

MEN'S RUGBY WORLD CUP AUSTRALIA 2027

SUPERFAN PASS TERMS & CONDITIONS

Definitions

In these Men's Rugby World Cup Australia 2027 Superfan Pass Terms and Conditions, defined terms shall have the meaning given to them throughout these terms and conditions and/or as follows:

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

"Superfan Pass Holder" means an individual who has purchased and holds a valid Superfan Pass or a Wheelchair Superfan Pass for Men's Rugby World Cup Australia 2027.

"Superfan Pass Benefits" means the rights and entitlements associated with a Superfan Pass, including access to a Superfan Pass exclusive Ticket pre-sale purchase window, the ability to purchase Tickets (subject to applicable limits) during such exclusive Ticket pre-sale purchase window and any additional benefits that RWC may make available, at its sole discretion, in respect of an applicable Superfan Pass from time to time. For the avoidance of any doubt, Superfan Pass Benefits do not include Tickets – they include only the right to purchase Tickets in accordance with these Superfan Pass Terms.

"Superfan Pass" means the non-refundable (subject to applicable law, including the *Australian Consumer Law*) and non-transferable product issued by RWC which grants access for a Superfan Pass Holder to the Superfan Pass Benefits in accordance with these Superfan Pass Terms (and such definition shall include the Wheelchair Superfan Pass).

"RWC" means Rugby World Cup (Australia) Pty Ltd, the Tournament organiser and issuer of the Superfan Pass, having its registered office at Level 6, 201 Elizabeth Street, Sydney, New South Wales 2000, Australia.

"RWC2027 Ticket Account" means the online user account created by an individual via the Ticket Website which enables individuals to purchase a Superfan Pass (the Superfan Pass will then be associated with and linked to the same RWC2027 Ticket Account), avail of Superfan Pass Benefits, purchase Tickets for the Men's Rugby World Cup Australia 2027 and avail of any such other services and/or facilities made available from time to time via the Ticket Website.

"Ticket(s)" means a ticket/tickets giving right of entrance to a particular Match at a particular Venue in relation to the Tournament in accordance with the information stated on the ticket and the purchase and use of all tickets shall be subject to the Tournament Ticket Terms and Conditions available at:

<https://media.ticketmaster.co.uk/tm/en-gb/img/static/pdf/2027/rwc/tandcs.pdf>

"Ticket Website" means the official online ticketing website and platform via which individuals can purchase a Superfan Pass and/or purchase, manage or resell Tickets for the Tournament and access and engage with other Tournament-related services and activities made available by RWC, which is accessible via tickets.rugbyworldcup.com or such other URL or platform as may be updated, notified and/or made available by RWC from time to time.

Ticket Website Terms of Use mean the terms and conditions governing your use of the Ticket Website, including the creation and use of your RWC2027 Ticket Account, which are available at <https://media.ticketmaster.co.uk/tm/en-gb/img/static/pdf/2027/rwc/termsfuse.pdf> or such other URL as may be updated, notified and/or communicated by RWC from time to time.

Tournament Ticket Terms and Conditions means the terms and conditions applicable to the issue, purchase and use of Tournament Tickets which are available at <https://media.ticketmaster.co.uk/tm/en-gb/img/static/pdf/2027/rwc/tandcs.pdf> or such other URL as may be updated and/or communicated by RWC from time to time and which may also be displayed in an abbreviated form or referenced on the Ticket(s).

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

Wheelchair Superfan Pass is a Superfan Pass which can be purchased only by a wheelchair user / individual requiring use of a wheelchair bay Ticket.

Scope and Enforceability

1. These Superfan Pass Terms and Conditions (the **"Superfan Pass Terms"**) apply to and govern the purchase and use of a Superfan Pass for the Men's Rugby World Cup Australia 2027, including the operation and administration of the Superfan Pass, access to Superfan Pass Benefits and shall apply to any individual who is purchasing and/or has purchased and holds a Superfan Pass (i.e. a Superfan Pass Holder).
2. The Superfan Pass is issued and operated by Rugby World Cup (Australia) Pty Ltd, of Level 6, 201 Elizabeth Street, Sydney, New South Wales 2000 (**"RWC"**), the organiser of the Men's Rugby World Cup Australia 2027 (the **"Tournament"**). RWC has the right to sell the Superfan Pass pursuant to authority granted by World Rugby Events DAC (**"WRED"**).
3. These Superfan Pass Terms create a legally binding relationship and contract between the Superfan Pass Holder and RWC. Any queries or questions that an individual may have regarding these Superfan Pass Terms should be submitted to RWC before purchasing a Superfan Pass. Queries can be submitted via the Ticket Website or to the RWC Customer Service Team by email at the following address: rwc2027customerservice@rugbyworldcup.com.
4. Nothing within these Superfan Pass Terms 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).
5. In case of any ambiguity or conflict between these Superfan Pass Terms and/or any other terms, guidelines or conditions related to the purchase and/or use of a Superfan Pass (including via the customer journey to purchase a Superfan Pass), these Superfan Pass Terms will prevail and any such ambiguous or conflicting terms shall be unenforceable against RWC.

6. These Superfan Pass Terms apply to your purchase and use of the Superfan Pass, including the accessing of Superfan Pass Benefits. For the avoidance of doubt, the purchase and/or use of Tickets (including via use of your Superfan Pass) and attendance at any Matches shall be governed by separate terms and conditions, including the Tournament Ticket Terms and Conditions. You acknowledge and agree that, when purchasing Tickets via or in association with your Superfan Pass, you shall be required to agree to and accept the Tournament Ticket Terms and Conditions in place at that time, which current version is available at <https://media.ticketmaster.co.uk/tm/en-gb/img/static/pdf/2027/rwc/tandcs.pdf> (or such other URL as may be updated by RWC from time to time). You are therefore encouraged to raise any queries you may have regarding the purchase and/or use of a) the Superfan Pass and b) Tickets, prior to your purchase of a Superfan Pass. These Superfan Pass Terms shall not alter, vary or change the terms of the Tournament Ticket Terms and Conditions.

Purchase of Superfan Passes

7. In order to be entitled to purchase a Superfan Pass, you must first create a RWC2027 Ticket Account via the Ticket Website.
8. In order to purchase a Superfan Pass, you are required to accept these Superfan Pass Terms, along with any other relevant terms or conditions presented to you in or around the time of purchase. Specific Superfan Pass Benefits made available from time to time by RWC may be subject to additional terms and conditions as set out in their descriptions made available to you and/or via the Ticket Website, which shall also be governed by these Superfan Pass Terms.
9. When you create a RWC2027 Ticket Account, you may be required to review, acknowledge and/or accept additional or ancillary terms and conditions (e.g. Ticket Website Terms of Use, Privacy Policies, etc) which may supplement these Superfan Pass Terms.
10. The Ticket Website Terms of Use govern the creation and use of your RWC2027 Ticket Account and access to and use of the Ticket Website.

Superfan Pass Benefits

11. The Superfan Pass is a paid, non-refundable (subject to applicable law, including the *Australian Consumer Law*) and non-transferable product that provides Superfan Pass Holders with access to Superfan Pass Benefits. Such Superfan Pass Benefits include access to an exclusive Ticket presale window for Superfan Pass Holders to purchase Tickets for the Tournament in accordance with these Superfan Pass Terms. The Superfan Pass provides a Superfan Pass Holder with the following Superfan Pass Benefits, subject always to the Superfan Pass Holder complying with the Tournament Tickets Terms and Conditions and these Superfan Pass Terms (including the applicable timelines and periods for availing of applicable Superfan Pass Benefits):
 - a. Access, alongside other Superfan Pass Holders, to a dedicated Ticket pre-sale window prior to the sale of Tickets to the general public;

- b. The ability to purchase up to four (4) Tickets per Match, up to a maximum aggregated purchase amount of fifty-two (52) Tickets across the duration of the Tournament. Purchase limits will be strictly enforced by RWC;
 - c. Such additional Superfan Pass Benefits that may be made available by RWC, at its sole discretion, from time to time, in respect of an applicable Superfan Pass. Any such additional Superfan Pass Benefits a) may vary depending on when a Superfan Pass was purchased, and b) shall be communicated to the relevant Superfan Pass Holder via the contact details provided (including email) by the Superfan Pass Holder and may also be published via the Ticket Website.
12. The Superfan Pass is personal to the registered Superfan Pass Holder and to their specific RWC2027 Ticket Account. Superfan Passes are strictly non-transferable, cannot be linked or bundled together with another Superfan Pass or any other product or offer and may not be gifted, resold or assigned to any other individual. The Superfan Pass Benefits made available under the applicable Superfan Pass are only available to and can be used only by the applicable Superfan Pass Holder. Notwithstanding this, any Tickets purchased using a Superfan Pass can be purchased for use and attendance at Matches by other individuals, subject always to the Tournament Ticket Terms and Conditions.

Wheelchair Superfan Passes

13. A limited number of Wheelchair Superfan Passes are available for purchase at the same price as standard Superfan Passes. It is a strict condition of the purchase and use of a Wheelchair Superfan Pass that a wheelchair bay Ticket must be purchased and used as part of the order of Tickets for each Match when using the Wheelchair Superfan Pass. Standard Tickets (i.e. non-wheelchair bay Tickets) can only be purchased for a Match using a Wheelchair Superfan Pass provided that a wheelchair bay Ticket is also purchased for that same Match (and are subject to the purchase limitations set out in Section 14 below).
14. The Wheelchair Superfan Pass is a paid, non-refundable (subject to applicable law, including the *Australian Consumer Law*) and non-transferable product that provides Superfan Pass Holders with access to Superfan Pass Benefits. Such Superfan Pass Benefits include access to an exclusive Ticket presale window for Superfan Pass Holders to purchase Tickets for the Tournament in accordance with these Superfan Pass Terms. The Wheelchair Superfan Pass provides the applicable Superfan Pass Holder with the following Superfan Pass Benefits, subject always to the Superfan Pass Holder complying with the Tournament Tickets Terms and Conditions and these Superfan Pass Terms (including the applicable timelines and periods for availing of applicable Superfan Pass Benefits):
- a. Access, alongside other Superfan Pass Holders, to a dedicated Ticket pre-sale window prior to the sale of Tickets to the general public;
 - b. The ability to purchase a) one (1) wheelchair bay Ticket and b) receive one (1) companion Ticket (free of charge) in respect of that wheelchair bay Ticket, for each Match;
 - c. The ability to purchase up to three (3) additional standard tickets per Match (a total of five (5) tickets per Match including the free of charge companion Ticket);
 - d. The overall ability to purchase up to four (4) Tickets per Match (as outlined in b. and c. above), up to an aggregated maximum purchase amount of fifty-two (52)

Tickets across the Tournament (Note: the companion Ticket is provided free of charge and does not count towards the Superfan Pass Holder's Ticket purchase limits). Purchase limits will be strictly enforced by RWC;

- e. Such additional Superfan Pass Benefits that may be made available by RWC, at its sole discretion, from time to time, in respect of an applicable Wheelchair Superfan Pass. Any such additional Superfan Pass Benefits a) may vary depending on when a Wheelchair Superfan Pass was purchased, and b) shall be communicated to the Superfan Pass Holder via the contact details provided (including email) by the Superfan Pass Holder and may also be published via the Ticket Website.

- 15. RWC reserves the right to request and require that any individual who wishes to purchase or has purchased a Wheelchair Superfan Pass provides evidence that the requisite criteria to purchase and/or use a Wheelchair Superfan Pass have been met in full.

Tickets Not Included in Superfan Pass

- 16. The purchase of a Superfan Pass strictly does not include any Tickets nor the purchase of any Credits nor the purchase of any credits or allowances towards the purchase of Tickets. The purchase of a Superfan Pass does not entitle the Superfan Pass Holder to receive or purchase free, discounted or VIP Tickets nor Tickets that include accommodation, travel or experience packages or products. The purchase of a Superfan Pass simply provides a Superfan Pass Holder with a right to access a Ticket pre-sale window, available exclusively to Superfan Pass Holders, during which a Superfan Pass Holder is given the opportunity to purchase individual stand-alone standard Tickets at standard displayed prices, subject to availability and subject to all other applicable terms (including the Tournament Ticket Terms and Conditions).
- 17. Except in cases of RWC's gross negligence, wilful misconduct or where caused or contributed to by RWC, RWC is not responsible or liable, subject to applicable laws, to any individual who is unable or unavailable to purchase Tickets via their Superfan Pass due to missing the applicable exclusive Ticket pre-sale window (howsoever arising), due to the unavailability of Tickets for a Superfan Pass Holder's preferred Match(es) or for any other reason howsoever arising. It is the sole responsibility of the Superfan Pass Holder to ensure they are aware of all periods, timelines and conditions associated with the exclusive Ticket pre-sale window for Superfan Pass Holders.

Activation and Time Periods for Use of Superfan Pass

- 18. A Superfan Pass shall become active upon purchase by a Superfan Pass Holder and will remain valid until 31 December 2027, at which point the Superfan Pass will expire and the Superfan Pass Holder will no longer have any right or entitlement to Superfan Pass Benefits. Use of or access to Superfan Pass Benefits shall be subject to all applicable timeframes, conditions and requirements as communicated by RWC from time to time.
- 19. A Superfan Pass can only be purchased during the period designated by RWC for purchasing Superfan Passes which is currently from 5 August 2025 to 13 December 2025. Superfan Passes may be withdrawn from sale earlier by RWC if sold out due to demand or otherwise at RWC's sole discretion. RWC is not responsible or liable to any individual who is unable or unavailable to purchase a Superfan Pass due to missing the Superfan Pass

designated sale period, the selling out of Superfan Passes or for any other reason howsoever arising.

20. The date on which you purchase a Superfan Pass may impact and/or vary the Superfan Pass Benefits applicable to your Superfan Pass. For example, if a subsequent Superfan Pass sales period is made available (at RWC's sole discretion), the Superfan Pass Benefits offered in an earlier sales period may no longer be available to those seeking to purchase a Superfan Pass in the subsequent sales period.
21. A Superfan Pass Benefit which includes access to an exclusive Ticket pre-sale window shall be subject to such time periods, availability, purchase limits and/or any other conditions communicated by RWC, at its discretion, in relation to such exclusive Ticket pre-sale window.
22. Superfan Pass Benefits do not extend to any tickets or matches played outside of the Tournament and do not include tickets or matches for any qualifying matches or tournaments prior to or related to the Tournament.
23. Any material breach (or immaterial breach that is not rectified by the Superfan Pass Holder following notice of the breach) of any of these Superfan Pass Terms or any engagement by any person in criminal activity which relates to the Superfan Pass may, in addition to any other remedy RWC may have, result in the cancellation or voiding of a Superfan Pass and/or the cancellation or voiding of any Tickets purchased using the Superfan Pass 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 Superfan Pass Holder from purchasing future Superfan Passes, 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 any persons found to have breached these Superfan Pass Terms (as outlined above) or engaged in criminal activity related to the Superfan Pass and/or the purchase or use of Tickets.
24. The purchase of a Superfan Pass shall be final, non-refundable and cannot be cancelled, returned, exchanged or replaced by the Superfan Pass Holder, except as required under applicable laws (e.g. *Australian Consumer Law, Competition and Consumer Act 2010 (Cth)*) and/or at the sole discretion of RWC. For the avoidance of doubt, nothing in these Superfan Pass Terms is intended to exclude, restrict or modify the application of the consumer guarantees under the *Australian Consumer Law*.

Eligibility

25. **Eligible Age:** In order to purchase a Superfan Pass, you must be aged eighteen (18) years or above. Superfan Passes may be purchased by residents of any country, subject to applicable laws of any such country (of which the purchaser is required to make themselves aware).
26. **Limit Per Person:** Each individual may strictly and only purchase and hold a maximum of one (1) Superfan Pass. If RWC reasonably determines that you have purchased and/or hold

more than one (1) Superfan Pass (including by use of false or misleading details or through the use of multiple email accounts and/or additional personas), RWC reserves the right to cancel without refund, compensation or liability a) all Superfan Passes RWC reasonably determines are linked to you, not just those in excess of the applicable limits, and b) all Tickets that you have purchased via use of any such Superfan Passes.

27. RWC Discretion: RWC may refuse the sale of a Superfan Pass to any person or cancel a Superfan Pass Holder's Superfan Pass for reasons that are reasonably necessary to protect its legitimate interests, subject to applicable laws (including (e.g. *Australian Consumer Law, Competition and Consumer Act 2010 (Cth)*)).

28. Additional Superfan Passes: RWC reserves the right to make additional Superfan Passes available, extend or add Superfan Pass sales periods and re-offer Superfan Passes that have been cancelled or subsequently made available again for RWC to offer. RWC shall be entitled, at its discretion, to modify Superfan Pass prices, pricing policies and/or sales strategies at any time.

Prices and payments

29. Unless stated otherwise, all prices for Superfan Passes listed on the Ticket Website shall:

- a. be displayed in Australian Dollars (AUD\$);
- b. include all applicable taxes, including GST;
- c. be subject to applicable RWC pricing policies and RWC's pricing strategy and may be changed or updated at RWC's discretion from time to time without prior notice.

30. Individuals may be provided with an opportunity to make a charitable donation to a carefully selected charity partner in or around the point of purchasing a Superfan Pass. All charitable donations are strictly non-refundable, subject to applicable laws (e.g. *Australian Consumer Law, Competition and Consumer Act 2010 (Cth)*).

Distribution and Delivery of the Superfan Pass

31. Once you have successfully purchased a Superfan Pass, it will appear as a purchased product within your RWC2027 Ticket Account, enabling you to access the corresponding Superfan Pass Benefits as and when they are made available by RWC.

32. Once an individual has completed an order for a Superfan Pass and successfully processed payment in relation to that order, the individual will receive an order confirmation directly by email and no further changes can be made to that order. For the avoidance of any doubt, no order or purchase of a Superfan Pass shall be complete, successful and/or confirmed until payment has been fully and successfully processed and the individual has received a formal confirmation email confirming that the purchase of the Superfan Pass 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, the individual(s) shall have no entitlement or right of any kind to the applicable Superfan Pass.

33. Superfan Pass Benefits may be offered and/or fulfilled by RWC and/or its authorised partners. You may be required to follow further instructions from RWC or its authorised

partners to access or redeem certain Superfan Pass Benefits. The Superfan Pass Holder acknowledges and agrees that, for any Superfan Pass Benefits that are to be offered or fulfilled by an authorised partner of RWC, the Superfan Pass Holder may be required to agree to and accept additional terms and conditions, including those of any such authorised partner, in order to be able to avail of the applicable Superfan Pass Benefit.

34. Some Superfan Pass Benefits may only be available during specific time periods (for example, during Superfan Pass exclusive Ticket pre-sale windows). These timeframes will be communicated to Superfan Pass Holders prior to the time of the relevant Superfan Pass Benefit(s) being offered. It is the Superfan Pass Holder's responsibility to ensure that they keep up to date on the timeline for release and offering of Superfan Pass Benefits to enable the Superfan Pass Holder to redeem and/or access the applicable Superfan Pass Benefits during such specified periods. RWC shall not be responsible or liable in any way in circumstances where a Superfan Pass Holder has failed to access or avail of Superfan Pass Benefits during the relevant period applicable to such Superfan Pass Benefit(s) (other than in circumstances where a Superfan Pass Holder's failure to access or avail of the Superfan Pass Benefits is caused or contributed to by the fault or negligence of RWC).
35. Certain Superfan Pass Benefits are subject to event or Match schedules, which are determined by RWC or WRED and may be subject to change. If a Superfan Pass Benefit is rescheduled, substituted or cancelled, RWC will notify the Superfan Pass Holder via their RWC2027 Ticket Account (if applicable) and via email. If a Superfan Pass Benefit cannot be delivered as planned, subject to applicable laws, RWC may offer a substitute Superfan Pass Benefit of equal, or greater value, at RWC's sole discretion (acting reasonably).
36. RWC is not obliged to recognise any third-party interest in a Superfan Pass or its associated Superfan Pass Benefits, regardless of whether it has been notified of such interest.

Data Protection

37. 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 Superfan Pass and the provision and issuance of Superfan Passes and to keep Superfan Pass Holders informed of the latest updates regarding the Superfan Pass, Superfan Pass Benefits and related RWC activities.
38. The Superfan Pass Holder agrees and acknowledges that their personal information, as provided by themselves or by the purchaser of a Superfan Pass on behalf of the Superfan Pass Holder, may be collected, processed, stored and disclosed to third parties as necessary in relation to these Superfan Pass Terms, including for the purposes of the implementation of these Superfan Pass Terms. Superfan Pass Holders further agree and acknowledge to their personal information being collected and/or processed by other parties, including WRED and/or 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 the Ticket Website and to Superfan Pass Holders (see link below in this “Data Protection” Section).

39. Superfan Pass Holders are informed that they may 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 in connection with the purchase and/or use of a Superfan Pass 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.
40. For more information concerning the processing of personal information of a RWC2027 Ticket Account holder and/or a Superfan Pass Holder, please consult the RWC Privacy Statement, which is available and accessible at the following link: <https://media.ticketmaster.co.uk/tm/en-gb/img/static/pdf/2027/rwc/privacypolicy.pdf>

Intellectual Property

41. The purchasing and/or use of a Superfan Pass shall not grant the Superfan Pass Holder (or any other individual), or any third party, any rights in the intellectual property of WRED, RWC or any of their partners, including no rights to use their trademarks, branding and/or content in any way.
42. The rights and restrictions regarding the use of any intellectual property of WRED, RWC or their partners are governed by the Ticket Website Terms of Use available at <https://media.ticketmaster.co.uk/tm/en-gb/img/static/pdf/2027/rwc/termsfuse.pdf>. When creating a RWC2027 Ticket Account, you will be required to review and agree to the Ticket Website Terms of Use.

Liability and Disclaimer

43. Insofar as permitted by law, WRED and RWC disclaims liability for any damage and/or incidents beyond its control in relation to the purchase and/or use of the Superfan Pass. If RWC (or WRED) is held liable for any incident (and to the extent permitted by applicable law (including the *Australian Consumer Law*)), RWC (and/or WRED) undertakes to refund only, by way of liability limitation, up to the price paid for the relevant Superfan Pass, subject to these Superfan Pass Terms 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.
44. To the extent permitted by law (including the *Australian Consumer Law*), RWC shall not have any liability to a Superfan Pass 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 Superfan Pass or otherwise in relation to or arising from these Superfan Pass Terms.

45. Except in cases of WRED's gross negligence, wilful misconduct or where caused or contributed to by WRED, WRED disclaims any liability towards the Superfan Pass Holder in relation to or in connection with any order placed online via the Ticket Website. WRED and RWC further disclaim any liability towards the Superfan arising from any dispute a Superfan may have under a contract or agreement with any third party provider or authorised partner (including in relation to any Superfan Pass Benefits offered or fulfilled by an authorised partner), including any provider of hospitality, experiential or travel packages or services.
46. RWC disclaims all liability in case of loss, theft or damage to a Superfan Pass held by a Superfan Pass Holder, other than in circumstances where such loss, theft or damage is caused or contributed to by the fault or negligence of RWC.
47. RWC shall not, subject to applicable laws (including the *Australian Consumer Law*), 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 Superfan Pass Holder's attempted purchase of a Superfan Pass or Tickets, including in relation to any functions, services and facilities related to the Ticket Website or the Superfan Pass infrastructure and systems.
48. RWC and WRED will not be held liable or responsible 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 the Tournament or any Matches (or any part thereof), or (ii) in the holding of the Tournament behind closed doors or with a limited audience, compelling it as a result to cancel all or part of any Tickets ordered for the Tournament via the use of a Superfan Pass. For the avoidance of doubt, all terms relating to the cancellation and/or refund of Tickets shall be as applicable and outlined in the Tournament Tickets Terms and Conditions.
49. Within the same limitations, the Superfan Pass 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 the above Section, and by extension, in case of Force Majeure.
50. Subject to applicable laws (including the *Australian Consumer Law*), any ancillary bookings, including travel arrangements, accommodation, purchases, rentals, or in general any services that are booked by the Superfan Pass Holder in connection with their purchase of a Superfan Pass and/or Ticket or attendance at a Match, will be at their own expense and risk and neither WRED or RWC shall be liable for reimbursement or compensation in this regard.
51. Subject to applicable law, any claim, dispute or complaint regarding payments for a Superfan Pass or billing/invoices must be raised as soon as reasonably possible following the order confirmation date. Individuals may contact the RWC Customer Service Team (contact details outlined above in these Superfan Pass Terms) if they have any questions or issues.
52. Unless expressly stated otherwise, RWC is not responsible for any travel, accommodation,

food, beverages, entertainment, or other costs or expenses associated with the purchase and/or use of a Superfan Pass or use or redemption of any Superfan Pass Benefit.

Prohibition on Resale or Transfer of Superfan Pass

53. As Superfan Passes are strictly only for the use of the Superfan Pass Holder, it is strictly forbidden for any individual to sell, transfer or offer to sell, resell or transfer (including on websites, in-person or at any physical locations) any Superfan Pass, 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).
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 Superfan Pass that is subsequently resold or transferred without the express approval or written consent of RWC. If this happens, the Superfan Pass will be cancelled and the price of the Superfan Pass including any applicable fees, charges or any charitable donations made will not be refunded or compensated.

General

55. RWC reserves the right to make amendments or changes to these Superfan Pass Terms from time to time and shall notify the Superfan Pass Holder of any such changes if they materially affect the Superfan Pass Holder and/or their rights by issuing a statement via the Tournament Website and/or the Ticket Website and/or directly to the Superfan Pass Holder.
56. In the event that any provision(s) of these Superfan Pass Terms are declared illegal, invalid, void, ineffective or unenforceable by any competent court, the remainder of these Superfan Pass Terms will remain in effect as if such void, ineffective or unenforceable provision(s) had not been included.
57. The failure by RWC to exercise or delay in exercising a right or remedy provided by these Superfan Pass Terms 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 Superfan Pass Terms or of a default under these Superfan Pass Terms does not constitute a waiver of any other breach or default and shall not affect the other terms of these Superfan Pass Terms.
58. These Superfan Pass Terms will be governed by and interpreted in accordance with the laws of New South Wales, Australia. All disputes arising from or related to these Superfan Pass Terms or the Superfan Pass (including but not limited to any non-contractual disputes or claims and/or the Superfan Pass) will be submitted to the exclusive jurisdictions of the courts of New South Wales, Australia. Nevertheless, RWC reserves the unilateral right to pursue any legal proceeding in the competent courts at the defendant's domicile.

59. If you have any questions regarding these Superfan Pass Terms or your Superfan Pass, you can contact the Rugby World Cup 2027 Ticketing Customer Services Team at rw2027customerservice@rugbyworldcup.com.

These Superfan Pass Terms were last updated on 4 August, 2025.