Application Process using such software or applications shall be void and invalid resulting in the denial of entry to the relevant Venue without refund or compensation;
- l. all entrants to an Application Process shall be required to provide, at the point of submitting an entry, details of the payment card they wish to use to purchase Ticket(s) if their entry is successful. If an entrant is successful (including partially successful) in the Application Process and is allocated a Ticket(s) for a Match in accordance with the selections and preferences submitted at the point of entry into the Application Process, all Tickets allocated to the entrant must be purchased in full by the entrant. If an entrant applies for multiple Tickets within the same Ticket price for the same Match, the entrant will only be allocated a) if successful, the full number of Tickets applied for in respect of that Ticket price, or b) if unsuccessful, no Tickets in respect of that Ticket price.
- m. by providing your payment card details when submitting an entry to an Application Process, you acknowledge, accept and agree that a) you are confirming your agreement to purchase any Tickets allocated to you via the Application Process, and b) your payment shall be automatically processed and taken from your payment card in respect of all such allocated Tickets;
- n. it shall be the entrant's sole responsibility to ensure that all details and information submitted by the entrant when entering the Application Process are complete and accurate. Entries cannot be amended or changed after the entry has been submitted. An entry can be withdrawn entirely provided it is withdrawn before the Application Period has closed. The correct billing address of the payment card must be provided by the entrant when submitting an entry;
- o. entrants may be offered an option, at the point of selecting Tickets or submitting an entry, to consent and confirm that if their entry is not successful in respect of the Ticket price for a Match the entrant has applied for, their entry in respect of that Ticket price shall be automatically included in the allocation or ballot process for Tickets for that Match in the next highest (more expensive) Ticket price and/or the next lowest (less expensive) Ticket price. If the entrant selects this option, the entrant acknowledges, agrees and confirms that if Tickets at the next highest or next lowest Ticket price to the Ticket(s) originally selected by the entrant are allocated to the entrant under the Application Process, the entrant shall be

required to purchase either such higher (more expensive) or lower (less expensive) price Ticket(s) and that payment shall be automatically processed and taken from their payment card in respect of such higher or lower Ticket price. Entries for certain types of Tickets may not be subject to the process outlined in this subsection (o) and entrants are encouraged to consult the details of each Application Process on the Tournament Website and/or Ticket Website prior to submitting an entry.

- p. an entrant may be provided with an opportunity to make a charitable donation to a carefully selected charity partner at the point of selecting their Tickets or submitting an entry. If an entrant selects to make a charitable donation, this selection cannot be changed or withdrawn by an entrant unless the entry is fully withdrawn from the Application Process prior to the end of the Application Period. The charitable donation shall only be processed and taken via the entrant's payment card if the entrant's entry is ultimately successful (including partially successful). Charitable donations processed are strictly non-refundable.
- q. all entrants will be sent an email notification within thirty (30) days from the end of the Application Period which will confirm if their entry for a Match(es) has been successful or unsuccessful. If an entry for a Match has been successful, the email notification will confirm the full details, including costs, of the Tickets that have been allocated to the entrant. Payment for the full value of the Ticket allocation shall be automatically processed and taken from the payment cards of successful entrants without delay and within five (5) business days of the email notification. Once payment has been successfully processed, the entrant will receive an email notification confirming that payment has been processed. If the processing of the payment fails for any reason, the entrant will be contacted directly and provided with an opportunity to process payment via the entrant's account before the payment deadline provided. If payment is not successfully processed by the entrant prior to the payment deadline, the Tickets that have been allocated to the entrant shall be forfeited and re-distributed and the entrant shall have no further right or entitlement to any such Tickets. Entrants are responsible and liable for ensuring that their payment card is valid and has sufficient funds to pay the full value of the Ticket allocation on or by the payment dates notified to them and/or as outlined on the Tournament Website and/or the Ticket Website;
- r. your purchase of Ticket(s) shall be complete once payment for the Ticket(s) has been successfully processed in full and you have received email confirmation that payment has been successfully processed. If, for any reason whatsoever, the successful payment notification email is not received by the entrant or payment is not successfully processed in full, the entrant shall have no entitlement or right of any kind to the allocated Tickets;
- s. successful entrants are entitled to submit entries for future Application Processes, provided that the total aggregate number of Tickets applied for in respect of a Match does not exceed the limitations on number of Tickets per entrant for that Match as notified by RWC. Successful entrants or Ticket Purchasers who have

already purchased or been allocated Tickets for a Match(es), via an Application Process or otherwise, acknowledge and agree that preference under the Application Process may be given to a) previously unsuccessful entrants and b) entrants who have not already purchased Tickets for the relevant Match;

- t. any material breach (or immaterial breach that is not rectified by the entrant following notice of the breach) of any of these Conditions, including breach of any conditions relating to entry to or participation in an Application Process, may, in addition to any other remedy RWC may have, result in refusal of entry or participation in an Application Process and/or entry, eviction/expulsion or removal from a Venue, cancellation or voiding of a Ticket and the cancellation or voiding of any other Tickets held by an entrant or Ticket Purchaser without refund or compensation of any kind. Sanctions may also be imposed including, but not limited to, banning or prohibiting an individual from entering or participating in future Application Processes and/or from purchasing Tickets, tickets to future RWC and/or WRED matches or tournaments (including future Rugby World Cups);
- u. the terms, conditions and/or rules (including any changes or variations which may be made by RWC from time to time) of any Application Process shall be at the sole discretion of RWC and in the event of any dispute, the decision of RWC shall be final.

Ticket Prices

- 26. Ticket prices and any applicable service charges, processing fees, delivery/fulfilment fees, taxes and/or other charges will be displayed in Australian Dollars (AUD\$). Any costs or charges (including exchange rate costs and payment card charges) applicable to payments by a Ticket Purchaser via another currency shall be borne by and shall be the sole responsibility of the Ticket Purchaser.
- 27. The Ticket prices displayed or provided will include GST at the applicable rate and any other taxes that may be applicable as at the date of the order of the Tickets.
- 28. Any applicable offers, discounts and/or promotions may not be used in conjunction with any other offers, discounts or promotions and may not be redeemed or used retrospectively for Tickets already purchased. Additional terms and conditions may apply to any offers, discounts and/or promotions.
- 29. Tickets will be charged at the prices that are in force at the time of purchasing a Ticket. RWC shall be entitled, at its sole discretion, to modify Ticket prices and pricing policy at any time, including in relation to the charging of service charges, processing fees, delivery/fulfilment fees and other charges or fees.
- 30. Where Child Tickets are made available, Child Tickets shall be strictly for use by persons aged 15 years and under as at the date of the applicable Match. Child Tickets, if made available, cannot be purchased as a stand-alone Child Ticket and may only be purchased and used together with an adult (18 years or over) Ticket. Any person attempting to use a Child Ticket who does not satisfy the criteria for use of a Child Ticket shall be refused entry and/or

removed from the Venue and the Child Ticket shall be non-refundable.

31. Where a Ticket is cancelled, voided or deemed invalid for any reason whatsoever, any charitable donations made in connection with the purchase of such Ticket shall not be reimbursed or refunded. Once a charitable donation has been paid by a Ticket Purchaser in connection with the purchase of any Ticket, the donation shall be strictly non-refundable.
32. If, due to human error or technical malfunction on the part of RWC or the Ticket Website, incorrect Ticket prices or Ticket details are displayed on the Ticket Website and any such Ticket(s) is purchased by a Ticket Purchaser on the basis of such incorrect amount or details or if a Ticket Purchaser has purchased a type or category of Ticket which is not intended to be purchased by or available to such Ticket Purchaser, RWC reserves the right to cancel the relevant Ticket(s) and process a refund to the Ticket Purchaser for the amount of the face-value Ticket price only. In such circumstances, no refund shall be provided in relation to any charitable donation paid in connection with the Ticket(s) purchase. The Ticket Purchaser may, at RWC's sole discretion, be provided with an opportunity to purchase Tickets in accordance with the correct Ticket price and/or details.
33. If, due to human error or technical malfunction or failure on the part of an individual or Ticket Purchaser results in the purchase of Tickets in error, such Tickets shall be non-refundable and, subject to applicable law (including the *Australian Consumer Law*), RWC shall have no obligation to refund, reimburse, cancel or replace the relevant purchase or Tickets.
34. From time to time, designated sales phases may include Tickets for sale which are "market-priced" which enables the Ticket price to increase and/or decrease at any time before or after going on sale, based on demand. This is commonly referred to as "demand led pricing". RWC may also, from time to time, change, increase or decrease Ticket prices at its sole discretion (e.g. marketing promotions, specific sales phases, etc). Please note that a Ticket Purchaser shall not be entitled to any refund, credit or compensation if (i) the price you paid for a Ticket was at any time before you purchased your Ticket less than the price you ultimately paid; or (ii) the price of any other Ticket to the same or similar Match(es) (whether in the same location or at the same Ticket price or otherwise) is subsequently reduced after you have purchased your Ticket(s).

Ticket Delivery and Distribution

35. Once Tickets have been paid for in full and the Ticket Purchaser has received the order confirmation email, the Ticket Purchaser will subsequently be notified when the purchased Tickets are available and the method by which the Tickets can be accessed and/or received by the Ticket Purchaser.
36. Tickets will be delivered primarily in the form of an electronic ticket. Ticket Holders must download the relevant Tournament and/or Ticket app (as notified by RWC) and create an account within the app in order to access and use your Tickets.
37. In the case of electronic tickets, the Ticket Holder must carry a functional mobile terminal (such as a smartphone) that enables the reading of the bar code/QR code (or similar technology) of the Ticket on its screen. RWC disclaims liability in case of loss or theft of the

mobile terminal on which the Ticket is stored, or in case of a malfunction of the mobile terminal (due for instance to an uncharged battery, not being able to display or retrieve the Ticket, a breakdown of technical failure of the mobile terminal, not being able to connect to the Internet, etc). Ticket Holders can make contact with the RWC Customer Service Team at each Venue to seek assistance if necessary, however, there is no guarantee that the RWC Customer Service Team will be able to resolve any or all queries or issues that may arise.

38. RWC is entitled to cancel, without notice and without any refund, any purchase of a Ticket that might involve a risk or evidence of fraud, such as in case of fraudulent use of a payment card, or in case of a breach or potential breach of any security mechanisms or protocols related or relevant to the Tournament or the Match.
39. Right to Withdraw. The issuing, sale and purchase of any Ticket shall be final and non-refundable except as outlined in these Conditions or as required under applicable laws (e.g. *Australian Consumer Law, Competition and Consumer Act 2010 (Cth)*). For the avoidance of doubt, nothing in these Conditions is intended to exclude, restrict or modify the application of the consumer guarantees under the *Australian Consumer Law*.
40. The Ticket Purchaser agrees to ensure that any Ticket Holder for whom the Ticket Purchaser has purchased a Ticket shall comply fully with these Conditions, the Venue Conditions of Entry and any other rules, terms or conditions applicable to the Tickets and undertakes to disclose to any such Ticket Holders the texts of these provisions, or the web links giving access to all such applicable rules, terms and/or conditions.
41. RWC shall use all reasonable efforts to ensure that Tickets purchased within the same order transaction and for the same Match will be seated together (subject always to availability) but RWC shall not be responsible, if for any reason, seats are not located directly side by side. Tickets purchased under different or separate order transactions will not be seated together. Ticket Purchasers will not be able to select specific seats during certain sales phases and will be allocated seats according to number and price of Tickets purchased. Unless otherwise made available by RWC as a paid service or product, seat moves will not be possible once seats are allocated. For the avoidance of any doubt, and subject to applicable law (including the *Australian Consumer Law*), Ticket Holders shall not be entitled to any refund in circumstances where multiple Tickets are purchased in one order transaction and the relevant seats are not side by side.

Use of Tickets and Resale Restrictions

42. Each Ticket will only be valid for the Match and times stated on the Ticket or, in case of a rescheduled Match, on the date of the rescheduled Match in accordance with these Conditions.
43. Subject to applicable law (including, in particular, the *Australian Consumer Law*), Tickets are not exchangeable, transferable or refundable, but Tickets may be resold only via the Ticket Website if a resale platform is made available, such decision to be at the sole discretion of RWC. If a resale platform is made available, RWC will have sole discretion in relation to which Matches ticket types and/or Ticket prices will or can be listed for resale on the resale platform and the Ticket prices at which Purchasers can list Tickets for resale on the resale platform. Tickets purchased in conjunction with any services or products (including hospitality, experiential or travel packages, products and services) cannot be resold on the resale

platform. There is no guarantee that Ticket(s) listed for resale by a Ticket Purchaser on the resale platform (if made available) will be successfully resold. Where a Ticket(s) is listed by a Ticket Purchaser on the resale platform and the Ticket is not successfully resold, the Ticket shall remain the Ticket of the original Ticket Purchaser who, subject to applicable law (including the *Australian Consumer Law*), shall not be entitled to any refund, compensation or reimbursement in relation to the Ticket(s). If entry is attempted at the Venue by a Ticket Holder using a Ticket that has been resold to another Ticket Purchaser, the Ticket Holder shall be refused entry and/or removed from the Venue and may also be subject to additional sanctions, including for fraud and/or counterfeiting activities. Details relating to the availability, provision and/or use of any official ticket resale platform, if made available by RWC, will be published on the Tournament Website and/or Ticket Website. These Conditions shall also apply to any Tickets resold on the resale platform and/or subsequently purchased.

44. RWC reserves the right to relocate booked and/or purchased seats in the Venue without warning or advance notice. However, RWC will make all reasonable efforts to inform Ticket Purchasers of any such changes as soon as possible.
45. The Ticket Holder must sit in the seat or stand in the area (if applicable) that is specified on the applicable Ticket.
46. Each Ticket will be registered and electronically delivered to the Ticket Purchaser, and where applicable or required by RWC, in the name of the Ticket Purchaser and any Ticket Holders on whose behalf the Ticket Purchaser has purchased the Ticket(s). In order to share Tickets to other Ticket Holders, Ticket Purchasers acknowledge and agree that such other Ticket Holders may also be required to create and maintain a Ticket account and download the relevant Ticket app to receive and use the Tickets. Ticket Purchasers may be required by RWC to provide the names and contact details of all Ticket Holders who received or were provided with (or are intending to use) a Ticket by the Ticket Purchaser.
47. Entry to a Venue will only be authorised upon presentation of a valid Ticket and, upon request, provision of proof of identity (national identity card, proof of age card, official Digital ID, current valid passport or current valid driving license) with valid photograph and signature. In the absence of these credentials, RWC or an Authorised Person shall be entitled to deny entry to the Ticket Holder.
48. Unless otherwise agreed and permitted by RWC and/or the Venue, any exit from the Venue in respect of a Match will be final and the Ticket Holder will not be permitted to re-enter the Venue.
49. Any material breach (or immaterial breach that is not rectified by the entrant following notice of the breach) of any of these Conditions and/or the Venue Conditions of Entry or any engagement by any person in criminal activity which relates to a Ticket and/or their attendance at a Venue, may, in addition to any other remedy RWC may have, result in refusal of entry, eviction/expulsion or removal from a Venue, cancellation or voiding of a Ticket and the cancellation or voiding of any other Tickets held by the person, any Ticket Holder or purchased by a Ticket Purchaser for the Tournament without refund or compensation of any kind. In addition, RWC and/or WRED may impose sanctions including, but not limited to, banning or prohibiting a person or Ticket Holder from purchasing future Tickets, tickets to future RWC and/or WRED matches or tournaments (including future Rugby World Cups) or refusing to sell or supply Tickets (or any other tickets to RWC and/or WRED matches or

tournaments) in future to persons found to have breached these Conditions, Venue Conditions of Entry or engaged in criminal activity related to Tickets and/or attendance at the Venue.

50. All Tickets remain the property of RWC. In the event of a breach of any of these Conditions, Tickets shall, upon request of RWC or any Authorised Person, be delivered up to RWC or the applicable Authorised Person, as appropriate. Such actions are without prejudice to all other remedies available which may include a fine and/or legal action.
51. Ticket Holders acknowledge and agree that they shall be obliged, upon request at any time by an Authorised Person, RWC or any third party authorised by RWC, to give an explanation as to how, from whom and from where their Tickets have been purchased and/or obtained and upon request, provide evidence of such.
52. Each Ticket Holder is responsible for their Tickets. Tickets shall not be refunded or exchanged in the case of loss, theft, defacing, forging, alteration, damage, destruction or incompleteness. Duplicates of Tickets will not be issued.

Prohibition on Ticket Resale or Transfer

53. As Tickets are only for the use of the Ticket Purchaser or a Ticket Holder, it is strictly forbidden for any individual to sell, transfer or offer to sell, resell or transfer (including on websites, in or in the immediate surroundings of the Venue or within the Venue precincts) any Tickets, in any way or form, whether free of charge or in return for consideration, or in conjunction with any other products or services (including hospitality, travel and experiential products and services), without first securing the express approval or written consent and authorisation of RWC or as otherwise provided for under these Conditions (or as permitted by applicable law).
54. In order to avoid unofficial and unauthorised sales and resales, RWC or an entity authorised by RWC is entitled to rescind, without notice and without any formalities, any order for Ticket(s) that are subsequently resold or transferred a) without the express approval or written consent of RWC or WRED or b) in contravention of applicable law, including Major Event Legislation and fair trading/ticket scalping legislation (for the avoidance of doubt, this does not prevent a person from being able to resell a Ticket if permitted to do so by applicable law). If this happens, the Ticket(s) order will be cancelled, the Ticket Holder will be denied entry to the Venue, and civil or criminal action may also be taken against them. The price of the Ticket(s) including any applicable fees, charges or any charitable donations made will not be refunded or compensated.
55. For the avoidance of any doubt, it is an essential condition of the issuance of Tickets and the right of admission to and attendance at the Match and/or conferred on the Ticket Holder that Tickets must not be and have not been:
 - a. offered, provided, resold, or transferred for a value greater than the original sale price paid (or for a value greater than that prescribed by applicable laws);
 - b. advertised, resold or offered for resale or transfer publicly, including on any website (except for any official RWC or Tournament resale platform), social media site or other public forum or elsewhere;
 - c. used in relation to any promotional or commercial purposes (including any competitions, advertising, promotion or as a prize in any competition or sweepstake whether for a business or a charity or otherwise) or to enhance the demand for any other goods or

- services or sold or resold as part of a hospitality, experience or travel package or service;
- d. transferred or otherwise disposed of to any person who agrees to buy any good(s) or service(s) in return for the Ticket; and/or
- e. bundled with any other goods or services (including as part of any hospitality, entertainment, accommodation or travel package or service),

without RWC's or WRED's prior written consent or authorisation (which shall include any official RWC or Tournament resale platform).

WARNING: Any Ticket that is (or RWC reasonably believes is intended to be) altered or otherwise fraudulently dealt with, sold or offered, published, marketed and/or advertised for sale or which is transmitted, transferred, distributed, used or disposed of in any way or via any platform, channel or agent other than a platform, channel or agent authorised by RWC or purchased, sold or issued in contradiction with these Conditions (including by an unauthorised reseller of tickets) shall be void, invalid and cancelled by RWC without the provision of notice and without the Ticket Holder being entitled to any refund or compensation and will result in the Ticket Holder's admission to a Venue being rejected and/or the removal or eviction of the Ticket Holder from a Venue by RWC, the Venue or by any Authorised Person.

56. The unauthorised (i) sale and/or offer to sell a Ticket, (ii) publication or advertisement of a Ticket for sale and/or (iii) advertising that a Ticket is available to purchase, may be an offence under applicable laws, including under ticket scalping laws and/or the Major Events Legislation in the relevant State or Territory of Australia. If RWC becomes aware of or suspects that a Ticket Purchaser or Ticket Holder has committed a ticketing offence, RWC may notify relevant law enforcement authorities and action may be taken against offenders.

Customer Service

57. Any queries concerning Tickets should be addressed to the RWC Customer Service Team which can be contacted using an online form available at tickets.rugbyworldcup.com or by email at the following address: rwc2027customerservice@rugbyworldcup.com.

Promotional and Commercial Activities

58. It is forbidden to use any Ticket as a means of promotional and/or commercial activities, such as (i) as a prize in any competition, charity sale, auction, competition, game, lottery, simulation exercises and any similar activities, and/or (ii) as an element of a sale linked to the provision of any services or the sale of any goods by the Ticket Purchaser, Ticket Holder or any third party, without first securing the express written approval of RWC or WRED. RWC is entitled to bring any civil or criminal action that it shall see fit in case of a violation of these provisions.

Data Protection

59. RWC undertakes to collect, process and to store any personal data that is entrusted to it in keeping with the data privacy principles of the *Privacy Act 1988* (Cth) and to the extent applicable, the European General Data Protection Regulation no. 2016/679 (the "**GDPR**"), and any other relevant data privacy legislation as applicable for the purposes of the administration, operation and the management of the provision and issuance of Tickets for

the Tournament and attendance by Ticket Holders at relevant Matches and to keep Ticket Purchasers and Ticket Holders informed about the latest news and activities of WRED, RWC and the Tournament and grant updates and priority access to goods and services linked to its activities and such other applicable uses.

60. The Ticket Holder agrees and acknowledges that their personal information, as provided by themselves or the Ticket Purchaser, may be collected, processed, stored and disclosed to third parties as necessary in relation to these Conditions, including for the purposes of the implementation of these Conditions and for administration, communication, enforcement, security (including use of electronic surveillance software) and access control purposes related to the Tournament. Ticket Purchasers and Ticket Holders further agree and acknowledge to their personal information being collected and/or processed by other parties, including WRED and the Ticketing Provider, as may be necessary in connection with the above purposes and such purposes as detailed in the relevant RWC Privacy Statement that applies to Tickets (see link below in this "Data Protection" section).
61. Ticket Holders further acknowledge and agree to being photographed, filmed and recorded while attending a Match, and to the use of any film, image or recording of the Ticket Holder at a Match or in or around the Venue at the discretion of RWC, WRED, its commercial partners, broadcasters, media and news agencies and law enforcement agencies without compensation or further notice, as more fully detailed at Articles 118 - 120 of these Conditions.
62. For the safety and security of Ticket Holders, Tournament participants and staff, closed circuit television (CCTV) cameras may be operating in and around the Venues. All persons entering a Venue agree to having their image recorded. In the event of an incident, any footage obtained may be provided to Police and the Venue and used to prosecute or support the implementation of a ban on a person, or for other law enforcement purposes, as more fully detailed at Article 122 of these Conditions.
63. Ticket Holders are informed that they have certain rights under applicable data privacy laws, including right of access, rectification or correction, erasure, limitation or to request a record of their information in accordance with applicable data privacy laws. Any person whose personal data is collected and/or processed by RWC also has the right to challenge and/or seek information from RWC regarding the processing of their data. These rights may be exercised at any time by sending a request by post to the following address: Data Protection Officer, Rugby World Cup (Australia) Pty Ltd, of Level 6, 201 Elizabeth Street, Sydney, New South Wales 2000 or by email to dataprotection2027@worldrugby.org.
64. For more information concerning the processing of Ticket Purchaser and Ticket Holder personal information, please consult the RWC Privacy Statement, which is available and accessible at the following link: [Privacy Policy](#)

Cancellation and Refund Terms

Scope of Validity of Ticket

65. RWC does not guarantee that the Match for which the Ticket is sold will be held on the date, at the time and at the Venue stated on the Ticket or on the Tournament Website or Ticket

Website.

66. RWC and/or WRED will be entitled to make changes to the time, the date, the duration or the Venue of any Match, or to any other detail of relevance to any Ticket, in case of unforeseen circumstances, such as Force Majeure, safety or security issues or decisions taken by any authorised agency or individual, government body or by any authority that has jurisdiction to do so.
67. In the event of such alteration (and subject to applicable law (including the *Australian Consumer Law*)), RWC will not be liable to the Ticket Purchaser or the Ticket Holder or any other person for any losses, costs or expenses (direct or indirect) resulting from such change other than as outlined in these Conditions. Any entitlement to a refund to which a Ticket Holder may be entitled under these Conditions shall not exceed the price paid for the Ticket(s) and any such refund shall exclude all and any additional applicable charges, fees, accommodation cost, transport cost, charitable donations or any other costs expended or incurred by a Ticket Purchaser or Ticket Holder in relation (directly or indirectly) to the purchase and/or use or proposed use of the Ticket(s)). For issues or disputes relating to any Tickets that have been purchased or received by a Ticket Holder in connection with any other products, services or packages (e.g. hospitality, experiential or travel packages), RWC shall not be responsible or liable for any such disputes, products and/or packages and the Ticket Holder shall be required to contact the company or party from whom they originally purchased or received the Tickets, products and/or packages.
68. As soon as possible after the decision to delay, reschedule or cancel a Match or the Tournament, all relevant information available at that time will be uploaded to the Tournament Website and brought to the attention of the Ticket Purchaser by any available means including in relation to the process and deadline for obtaining a refund (if applicable). Please note that it is also the responsibility of each Ticket Holder to monitor and keep up to date as to whether the Match or Tournament has been delayed, rescheduled or cancelled, whatever its date, time or place.

Cancellation of Ticket

69. RWC (and/or WRED) shall have the right to cancel any Ticket(s) of a Ticket Holder, without any right to refund or compensation, and expel the Ticket Holder from the Venue, where applicable (and for reasons that are reasonably necessary to protect its legitimate interests), if, and as soon as, it is informed about any measure, ban, prohibition or decree by a government body, authority or a court banning the Ticket Holder in question from entering sporting venues (including any Venue).
70. If a Ticket Purchaser or Ticket Holder commits a violation of these Conditions or of the Venue Conditions of Entry, or commits any fraud or attempted fraud that is detected in the Venue or at the security checkpoints upon entry to the Venue, or any violation of the safety and security regulations that are applicable in sports venues generally, or any offence under applicable laws (including the applicable Major Event Legislation), this will result in the cancellation of the Ticket and the expulsion of the Ticket Holder from the Venue, with no right to a refund or compensation for the Ticket(s), if RWC and/or WRED considers this appropriate at their discretion.

Delay

71. In case of delay (and subject to applicable law (including the *Australian Consumer Law*)), such as if the starting whistle is delayed for any reason whatsoever on the day of the Match, whatever the duration of the delay, or if the Match's start time is deferred, whatever the new arrangements (excluding change in date of the Match), RWC will not have any obligation to refund the Ticket Purchaser or the Ticket Holder any part of the price of the Ticket(s) including any applicable fees, charges or the charitable donation, nor to pay the Ticket Purchaser or the Ticket Holder any compensation for the delay or for any consequences (direct or indirect) that this delay might have for the Ticket Purchaser and/or the Ticket Holder and/or any third parties.

Interruption

72. In the event of a definitive interruption (i.e. the Match does not re-commence) of the Match at any time after it has commenced (and subject to applicable law (including the *Australian Consumer Law*)), RWC will not have any obligation to refund to the Ticket Purchaser or the Ticket Holder the price, or any part of the price, of the Ticket(s) including any applicable fees, charges or the charitable donation, nor to pay any compensation for any consequences, financial or otherwise, that this might have for the Ticket Purchaser and/or the Ticket Holder and/or any third parties.

Rescheduled Match

73. In the case of a Match being rescheduled:
- a. if the Match is rescheduled to a different date at the same Venue as initially planned, the Ticket Purchaser will be entitled to attend the Match on the same Ticket, or request a refund within the stipulated timeframes;
 - b. if the Match is rescheduled to a different date at another Venue, and the Venue is of equal or greater capacity, the Ticket Purchaser will be entitled to attend the Match on the same Ticket or a new or replacement Ticket may be issued, or request a refund within the stipulated timeframes.
 - c. For the avoidance of doubt, a Match that commences before 12:00am midnight and continues after 12:00am midnight shall not be considered 'rescheduled' solely due to the time at which it is played. The original Ticket remains valid, and no refund or exchange shall be available on the basis of the Match being played after 12:00am midnight.

Rescheduled Matches played behind closed doors or with limited capacity

74. If a Match is rescheduled to be played behind closed doors or at a venue with a limited capacity pursuant to a decision taken by RWC and/or WRED, whatever the reason for this, the relevant Tickets will be automatically refunded to the Ticket Purchaser of the rescheduled Match within the stipulated timeframes. If WRED or RWC decides to hold a Match behind closed doors in these circumstances, the Ticket Holder will be denied access to the Venue. Where the rescheduled Match is played at a venue with a limited capacity, Ticket Purchasers of the rescheduled match may be offered the opportunity to re-purchase tickets subject to availability.

Cancellation of a Match or the Tournament

75. If a Match is cancelled outright, the relevant Ticket Purchaser's Ticket(s) will be automatically refunded via the company or entity that the Tickets were originally purchased from, within forty-five (45) working days following the originally scheduled date of the final Match of the Tournament. In case of outright cancellation of the Tournament as a whole, Ticket(s) will be automatically refunded. RWC will use best efforts to process refunds to Ticket Purchasers within two months following the date on which the cancellation of the Tournament was made public and brought to the Ticket Purchaser's attention.
76. Any information regarding refunds or requests should be addressed to the RWC Customer Service Team via the contact details outlined above in these Conditions.

Liability

77. Insofar as this is permitted by law, WRED and RWC disclaims liability for any damage and/or incidents beyond its control that occur during the Match or at the Venue or otherwise in relation to the purchase or use of a Ticket by a Ticket Purchaser or Ticket Holder. If WRED or RWC is held liable for any incident (and to the extent permitted by applicable law (including the *Australian Consumer Law*)), WRED and/or RWC undertakes to refund only, by way of liability limitation, up to the price paid for the relevant Ticket(s) that the Ticket Purchaser paid, subject to these Conditions and any other applicable rules and regulations. For the avoidance of doubt, WRED and RWC do not exclude or limit liability for: (a) death or personal injury caused by its negligence; (b) fraud or fraudulent misrepresentation; and/or (c) any liability which cannot be limited or excluded by law.
78. To the extent permitted by law (including the *Australian Consumer Law*), RWC shall not have any liability to a Ticket Purchaser or Ticket Holder, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, for any indirect, special or consequential loss (including loss of time, savings, costs or profits) arising under or in connection with the purchase and/or use of a Ticket, access to the Venue or otherwise in relation to or arising from these Conditions.
79. Except in cases of WRED's gross negligence, wilful misconduct or where caused or contributed to by WRED, WRED disclaims any liability towards the Ticket Purchaser in relation to or in connection with any order placed online via the Ticket Website. WRED and RWC further disclaim any liability towards the Ticket Purchaser and Ticket Holder arising from any dispute a Ticket Holder may have under a contract or agreement with any third party provider, including any provider of hospitality, experiential or travel packages or services.
80. The Ticket Holder will be responsible for any personal property or personal items that they bring into the Venue and RWC disclaims all liability in case of loss, theft or damage to the personal property of the Ticket Holder, other than in circumstances where such loss, theft or damage is caused or contributed to by the fault or negligence of RWC. The Ticket Holder acknowledges that there is no storage available at the Venue.
81. RWC shall not be responsible or liable for any lost, damaged or delayed communications or any failure, act or omission as a result of any network, or computer hardware or software failure of any kind which may impact on a Ticket Purchaser's or Ticket Holder's purchase or attempted purchase of Tickets or entry to or attendance at the Venue, including in relation to

any functions, services and facilities related to the Ticket Website or ticketing infrastructure and systems in place at the Venues.

82. Any person attending a Match acknowledges that their presence and/or movement in and around the Venue is at their own risk and that to the maximum extent permitted by law (and other than where caused or contributed to by the gross negligence or wilful misconduct of RWC and/or WRED), RWC, WRED, the Venue, Authorised Persons or any other relevant body cannot be held liable for any loss and/or harm, including but not limited to bodily or mental harm, personal property damage (including to personal computers or mobile devices) or loss, or any other loss and/or harm arising from and/or occurring during attendance at the Venue, and without limitation to the foregoing, no claim, complaint, action, suit or proceeding will be brought by the Ticket Holder in relation to the foregoing.
83. RWC and WRED will not be held liable in case of non-performance, late performance or partial performance of its obligations due to circumstances of Force Majeure which result: (i) in the outright cancellation, the partial cancellation or the deferral of Men's Rugby World Cup Australia 2027 (or any part thereof), or (ii) in the holding of Men's Rugby World Cup Australia 2027 behind closed doors or with a limited audience, compelling it as a result to cancel all or part of the Tickets ordered for Men's Rugby World Cup Australia 2027. If WRED or RWC decides to hold a Match behind closed doors in these circumstances, the Ticket Holder will be denied access to the Venue.
84. Within the same limitations, the Ticket Holder waives and undertakes to ensure that its insurers waive any direct or subrogation actions against WRED and RWC and its insurers in connection with the events that are described in Article 83 (above), and by extension, in case of Force Majeure.
85. Subject to applicable law (including the *Australian Consumer Law*), any ancillary bookings, including travel arrangements, accommodation, purchases, rentals, or in general any services that are booked by the Ticket Holder in connection with their purchase of a Ticket or attendance at a Match, will be at their own expense and risk and neither WRED or RWC shall be liable for any reimbursement or compensation in this regard.
86. Any persons that a Ticket Purchaser or Ticket Holder bring into a Venue remains under the full responsibility of that Ticket Purchaser or Ticket Holder.
87. The teams that are due to play in the Matches, the compositions of the teams, the Venues, the dates and times of the events or Matches may be modified at any time by decisions taken by WRED or RWC and/or any administrative authority. Subject to applicable law (including the *Australian Consumer Law*), neither RWC nor WRED nor the entities or third parties to which it delegates the provision of services as part of the organisation of the Matches or the Tournament will incur any liability as a result.
88. Subject to applicable law, any claim, dispute or complaint regarding payments for tickets or billing/invoices must be raised as soon as reasonably possible following the order confirmation date. The Ticket Purchaser may contact the RWC Customer Service Team (contact details outlined above in these Conditions) if they have any questions or issues.

Amendments, Severability, Waivers, Applicable Law and Settlement of Disputes

89. RWC reserves the right to make amendments or changes to these Conditions from time to time and shall notify the Ticket Purchaser and Ticket Holder of any such changes if they materially affect the Ticket Purchaser and/or Ticket Holder's rights by issuing a statement via the Tournament Website and/or the Ticket Website. For the avoidance of doubt, changes may also be made, without limitation, to any applicable Venue Conditions of Entry.
90. In the event that any provision(s) of these Conditions are declared void, ineffective or unenforceable by any competent court, the remainder of these Conditions will remain in effect as if such void, ineffective or unenforceable provision(s) had not been included.
91. The failure by RWC to exercise or delay in exercising a right or remedy provided by these Conditions or by law does not constitute a waiver of the right or remedy or a waiver of other rights or remedies. A waiver of a breach of any of the terms of these Conditions or of a default under these Conditions does not constitute a waiver of any other breach or default and shall not affect the other terms of these Conditions.
92. These Conditions will be governed by and interpreted in accordance with the laws of the State or Territory in Australia in which the Match applicable to the Ticket is located. All disputes arising from or related to these Conditions (including but not limited to any non-contractual disputes or claims) will be submitted to the exclusive jurisdictions of the courts of the relevant State or Territory in Australia. Nevertheless, RWC reserves the unilateral right to pursue any legal proceeding in the competent courts at the defendant's domicile.

Venue Entry and Attendance

93. Ticket Holders are strongly advised to regularly consult the Tournament Website (www.rugbyworldcup.com/2027) and the Venue Conditions of Entry, in order to best prepare for their visit to and attendance at the Venue(s), including, in particular, transport arrangements to and from the Venue. Any such information regarding transport arrangements shall be displayed for reference and convenience purposes only and RWC does not make any guarantees in relation to the accuracy or availability of any transport information or services, including dates or times. It is the Ticket Holder's responsibility to make appropriate travel arrangements to ensure they arrive at the Venue with sufficient time to avoid queues, waiting times and/or potential delayed entry into the Venue.
94. Each Ticket will, subject always to these Conditions, provide admission to a specified Venue for a specified Match.
95. Each Ticket is applicable to the identity of the Ticket Purchaser (and Ticket Holder at RWC's discretion) to enable RWC to validate that each Ticket Holder has obtained and is using their Ticket(s) in accordance with these Conditions.
96. Only persons who are in possession of a Ticket (including children) may access the Venue. Any person who is not in possession of a Ticket may be expelled from the Venue. The Ticket Holder must keep their Ticket in their possession at all times. An exception to this requirement to have a Ticket may apply for certain Venues only in relation to "Babes in Arms" who are aged two and under as at the date of the applicable Match, who may be entitled to enter and attend without a Ticket provided they do not occupy a seat and are accompanied at all times by an adult aged 18 or older with a valid Ticket. Ticket Purchasers are required to review the Ticket Website and Tournament Website to understand the applicable requirements at each Venue.

97. For safety and security reasons, parents, adults and guardians are advised not to hold young children on their lap, with the exception of 'Babes in Arms' deemed as aged two and under as of the date of the applicable Match.
98. Ticket Holders attending a Venue are required to be mindful of all other Ticket Holders at the Venue. This is to help ensure the safety of all Ticket Holders while attending a Match and/or as may be required to ensure compliance with safety and security requirements at the applicable Venue. Any person using a Ticket who does not comply with the Venue directions shall be refused entry and/or removed from the Venue and the Ticket shall be non-refundable.
99. Ticket Holders undertake to comply with all safety measures implemented by RWC as well as with all Venue Conditions of Entry in respect of a Venue at which a Match is taking place. Any material breach (or immaterial breach that is not rectified by the entrant following notice of the breach) of these Conditions or the Venue Conditions of Entry may lead to the expulsion and prosecution of the Ticket Holder and in this case, the Ticket Holder shall not be entitled to receive a refund or compensation for their Tickets.
100. Access to the Venue by a Child (aged 15 years and under) is prohibited unless accompanied (upon entry to the Venue and during attendance at the Match) by an adult (i.e. aged 18 years or older) who shall be responsible for compliance by the Child with these Conditions. Child Tickets may only be purchased together with the purchase of an adult Ticket.
101. Ticket Holders must comply with all applicable rules, regulations, guidelines, terms, conditions and protocols in place at the Venue including but not limited to applicable health and safety regulations, security and regulations, the Venue Conditions of Entry and the applicable Major Event Legislation for that State or Territory.
102. RWC reserves the right to request and require (including via Authorised Persons) that prior to entering the Venue and during attendance at a Match, Ticket Holders holding or possessing Tickets for wheelchair users and people with accessibility requirements, provide evidence that they meet the requisite criteria to use such type of Ticket.
103. For reasons of safety (such as to prevent terrorism) and public health (such as to take protective measures against an epidemic like Covid-19), RWC may take exceptional measures that might slow down access to the precincts of the Venue, to which Ticket Purchasers and Ticket Holders acknowledge, agree and irrevocably consent. Access to a Venue may be restricted to carriers of any documents or information required by the public health authorities on the date of the Match (including but not limited to a health pass, identity card or a vaccine passport).
104. Any person (including unaccompanied Ticket Holders aged 16 years and above) entering the Venue shall be required to undergo security searches, measures and protocols, which may include a physical pat-down body search and any Ticket Holder may be requested, and shall agree, to show all objects that they are carrying, including those that may be carried in a permitted bag. Security searches and pat-down body searches may be carried out by an Authorised Person, agent of RWC or the Venue or any other individual or body approved to perform such searches, in accordance with the prevailing and applicable laws and regulatory provisions. Anyone who refuses to submit to these checks or to follow the instructions issued

by the personnel in charge of ensuring the application of these measures will be denied entry to the Venue and will not receive a refund of the price of their Ticket.

105. Entrance to the Venue will be refused to any person that is, noticeably, or is in the opinion of RWC or an Authorised Person, intoxicated, under the influence of alcohol, narcotics or any behaviour-modifying substance, or behaving, or considered, in the opinion of RWC or an Authorised Person likely to behave, violently, harmfully or contrary to public order. Any person that is, noticeably, or is in the opinion of RWC or an Authorised Person, under the influence of alcohol, narcotics or any behaviour-modifying substance or any person behaving, or considered likely to behave, violently, harmfully or contrary to public order within the Venue will be expelled from the Venue and shall not be entitled to any refund or compensation.
106. The Ticket Holder acknowledges and agrees that the purchase of Tickets does not guarantee seats that will always, throughout the duration of the Match, provide for full seating comfort, protection from weather conditions, full visibility or an entirely uninhibited viewing experience across every part or section of the Venue and/or Match (including in-Match play). The Ticket Holder acknowledges that this is the nature of attendance at live sporting events and that, subject to applicable law (including the *Australian Consumer Law*), the Ticket Holder shall not have any entitlement to a refund or compensation in such circumstances.
107. In addition to and separate from the above, restricted viewing Ticket(s) may be made available by RWC at its discretion from time to time which enables Ticket Purchasers to purchase seats that have restricted or obstructed viewing at a Match. The details and terms of any restricted viewing Tickets shall be made available on the Ticket Website prior to or at the point of purchase and it shall be the Ticket Holder's sole responsibility to review the terms and details of any such restricted viewing Tickets prior to purchase and to understand the impact this may have on the Ticket Holder's viewing experience.
108. Smoking in Venues, including the use of vapes or e-cigarettes, is not permitted.

Safety Rules in the Venues

109. A person carrying objects featured in any list of objects prohibited by applicable laws or by these Conditions may be denied access to the Venue or expelled from the Venue, and the price of their Ticket will not be refunded or compensated. The Ticket Holder undertakes to comply with all applicable laws and with all Venue Conditions of Entry applicable to safety within sports and public venues.
110. If a Ticket Holder fails to comply with the rules governing prohibited behaviours and prohibited objects/items that are outlined in these Conditions or in the Venue Conditions of Entry, the Ticket Holder may be denied access to the Venue and/or expelled from the Venue, and the price of their Ticket will not be refunded.

Prohibited Items

111. Ticket Holders are prohibited from entering or accessing the Venue (including areas in or around the Venue) or attending at the Match while in possession of the elements or items outlined below in this Article 111. This list is exhaustive and overrides any other references to

prohibited items/objects at Men's Rugby World Cup Australia 2027 Venues:

- (a) Propaganda material or clothing relating to or depicting negative or harmful language towards any minority group or protected characteristic, in addition to any incitement to violence. This includes, but is not limited to, any suggested behaviour toward those with a disability, the LGBTQIA+ community, all forms of gender expression, religious and faith groups and all racial identities. RWC rejects any group or person that encourages any form of violence or non-inclusive behaviour towards these identities;
- (b) Any advertising, commercial, gang, political or religious elements whatsoever, such as banners, boards, symbols and fliers or other such marketing items;
- (c) Any weapons or items that might be used as weapons, including sharp objects, bars, firearms or any items suspected to be or similar to a firearm including electrical stun component parts and imitations, ammunition or any dangerous object;
- (d) Laser pointers;
- (e) Explosive devices and explosive materials;
- (f) Incendiary devices;
- (g) Items having the appearance of an illegal or prohibited item, e.g. replica firearm or hoax improvised explosive devices whether capable of causing harm or not;
- (h) All types of knives and bladed items (including those of religious origin), offensive weapons or implements, such as extendable batons, or any item modified into weapons or replica or imitation weapons. Items carried for religious or cultural reasons (such as, for example purposes only, the kirpan) are also prohibited if deemed to present a safety or security risk by RWC or an Authorised Person, and alternative arrangements (such as external storage or restricted access) may be proposed at the discretion of the Venue;
- (i) Flares, fireworks, pyrotechnics, strobe lights, torches, rockets, smoke canisters or bombs, gas containers signalling devices capable of emitting smoke, dye, or flames, or any other pyrotechnic device;
- (j) Personal protection sprays such as CS, pepper, or other irritant sprays;
- (k) Hazardous substances including, suspicious powders, pastes, chemicals, irritants, toxic substances, and gas canisters;
- (l) Controlled drugs and substances which have the appearance of being a controlled drug, unless specifically required for medical reasons (evidence of such medical reasons must be provided to RWC or an Authorised Person upon request);
- (m) Fancy dress or oversize headwear of a nature which has the potential to cause injury to its wearer or other spectators and/or which may severely restrict the view of or be construed as offensive to other spectators;
- (n) Musical bands or instruments other than those with prior agreement in writing from WRED or RWC;
- (o) Bicycles, roller-skates, skateboards, scooters (except as required for accessibility requirements), wheeled footwear and similar items;
- (p) Aerosol sprays, corrosive substances and colorants;
- (q) Large sized objects, such as step ladders, stools, chairs, cardboard boxes or suitcases (no safety deposit facilities will be provided);
- (r) Alcoholic drinks/beverages or any type of recreational drug;
- (s) Pets or animals (with the exception of assistance dogs);
- (t) Helmets of any kind, electric vehicle batteries;
- (u) Wireless devices that emit radio waves (such as cell phone signal jammers, radio scanners and walkie talkies, wi-fi routers (wireless local networking devices)), with the exception of personal mobile phones and wireless receivers (such as radios);
- (v) Noisy mechanical devices, such as megaphones and horns operated using compressed air;

- (w) Drones or other motorised flying devices and associated remote controls;
- (x) Selfie sticks, cameras and video cameras for commercial purposes;
- (y) Objects that might compromise or disrupt the experience and enjoyment of the other spectators, including whistles, vuvuzelas, musical instruments, horns, etc;
- (z) Glass and metal bottles and receptacles (except medication bottles for personal use);
- (aa) Commercially produced and packaged food and soft drink cans or bottles;
- (bb) Any object that RWC, the Venue or an Authorised Person considers to be: dangerous, noxious and/or illegal, or that may be used as a weapon or a projectile or that might compromise or interfere in any other way with the safety of any person or the security of the Venue;
- (cc) No flag(s) over size 1x2 meters. No flags of countries not competing in the Tournament (Indigenous and First Nations flags are acceptable) and no flag poles/sticks;
- (dd) Prams/strollers must be stored in designated areas;
- (ee) Portable wifi devices and radio transmitting or high frequency devices;
- (ff) Any other prohibited or restricted items or elements as displayed on the Tournament Website or the Ticket Website in relation to the Venue.

Similarly, it is forbidden:

- (a) to scale or cross any fences, barriers or other elements designed to contain or segregate the audience;
- (b) to deliberately circumvent any Venue security and/or Ticket checks;
- (c) to engage in races, stampedes or slides;
- (d) to bring or attempt to bring into a Venue, possess or use within a Venue any prohibited item which, in the reasonable opinion of an Authorised Person, might compromise or otherwise interfere with the enjoyment or comfort of any person at the Venue;
- (e) to enter onto the playing field or enter any other unauthorised area of the Venue;
- (f) to sell or to hand over, on the precincts of the Venue or in its immediate surroundings, any promotional or commercial item or object without the prior authorisation of WRED or RWC. RWC is entitled to ask the Ticket Holder to produce a copy of any such authorisation upon entering the Venue or at any point in time during their presence in the Venue;
- (g) to engage in disruptive or dangerous behaviour including, without limitation propelling, throwing, casting, thrusting or firing any objects, engaging in or instigating violence, sexism, racism or xenophobia, behaving in a way that others may interpret as provocative, threatening, discriminatory, abusive or offensive, creating any threat to the life or safety of themselves or others, or harming another person in any way whatsoever, climbing lighting masts, fences, roofs and other apparatus or constructions, or standing on seats;
- (h) to enter or circulate in restricted access areas or other areas where that person is not permitted, including the playing enclosure;
- (i) to enter or attend where that person is banned by competent authorities or sports governing bodies, from attending rugby matches, receiving Tickets, entering the Venue, or remaining at the Venue;
- (j) in, or around the precincts of, the Venue, to use, possess, wear or hold promotional or commercial objects and materials, engaging in any Ambush Marketing (including holding, wearing or bringing any items, objects, signs or materials which RWC, WRED or any Authorised Person believe are intended to be used or are being used for the purposes of Ambush Marketing), gambling (or assisting any gambling activity), without prior written approval of WRED or RWC and all such items may be removed or confiscated (temporarily or for destruction) by the Authorised Persons; and
- (k) to bring and/or to keep the balls used in Men's Rugby World Cup Australia 2027 Matches.

112. Subject to any applicable Venue Conditions of Entry, Ticket Holders are permitted to bring the following permitted items into the Venue:

- (a) Bags no larger than A4 size (210mm x 297mm). This includes eskies/coolers;
- (b) Bags issued from the RWC Official Retailer are permitted to enter, provided they are clear and sealed and contain only items issued via the RWC Official Retailer;
- (c) Medications and medical equipment. Evidence of reasons for medication/medical equipment requirements must be provided to RWC and Authorised Persons upon request. Ticket Holders are encouraged to contact the Venue beforehand for any additional support required or for clarification/confirmation on what medication/medical equipment may be permitted;
- (d) Homemade snacks and baby food for personal consumption only;
- (e) Plastic bottles under 1litre are permitted into Venues. Lids must be removable. Random checks will be undertaken;
- (f) Retractable umbrellas are permitted in the Venue but must not be opened or raised in seating or concourse areas at any time. Large, golf style, umbrellas are not permitted.

113. Ticket Holders must at all times follow all and any instructions issued by the police, members of the Tournament's and/or Venue's security detail, the fire brigade, the stewards, the medical personnel, or any instructions announced over the Venue's public announcement system. For reasons of safety and security, Ticket Holders must be prepared to change seats if the police, members of the Tournament's and/or Venue's security detail or stewards order them to do so, even if they are asked to relocate to seats outside the zone that is in principle earmarked for them.

114. RWC is entitled to deny access to the Venue to any person whose clothing or behaviour might jeopardise the progress of the Match. Respect for one another and fair-play are key values to which Ticket Holders must adhere. Therefore, Ticket Holders undertake in particular not to engage in any behaviour that might cause harm to other persons, to the Venue, to the Tournament, to RWC or WRED.

115. It is forbidden to jeopardise the progress of the Match by holding an unauthorised event, protest or demonstration within the Venue or nearby, whether the event or demonstration in question be of a commercial nature, including any Ambush Marketing, or of a militant, political or personal nature.

116. It is forbidden to conduct any sales or commercial activity whatsoever, to offer items or services free of charge or in return for consideration, to sell or to hold items with the intention of selling them (such as, but not limited to, drinks, food, souvenirs, clothes, promotional and/or commercial items, printed materials), without the prior written authorisation of WRED or RWC.

117. Where a Ticket is purchased for a reserved seat within a Venue and such reserved seat is located within a "safe standing" section within that Venue, the Ticket Holder shall be required to sit in the seat (and not stand) designated to them under the applicable Ticket.

Image Rights, Media, Photography and Recording

118. Any Ticket Holder, attendee or participant in or around a Venue and/or attending at a Match

acknowledges and irrevocably and unconditionally authorises WRED, RWC and the operator of the Venue, free of charge, to record and to use images and recordings in which the Ticket Holder appears, by any means of acquisition (photography, video, etc.) during the Match and attendance in or around and at the Venue, on all media now known or developed in the future (without limitation in terms of quantity and quality) and via any means of publication or broadcasting, worldwide and for the entire duration of the protection of the rights over same, with permission to assign these rights, for commercial or promotional purposes and/or for the purposes of showing the Tournament Matches, the Venue and/or RWC, and as part of the transmission of these Matches by any medium whether currently known or developed in the future. RWC and/or WRED are entitled to assign these rights freely for any purpose and to any party or third party of its choosing, including broadcasters, third party suppliers, licensees, Authorised Partners and news outlets and media.

119. Any Ticket Holder attending a Match:

- a. acknowledges that broadcasters, partners and other third parties may be operating drones (remotely piloted aircraft systems) in and around the Venue;
- b. acknowledges that all Matches are recorded in a number of media and publicly disseminated across numerous platforms and channels on a worldwide basis;
- c. agrees that perpetual use may be made, free of charge, on a worldwide basis and to the fullest extent possible for any reason, of their voice, image and likeness at or from the Venue, by means of live or recorded video display, broadcast, transmission, content or other dissemination or recording, photographs or any other current and/or future media technologies, by RWC, WRED, Authorised Partners and/or other third parties;
- d. waives, on an irrevocable, worldwide, perpetual basis, all rights to object to such broadcasting, transmission, or dissemination in any media;
- e. acknowledges and agrees that WRED is the sole legal and beneficial owner of the copyright and any other intellectual property rights of any nature whatsoever in and to any recordings of sound or images taken within or in or around a Venue or at a Match, including future rights to such images and recordings or to any works derived from such images and recordings (and including any recordings or images captured by a Ticket Holder in breach of these Conditions) and waives, on an irrevocable, worldwide and perpetual basis, all rights (including moral rights) in and to any such recordings and images;
- f. acknowledges and agrees that WRED and RWC may use, edit, copy, disclose, add to, adapt, reproduce, publish, creative derivatives and/or translate such images and/or recordings outlined herein for all such advertising, commercial, exploitation and promotional activities, worldwide in perpetuity in any and all media (including but not limited to online, digital and offline), whether now known or hereafter developed or invented, including on any media owned, controlled, operated or represented by WRED or RWC, or Authorised Partners, if and to the extent permitted by WRED and RWC, without payment, compensation or liability to the Ticket Holder;
- g. acknowledges that they shall have no expectation of privacy in relation to their attendance, activities, actions or conduct at a Match or in or around a Venue given the public nature of the Match and the Tournament;
- h. hereby unconditionally and irrevocably assigns to WRED all rights, including copyright and other intellectual property rights, by any means and in any current and/or future form or type of media or format, in any images or recordings taken by the Ticket Holder within the Venue in breach of these Conditions, including breach of the Article directly below.

120. Any photographs taken or other recordings of sounds or images made by a Ticket Holder in or around a Venue may be used only for private and personal, non-commercial and non-promotional purposes. Apart from private and personal, non-commercial and non-promotional purposes (i.e. to the exclusion of any commercial purposes), the Ticket Holder shall not publish or broadcast at any time, over the Internet, on radio, on television and/or on any other form or type of media, whether current or future, any sound, image, description, commentary, news reports or results and/or statistics of a Match (whether wholly or partly), including any content of this kind created, recorded or captured as a still or moving image by mobile phones or by any other form of wireless and/or portable device or terminal, nor aid or abet any other person in engaging in such activities. Further and/or supplementary restrictions and rules on the use of photography, filming or recording devices may apply to the Ticket Holder under the Venue Conditions of Entry.

Sports Betting

121. In order to circumvent the risk of fraud in sports and unless otherwise officially and expressly authorised by WRED or RWC, it is forbidden to bet in any way whatsoever (electronically or otherwise) around or within the precincts of the Venue, on any elements, results or events linked to the Match or the Tournament, or to use any means of communication (electronic or otherwise) to gather sports-related data intended for betting purposes. In the event of a violation of this prohibition, all requisite measures will be taken, ranging up to expulsion of the person(s) involved from the Venue.

Video Surveillance and CCTV

122. The Ticket Holder acknowledges and agrees that, for their safety and security, the Venue is equipped with a CCTV system that will be monitored at all times by the Venue and may from time to time also be monitored by the Police and that the images of Ticket Holders may be used in case of legal action or prosecution where required. Individuals who appear within images captured or recorded by the CCTV system (otherwise known as a data subject) have a right to access the recordings throughout the timescale of retention of the images in accordance with applicable laws, as well as any third party policies governing use of the CCTV system, including those that may apply to the Venue. This right may be exercised by writing to the operations manager of the applicable Venue or to the Office of the Australian Information Commissioner (OAIC).

Definitions

For the purposes of these Conditions (including any abbreviated form of these Conditions printed on a Ticket), the following definitions shall apply:

“Accessible Ticket” or “Accessibility Ticket” means a Ticket designated for use by a person with a disability or accessibility requirement, including for wheelchair-accessible seating areas, ambulant seating or similar categories, as may be outlined on the Ticket Website;

“Ambush Marketing” means any activity, relationship, connection or conduct, whether direct, implied or inferred that has not been authorised by WRED or RWC and:

- (a) which either directly or indirectly exploits or attempts to exploit the intellectual property and/or goodwill (whether to gain a benefit, or otherwise) related to the Tournament, any Match, World Rugby, WRED or RWC;
- (b) which creates or intends to create and/or suggests or is capable of suggesting (actually or by implication) an association with the Tournament and/or a Match such that members of the public would reasonably believe such third party to be an Authorised Partner and/or proceeding with the approval of WRED or RWC; and/or
- (c) which diminishes and/or has the potential to diminish the status of the Tournament, WRED, RWC and/or any Authorised Partner including but not limited to any offering, giving away, or selling of tickets, hospitality, premiums, product samples and/or other marketing materials in connection with the promotion of goods or services or otherwise and/or any direct and express reference to the Tournament that has not been authorised by WRED or RWC.

"Application Process" means a Ticket application and allocation process that may be made available by RWC from time to time via the Ticket Website and which may utilise a computerised draw and/or ballot process to allocate Tickets to successful entrants who have submitted an entry to purchase Tickets via the Ticket application process in accordance with these Conditions.

"Authorised Partners" means all persons or parties appointed by and/or on behalf of RWC, WRED or the World Rugby Group as licensees or official partners of WRED, RWC, the Tournament and/or the World Rugby Group including any so called "Principal Partners", "Official Partners", "Official Sponsors" "Official Suppliers", "Tournament Suppliers", "Official Licensees", broadcasters, travel and hospitality agents and merchandise licensees and any other parties that have entered into a commercial engagement or relationship with RWC, WRED, the Tournament and/or World Rugby Group.

"Authorised Persons" means any stewards, security, safety personnel and/or any other persons involved in the operations and management of the Venue and including those persons who are legally authorised to take such steps at the Venue in relation to security measures, the ejection of persons from the Venue, the confiscation of items and prevention of Ticket Holders from holding or bringing any prohibited or restricted items into or near the Venue.

"Babes in Arms" means an infant aged two (2) years or under at the date of the applicable Match who is permitted to enter a Venue without their own Ticket, provided they do not occupy a seat and are accompanied at all times by a responsible adult Ticket Holder aged 18 years or older;

"Child" means a person aged 15 years or under at the date of the applicable Match;

"Child Ticket" means a Ticket designated for use by a Child and subject to the conditions outlined in these Conditions;

"Force Majeure" means all events beyond the control of the affected party including, but not limited to, acts of God, inclement weather, flood, lightning, fire, trade disputes, strikes, lockouts, pandemics, epidemics, acts or omissions of Governments or other competent authority including acts of terrorism, war, military operations, acts or omissions of third parties for whom the affected party is not responsible; means any circumstance outside the reasonable control of the Parties including without limitation, any strike or lock-out or industrial action of whatever nature (which is not due to any party to this Agreement including any associates, agents, representatives or employees of such party), accidental fire, typhoon, hurricane storm or tempest, act of God, explosion, casualty, sabotage, flood, earthquakes, bushfire, subsidence, epidemic, an outbreak or spread of any virus, plague or other disease, pathogen or illness, howsoever described, which has been classified as a public health emergency and/or otherwise determined to be a pandemic or an epidemic by the World Health Organisation or the Australian Government or any organ thereof or any other cause or event (whether of a similar or dissimilar nature), or other natural physical disaster, structural damage, failure of power supplies, riot, crowd disorder, war, act of terrorism,

civil commotion or any legislation, regulation, ruling or omissions (including failure to grant any necessary permissions) of any relevant local, state or federal government, court or any competent state, national or international authority, including all decisions taken by government, administrative or judicial authorities that are binding upon RWC and/or WRED and that have an impact on the organisation of Men's Rugby World Cup Australia 2027.

"Match" means a rugby match forming part of the Tournament, the particulars of which are detailed on the Ticket;

"Ticket(s)" means a ticket/tickets giving right of entrance to a particular Match at a particular Venue in accordance with the information stated thereon;

"Ticket Holder" means any individual holding, possessing or using a Ticket, or who has held, possessed or used a Ticket, and including any person that benefits in any way whatsoever from a Ticket purchased by the Ticket Purchaser and any other person or third party using a Ticket that has been provided to them under the prior express approval of WRED, RWC or an Authorised Partner;

"Ticket Office" means any Venue Ticket offices or other Ticket distribution outlets that may be authorised and made available by RWC from time to time and which may be located in or around the outside or proximity of the Venue(s);

"Ticket Purchaser" means an individual, aged eighteen (18) years or above, who has successfully purchased a Ticket(s), including from the Ticket Website and including via any Application Process, via an authorised Ticket platform or seller and in accordance with these Conditions;

"Ticketing Provider" means Ticketmaster, a third party service provider engaged to provide, operate and maintain the RWC ticketing sales system via the Ticket Website (including any Application Process) and certain of the RWC customer service requirements and Ticket Offices and where "Ticketmaster" includes, in particular, Ticketmaster Australasia Pty Ltd;

"Ticket Website" means the official online ticketing website and platform for purchasing, managing or reselling Tickets for Men's Rugby World Cup Australia 2027 which is accessible via tickets.rugbyworldcup.com, or such other URL or platform as may be notified and made available by RWC from time to time;

"Tournament" means the Men's Rugby World Cup Australia 2027, scheduled to take place in Australia in October and November, 2027;

"State" means one of the six federated states of Australia as applicable, being Queensland, New South Wales, South Australia, Tasmania, Victoria, Western Australia;

"Territory" means one of the two federated territories of Australia as applicable, being Australian Capital Territory, Northern Territory;

"Tournament Website" means the official website of Men's Rugby World Cup Australia 2027 located at www.rugbyworldcup.com/2027;

"Venue" means all areas, including the stadium, grounds and facilities in which or where a Match is taking place or is scheduled to take place and for which a Ticket is required in order to obtain access and/or attend, including all entrances, exits, gates and other official areas;

"World Rugby" means World Rugby, the global governing body of rugby union, of World Rugby House, 8 – 10 Pembroke Street Lower, Dublin 2, Ireland; and

"World Rugby Group" means World Rugby (the governing body of the sport of rugby union), each and all World Rugby group companies, including all parent, subsidiary, associated, affiliated and successor companies or entities and their respective officers and employees.

These Conditions were last updated on 01.07.2025.