

**MATCH HOUSE HOSPITALITY SALES REGULATIONS  
(TICKET INCLUSIVE)**

**1. Purpose and Applicability of the Sales Regulations**

- 1.1. These Sales Regulations outline the terms and conditions which apply to, and govern, the sale and use of Hospitality Packages for the FIFA World Cup Qatar 2022™.
- 1.2. Each Customer acknowledges and agrees that, by submitting an Order to MATCH Hospitality (or a MATCH Hospitality Sales Agent) in the manner described in Section 2.1, it confirms that it has read, understood and accepts these Sales Regulations and, subject to Section 9, the Code of Conduct, and that it agrees to be bound by these Sales Regulations and th. The terms and conditions contained in these Sales Regulations shall, in any case, prevail over any other terms that the Customer may seek to impose or incorporate, or which are implied by custom, practice or course of dealing. Any such other terms shall be deemed rejected by MATCH Hospitality.
- 1.3. Each Customer acknowledges and agrees that any use of a Ticket (including any Ticket forming part of a Hospitality Package) shall be governed by FIFA's Ticket Terms of Use. Depending on the date of purchase of a Hospitality Package, each Customer acknowledges that the Ticket Terms of Use may be published and/or modified at a date following the Customer's entering into the Sales Agreement pursuant to these Sales Regulations. The Customer fully understands and accepts that it enters into any such Sales Agreement on this basis and to the extent permitted by applicable law this shall give rise to no claims against MATCH Hospitality and/or FIFA.
- 1.4. MATCH Hospitality reserves the right to amend the manner in which it sells Hospitality Packages, and reserves the right to amend these Sales Regulations from time to time. Each Sales Agreement will be governed by the Sales Regulations in force at the date on which the Order is submitted by the Customer to MATCH Hospitality. MATCH Hospitality may also at any time and without notice change the scope, pricing and availability of future Hospitality Package product offerings.
- 1.5. All capitalised terms used in these Sales Regulations shall have the meaning ascribed to them in Section 17.

**2. Ordering Hospitality Packages**

- 2.1. An Order constitutes a binding offer by the Customer to MATCH Hospitality for the purchase of the Hospitality Packages (as identified in such Order), on the terms outlined in these Sales Regulations and the Code of Conduct. All Orders must be signed by the Customer (or the Customer's authorised representative) and may be accepted or rejected by MATCH Hospitality in accordance with Section 3. Any template order form provided by MATCH Hospitality for the Customer to complete will not (under any circumstances) constitute an offer or public offer by MATCH Hospitality.
- 2.2. If any Order is received by MATCH Hospitality (whether from any corporate or other legal entity), MATCH Hospitality shall be entitled to rely on the signature applied to the Order as evidence that the relevant signatory party has full legal authority to sign on behalf of the Customer and that, if applicable, all relevant approvals have been obtained.

### 3. Confirmation of Purchase

If MATCH Hospitality (but not any Hospitality Sales Agent) elects to accept an Order, the Order shall only be deemed to be accepted when MATCH Hospitality issues a Confirmation of Purchase to the Customer, at which point the Sales Agreement shall come into effect. MATCH Hospitality shall use reasonable endeavours to accept or reject any Order as soon as reasonably practicable.

### 4. The Sales Agreement

4.1. Subject to Section 9, each Sales Agreement shall consist of, and incorporate the terms of:

- (i) the Order and Confirmation of Purchase;
- (ii) the Product Description;
- (iii) these Sales Regulations;
- (iv) the Ticket Terms of Use; and
- (v) the Code of Conduct.

Any other samples, drawings, descriptive matter or advertising issued by MATCH Hospitality or MATCH Hospitality Sales Agent, and any illustrations or descriptions of the Hospitality Packages contained in MATCH Hospitality's catalogues or brochures are issued or published for the sole purpose of giving an approximate idea of the Hospitality Packages, and shall not, under any circumstance, constitute an offer or public offer by MATCH Hospitality. They shall not form part of the Sales Agreement or have any contractual force.

- 4.2. MATCH Hospitality is the principal in the sale of Hospitality Packages to Customers. The Customer acknowledges and agrees, however, that MATCH Hospitality has been authorised by FIFA to provide, as an agent for FIFA, a Ticket to the Customer as an integral part of each Hospitality Package and that FIFA, upon MATCH Hospitality's notification to FIFA of the sale of Hospitality Packages to Customers, automatically becomes the principal in the sale of the Ticket forming part of a Hospitality Package. The Customer hereby accepts this direct contractual relationship with FIFA concerning the sale of the Ticket forming part of the Hospitality Package and acknowledges that, based on this direct relationship between FIFA and Customer with respect to Tickets, FIFA has the right to exercise any of the rights and remedies with respect to Tickets pursuant to the Ticket Terms of Use as well as any other documents of the Sales Agreement.
- 4.3. The Customer acknowledges and agrees that no MATCH Hospitality Sales Agent has the power or authority to formally accept or commit MATCH Hospitality to any Order (whether on its own account or on behalf of MATCH Hospitality), to make any representations, commitments, promises, guarantees, warranties or undertakings on behalf of MATCH Hospitality and/or FIFA, or to bind MATCH Hospitality and/or FIFA in any way.
- 4.4. The Sales Agreement represents the sole and complete statement of the respective rights and obligations of MATCH Hospitality and the Customer with regard to the sale (by MATCH Hospitality) and purchase (by Customer) of the Hospitality Packages. The Sales Agreement supersedes and extinguishes any and all other oral and/or written correspondence, representations, understandings, negotiations, arrangements, proposals, sales materials

and agreements relating to the purchase of the Hospitality Packages which are the subject of the Order.

- 4.5. All sales of Hospitality Packages under a Sales Agreement are final and binding on the Customer. Subject to Section 6.7 below, all payments made by Customers in connection with Hospitality Packages (whether or not such Hospitality Packages are the subject of a Sales Agreement which is terminated) are to be treated as non-refundable, and MATCH Hospitality shall be under no obligation to repay any sums to the Customer (unless MATCH Hospitality agrees otherwise).

## **5. Hospitality Packages**

- 5.1. The scope of the services and benefits made available to the Customer by MATCH Hospitality in respect of each Hospitality Package will be outlined in the Product Description. Customers may not, following the conclusion of the Sales Agreement, request substitutions for, or alterations to, any Hospitality Package services and benefits.
- 5.2. The Customer accepts and acknowledges that the scope of the Hospitality Package services and benefits made available to it under the Sales Agreement are subject to such changes as may be required for reasons of public safety and security, or as may be reasonably determined by MATCH Hospitality and/or FIFA, from time to time. MATCH Hospitality shall notify the Customer of such changes as soon as reasonably possible.
- 5.3. The Customer and each of its Guests are required to bring with them, to the applicable Session and Match, the Ticket to enable them to access a Seat to view the Match and to access the Stadium, the E-ticket to enable them to access MATCH House, together with any additional or alternative document, pass or form of identification (including any form of dedicated fan identification) that the Customer is notified is required in order for the Customer and each of its guests to access MATCH House for the Session and the Stadium on the Match day.
- 5.4. Customers who require special assistance due to a disability (including but not limited to wheelchair seating and/or wheelchair access to MATCH House) must notify MATCH Hospitality (or the MATCH Hospitality Sales Agent) in writing as soon as reasonably practical and MATCH Hospitality will use reasonable efforts to provide such special assistance (subject to availability).

## **6. Payment**

- 6.1. The full price of each Hospitality Package which is the subject of a Sales Agreement will be due and payable in one (1) instalment by the Customer immediately on the issue of the applicable invoice by MATCH Hospitality.
- 6.2. Payments may only be made by wire transfer or those credit cards identified as being accepted by MATCH Hospitality from time to time. Visa is the preferred payment system for the FIFA World Cup Qatar 2022™, provided always that this is not an obligation on the Customer to use Visa and the Customer may use whichever of the accepted payment mechanisms it determines.
- 6.3. Any VAT and/or other consumption or applicable local tax, fees or dues will be reflected in the invoice at the applicable rate and shall be payable by the Customer in addition to the price of the Hospitality Package.

- 6.4. Payments must be received in full in the currency identified in the Order and Confirmation of Purchase, unless otherwise agreed in writing by the parties.
- 6.5. Any and all bank or wire payment, currency conversion, currency exchange control, credit card charge or other charges incurred in connection with any payment obligation outlined in Section 6.1 above will be the sole responsibility of, and be borne and payable by the Customer in addition to the price of the Hospitality Packages.
- 6.6. No refunds of any amounts paid by the Customer to MATCH Hospitality will be made to the Customer under any circumstances.
- 6.7. If any monies which are due and payable pursuant to Section 6.1 are not received by MATCH Hospitality in full by the applicable due date, MATCH Hospitality may upon giving notice to the Customer, in addition to all other rights and remedies available to it at law:
  - (i) terminate the entire Sales Agreement;
  - (ii) terminate the Sales Agreement in respect of a certain number of specified Hospitality Packages only;
  - (iii) retain, as a non-refundable deposit, any amounts paid by the Customer as at the date of such termination;
  - (iv) charge the Customer interest on all amounts outstanding at five percent (5%) above 12 month US Dollar Libor rate as it may vary from time to time from the date payment became due until actual payment is made;
  - (v) claim for all further losses and costs suffered by MATCH Hospitality as a result of non-payment and/or late payment.

MATCH Hospitality retains the right to claim damages which are in excess of the amounts specified above.

## **7. Delivery of Hospitality Package Components**

### **7.1. Registration of Guest Details and Delivery of E-tickets for MATCH House Session**

- 7.1.1. Customers will be required to access the MATCH House Online Booking Tool in the 'My Accounts' section of the website and enter their guests' details.
- 7.1.2. Subject to Sections 7.1-7.5 inclusive, MATCH Hospitality shall make available to the Customer E-tickets through the Online Booking Tool. To gain access to MATCH House, Customer and/or Customer's guests will be required to physically print the E-ticket or save and present it on a mobile device or applicable mobile app, so that its readable by MATCH Hospitality's electronic security devices.
- 7.1.3. MATCH Hospitality shall use reasonable endeavours to make E-tickets available for the customer to download by 01 November 2022 or in line with ticket delivery timelines indicated by MATCH Hospitality from time to time.
- 7.1.4. Misplaced, damaged or lost E-tickets can be re-issued through the MATCH Hospitality Online Booking Tool, making the previously issued E-ticket unuseable by anyone. MATCH Hospitality will seek to inform the Customer (where an email address has been

provided) that any invalidated or discarded E-tickets are no longer valid and/or have been cancelled.

7.1.5. Attending MATCH House without a valid E-ticket will not be permitted under any circumstances.

7.1.6. Re-issuance of an E-ticket at MATCH House on the day, shall require photo identification, and such other information or documentation as MATCH Hospitality may reasonably require at the time.

## **7.2. Delivery of Tickets for the Match at a Stadium**

7.2.1. Subject to Sections 7.2.1-7.2.8 inclusive, MATCH Hospitality will use reasonable endeavours to procure that, paper Tickets, any parking pass and all other applicable Hospitality Package components will be:

7.2.1.1. delivered to the address stated in the Order (or to a different address subsequently agreed in writing by MATCH Hospitality) by a method of MATCH Hospitality's choice; or

7.2.1.2. made available for collection by the Customer at MATCH Hospitality customer service centres, in accordance with policies to be established by MATCH Hospitality and notified to the Customer; or

7.2.1.3. made available for collection at an alternative location if this is notified in advance to the Customer by MATCH Hospitality.

MATCH Hospitality shall be under no obligation to deliver the paper Tickets, any parking passes and all other applicable Hospitality Package components at the same time and may deliver the respective components at different times and to different locations in accordance with Sections 7.2.1.1, 7.2.1.2 and 7.2.1.3 above.

The Customer acknowledges and agrees that the delivery or the availability for collection, of Hospitality Package components is subject to the Customer having complied in full with all elements of the Sales Agreement.

7.2.2. Where Hospitality Packages include e-Tickets and/or e-parking passes (which may include mobile tickets or 'print-at-home' tickets) the Customer acknowledges and accepts:

7.2.2.1. the e-Tickets and/or e-parking passes will be emailed to the Customer or made available by MATCH Hospitality for download;

7.2.2.2. with respect to print-at-home e-Tickets and/or parking passes, the Customer will be required to print off the e-Tickets and/or e-parking passes;

7.2.2.3. print-at-home e-Tickets and/or e-parking passes must be printed in portrait mode (vertical) on blank white A4 paper (on both sides), without changing the print size using a laser or inkjet printer. No other medium (electronic, PC screen,

portable screen, mobile screen etc) is valid. Any e-Ticket and/or e-parking pass that is partly printed, soiled, damaged or illegible shall not be considered valid;

- 7.2.2.4. with respect to other forms of e-Tickets and/or e-parking passes, the Customer will be required to follow all instructions provided by MATCH Hospitality and/or FIFA and that use of such e-Tickets and/or e-parking passes may require the Customer and its Guests to download a mobile application and agree to separate terms and conditions applicable thereto;
  - 7.2.2.5. Customer and Guests will be required to have valid identification in order to access the Venue with e-Tickets.
- 7.2.3 Unless otherwise notified in writing to the Customer by MATCH Hospitality, neither MATCH Hospitality nor FIFA shall be responsible on behalf of any Customer or Guest for applying for, collecting or providing any travel visa or substitutional permits (including any form of fan identification system such as a fan passport or equivalent document or permit) to enter or exit Qatar. The Customer remains responsible at all times for taking care of all general and event-specific requirements relating to their own and their Guests' entry to and exit from Qatar and in relation to their movement inside Qatar.
- 7.2.4 Neither MATCH Hospitality nor any MATCH Hospitality Sales Agent nor FIFA will be responsible or liable in any way to a Customer or any third party as a result of any late delivery of a Hospitality Package which arises as a result of a failure of and/or interruption to any delivery services or failure, act or omission of any third party supplier or local authority or government department.
- 7.2.5. MATCH Hospitality will not deliver Tickets to post office boxes, unless agreed otherwise in writing by MATCH Hospitality on a case-by-case basis. The Customer is required to provide a street address as well as the name and contact details of an individual which has been expressly authorised to take delivery of the Ticket. It is the Customer's responsibility to arrange for an authorised representative to be present at the delivery address to take delivery of every Ticket and to notify MATCH Hospitality of any change in the proposed delivery address.
- 7.2.6. Save in respect of last minute sales or as MATCH Hospitality may determine (acting reasonably), if the Customer has not received the Ticket, and all other applicable Hospitality Package components at least three (3) weeks prior to the first Match of the FIFA World Cup Qatar 2022™, the Customer will immediately notify MATCH Hospitality (or the MATCH Hospitality Sales Agent) in writing.
- 7.2.7. Any Ticket, or parking pass which has become damaged in any way after delivery to, or collection by, the Customer and is, as a consequence, unreadable, may not be accepted for admission to, or use at, a Stadium. It is the sole responsibility of the Customer to immediately notify MATCH Hospitality or a MATCH Hospitality Sales Agent, in writing, in the event that any Ticket, or parking pass is delivered or collected in a damaged condition. In the absence of any such written notification, the relevant Ticket or parking pass will be deemed to be undamaged at delivery or collection.
- 7.2.8. FIFA, MATCH Hospitality and MATCH Hospitality Sales Agents shall not be responsible or liable in any way to a Customer or any third party for any lost, stolen, damaged,

destroyed, forgotten or mutilated Ticket, Hospitality Access Pass (if applicable) or parking passes or other Hospitality Package component once received or collected by the Customer.

7.2.9. MATCH Hospitality reserves the right to determine whether to issue replacement Hospitality Access Passes (if applicable), Tickets or parking passes in the event of any occurrence of the circumstances outlined in Sections 7.2.7, 7.2.8 and/or 7.2.9, and to determine the conditions which may apply to any such replacements. MATCH Hospitality reserves the right to determine the conditions which shall apply to the replacement Hospitality Access Passes (if applicable), Tickets or Parking Passes in the event of any occurrence of the circumstances outlined in Sections 7.2.7, 7.2.8 and/or 7.2.9.

## **8. Hospitality Services**

8.1. The Customer acknowledges and agrees that:

- (i) access to MATCH House and/or any Stadium is strictly limited to the Session and day of the Match specified on the E-ticket and the Match Ticket in respect of which the Hospitality Package has been purchased and to the times indicated by MATCH Hospitality from time to time;
- (ii) the delivery of all hospitality services and benefits in connection with a Hospitality Package are subject to applicable laws;
- (iii) MATCH Hospitality retains the right to amend the scope of the hospitality services and benefits applicable to any Hospitality Package, provided that MATCH Hospitality provides the Customer with replacement hospitality services and benefits of substantially similar or better quality and value;
- (iv) access to MATCH House and/or Stadium will be limited to MATCH Hospitality Customers and Guests who are in possession of an appropriate Hospitality Access Pass (if applicable), E-ticket and Ticket; and
- (v) MATCH Hospitality will use reasonable efforts to procure that Tickets which form part of Hospitality Packages which are the subject of a single Sales Agreement will, wherever reasonably possible, correspond to Stadium Seats which are adjacent to each other or in the same block. No guarantees or warranties are provided by FIFA or MATCH Hospitality that Seats will be adjacent to each other or in the same block.

8.2. The Customer acknowledges and agrees that the Hospitality Packages have been reserved for a particular Session at MATCH House. Subject to availability, amendments to a Session may be made online up to 7 (seven) days prior to the Session reserved. Amendments requested to any reserved Session less than 7 (seven) days prior to the Session will be entirely at MATCH Hospitality's discretion.

## **9. Code of Conduct and Ticket Terms of Use**

9.2. The Ticket Terms of Use, the Code of Conduct and these Sales Regulations form an integral part of the Sales Agreement, and the Customer irrevocably and unconditionally undertakes

and agrees to fully comply with the Ticket Terms of Use, the Code of Conduct and these Sales Regulations.

- 9.3. The Code of Conduct comprises the version to which the Customer agrees to be bound at the date the applicable Order is signed by the Customer as updated and amended from time to time. The Customer agrees to accept and comply with any updated version of the Code of Conduct issued subsequently.
- 9.4. The Customer further agrees to ensure that its Guests fully comply with the Code of Conduct, Ticket Terms of Use and these Sales Regulations and the Customer, regardless of the Customer's fault, remains primarily liable to MATCH Hospitality for any non-compliance by the Guest.
- 9.5. If any E-ticket is cancelled or a Customer or Guest is expelled from, or refused entrance to MATCH House as a result of a violation of the Code of Conduct, the Ticket Terms of Use or these Sales Regulations or as result of any action authorised pursuant to any law or by-law, the Customer and/or the Guest may (without prejudice to any other rights or remedies MATCH Hospitality may have) lose all rights pursuant to its Hospitality Package(s) with no right of refund.
- 9.6. The Ticket Terms of Use may be amended by FIFA from time to time. The Customer agrees to accept and comply with any updated version of the Ticket Terms of Use. To that end, the Customer undertakes to periodically check for updates to the Ticket Terms of Use. Each Customer and Guest who uses a Ticket to enter the Stadium will be deemed to have fully and irrevocably agreed to accept, and comply with, the prevailing version of the Ticket Terms of Use.
- 9.7. The Customer further agrees to ensure that its Guests fully comply with the Ticket Terms of Use and these Sales Regulations and the Customer, regardless of the Customer's fault, remains primarily liable to MATCH Hospitality for any non-compliance by the Guest. The Customer shall also remain directly liable to FIFA for any non-compliance by it or its Guest(s) of the Ticket Terms of Use. It is the Customer's responsibility to notify to each individual Guest in writing of the requirements of the Ticket Terms of Use and these Sales Regulations and to ensure full compliance with the same by its Guests.
- 9.8. With respect to a Ticket which comprises part of a Hospitality Package, any reference to the "Ticket Purchaser" in the Ticket Terms of Use shall be considered a reference to the Customer, and any reference to the "Ticket Holder" in the Ticket Terms of Use shall be considered a reference to the Customer and/or the Guest to whom the Customer provides a Ticket which forms part of a Hospitality Package. Any reference to the "Terms of Sale" in the Ticket Terms of Use shall be considered a reference to these Sales Regulations.
- 9.9. Any measures taken or imposed by a FIFA World Cup™ Authority with respect to any Match, any Ticket or any Stadium shall apply to the Customer and/or its Guests. By way of illustration only, if any Ticket is cancelled or a Customer or Guest is expelled from, or refused entrance to, the Stadium as a result of a violation of the Ticket Terms of Use or these Sales Regulations or as result of any action authorised pursuant to any law or by-law, the Customer and/or the Guest may (without prejudice to any other rights or remedies MATCH Hospitality may have) lose all rights pursuant to its Hospitality Package(s) (including the Ticket component), with no right of refund.
- 9.10. The locations of Seats for specific Ticket categories for Matches at the Stadiums are determined by FIFA in its discretion. Neither MATCH Hospitality nor FIFA shall be responsible or liable in any way to a Customer and/or any Guests in relation to any complaints regarding



locations of Seats provided the locations of such Seats correspond with the correct Ticket category for the particular Match at the relevant Stadium. Product category and Seat allocation decisions will not become final until 2022 while Stadium construction/renovation projects are on-going. Any drawings included as part of the Product Description are therefore approximate depictions, not actual and should not be considered definitive. Each Stadium and Match will be configured differently. The Customer acknowledges that Seats for certain Ticket categories which form part of Hospitality Packages in the Al Thumama Stadium and the Al Bayt Stadium may be Balcony Seats.

## 10. Data

- 10.1 The Customer agrees that it shall comply with any Applicable Data Protection Laws with regard to the processing of Personal Data for Guests. Not limiting the generality thereof, the Customer shall provide MATCH Hospitality or FIFA full details relating to its identity and the identity of each of its Guests, including but not limited to the Guest's name, passport/identity card numbers, nationality and date of birth within 5 business days upon request by FIFA or MATCH Hospitality. The Customer agrees, if requested by MATCH Hospitality, to provide each of its Guests with the Ticket specifically allocated, by Ticket number or by block, Seat or row number, to such Guest.
- 10.2. In the event that the Customer fails to provide the details set out in Section 10.1, MATCH Hospitality reserves the right (without prejudice to any other rights or remedies MATCH Hospitality may have) to withhold delivery of the Hospitality Packages until such data is provided, to cancel the relevant Hospitality Package(s) and/or to refuse entrance to the event to any Customer or Guest for which data has not been provided, with no right to any refund. The Customer acknowledges and agrees that Tickets and any other component of a Hospitality Package(s) thus cancelled may be made available for re-sale by MATCH Hospitality.
- 10.3 MATCH Hospitality or a FIFA World Cup™ Authority may carry out access controls and inspections at a Stadium. In the event that a Customer or Guest attempts to use a Ticket at a Stadium and the personal details of such Customer or Guest do not match the data provided in respect of such Ticket, MATCH Hospitality or the FIFA World Cup™ Authority expressly reserve the right to cancel the relevant Ticket and/or to refuse entrance to the Stadium and/or MATCH House to the Customer or Guest, with no right to any refund. The Customer acknowledges and agrees that any such Ticket and other component of a Hospitality Package(s) may be made available for re-sale by MATCH Hospitality.
- 10.4 The personal data provided to MATCH Hospitality pursuant to these Sales Regulations will, subject to applicable law, be used, processed, stored, and transferred by and to third parties (including but not limited to cross-border transfer) designated by MATCH Hospitality (located both within and outside of Switzerland) for purposes relating to: (i) Hospitality Package sales and allocation procedures, (ii) any relevant safety and security measures, and (iii) rights protection measures in connection with MATCH House. The Customer acknowledges its responsibility to obtain the consent of each Guest to use his personal data for the purposes described above.
- 10.4. Customers may update, correct or amend their personal data by contacting MATCH Hospitality in writing. If an Order is rejected by MATCH Hospitality or the Sales Agreement is cancelled or terminated (for whatever reason), the Customer may request deletion of its Personal Data provided in connection with the Order by contacting MATCH Hospitality in writing.

## 11. Prohibition on the Resale and Transfer of Hospitality Packages

11.1 The Customer is prohibited from:

- (i) directly or indirectly conducting, allowing, permitting, authorising and/or approving:
  - a. any re-sale, or the offering for resale (whether online or offline), and/or
  - b. the exchange or other transfer or assignment of rights (other than the provision to a Guest) (whether online or offline);

of any Hospitality Package, E-ticket, Ticket, Hospitality Access Pass (if applicable), parking pass or other benefit or service provided in connection with a Hospitality Package, whether for any value of any kind or otherwise, including, without limitation, in connection with any separate transaction with any third party under which any value of any kind is transferred to the Customer in connection (whether direct or indirect) with the provision by the Customer of any Hospitality Package;

- (ii) directly or indirectly conducting, allowing, permitting or approving:

- a. any re-sale, or the offering for resale (whether online or offline), and/or
- b. the exchange or other transfer or assignment of rights (other than the provision to a Guest) (whether online or offline);

of any Ticket, whether for any value of any kind or otherwise, including, without limitation, in connection with any separate transaction with any third party under which any value of any kind is transferred to the Customer in connection (whether direct or indirect) with the provision by the Customer of any Hospitality Package; and

- (iii) acting, purporting to act, or advertising its ability to act, as an agent, facilitator or representative of a third party for the purchase, or purported purchase, of Hospitality Packages (or any component of a Hospitality Package) and/or E-tickets and/or Tickets by the third party.

11.2 The Customer shall ensure that any Hospitality Packages are only used by the Customer itself or by its Guests to which the Customer provides the Hospitality Packages.

11.3 The Customer shall ensure that it or none of its Guests resell, exchange or otherwise transfer, whether in whole or in part and whether for value or otherwise, any Hospitality Package, Hospitality Access Pass (if applicable), parking pass E-ticket, Ticket or other benefit or service provided in connection with a Hospitality Package, and that all Guests are informed in writing by the Customer of this prohibition.

11.4 Any Customer or Guest who is entitled to use any component of a Hospitality Package must be the same person as the Customer or Guest who uses each of the corresponding components of the relevant Hospitality Package. At no stage will a Guest become a party to the Sales Agreement or receive any rights under or in connection with the Sales Agreement, or be entitled to any recourse against MATCH Hospitality or FIFA or any FIFA World Cup™ Authority under the Sales Agreement.

## 12 Use of Hospitality Packages

- 12.1 The Customer expressly acknowledges and agrees that the purchase of a Hospitality Package does not grant the right to, or permit the Customer and/or its Guest(s) to exercise, any marketing, advertising or promotional rights with respect to the FIFA World Cup Qatar 2022™ or any ancillary event, any Match, any national team, player or official participating in the FIFA World Cup Qatar 2022™, FIFA, MATCH Hospitality, the FIFA World Cup™ Authority or any other affiliated body or event.
- 12.2 The Customer shall not, and shall ensure that each of its Guests shall not, hold itself out as a sponsor of, or otherwise associate itself or its name, services or products in any manner whatsoever with, the FIFA World Cup Qatar 2022™ or any ancillary event, any Match, any national team, player or official participating in the FIFA World Cup Qatar 2022™, FIFA, MATCH Hospitality, the FIFA World Cup™ Authority or any other affiliated body or event.
- 12.3 The Customer shall not, and shall ensure that each of its Guests shall not, before, during and after the FIFA World Cup Qatar 2022™:
- (i) use a Hospitality Package or any component thereof for any marketing, advertising or promotional purposes including, but not limited to, use as a prize in competitions, games, lotteries, sweepstakes, or any other similar activity;
  - (ii) conduct any promotional, advertising or marketing activity in connection with the FIFA World Cup Qatar 2022™ or any ancillary event, any Match, any national team, player or official participating in the FIFA World Cup Qatar 2022™, FIFA, MATCH Hospitality, the FIFA World Cup™ Authority or any other affiliated body or event; or
  - (iii) conduct any activity which MATCH Hospitality or FIFA reasonably believes may lead to an association between the Customer, its Guest and/or the Customer's or its Guests' name, services or products and the FIFA World Cup Qatar 2022™ or ancillary event, any Match, any national team, player or official participating in the FIFA World Cup Qatar 2022™, FIFA, MATCH Hospitality, the FIFA World Cup™ Authority or any other affiliated body or event.
- 12.4 The Customer shall not, and shall ensure that each of its Guests shall not, develop, use or register any name, logo, trademark, symbol, service mark or other mark (including without limitation the official name and mascot of the FIFA World Cup Qatar 2022™) which may be inferred by the public as identifying with FIFA, the FIFA World Cup Qatar 2022™ or the FIFA World Cup™ Authority, including the words "World Cup", "Mundial", "FIFA", "Coupe du Monde", "Copa do Mundo", "Copa del Mundo", "WM" or "Weltmeisterschaft" (or any other term used in any language to identify the FIFA World Cup Qatar 2022™) or the development, use or registration of the year 2022 in connection with any FIFA World Cup™ Authority, or any similar indicia or derivation of such terms or date in any language.
- 12.5 The Customer shall not, and shall ensure that each of its Guests shall not, bring or cause to have brought any promotional, advertising or commercial items of any kind into MATCH House and/or the Stadium, including any banner, sign or leaflet for the purposes of display or distribution without prior written confirmation from MATCH Hospitality. By way of illustration only, the Customer and each of its Guests shall refrain from wearing, in any Stadium, any clothing or materials which prominently features the name and/or logo and/or any other trademark of the Customer and/or its Guest(s) and which is intended to be worn as part of a group wearing the same or similar clothing in a way which MATCH Hospitality or FIFA may regard as the conduct of a promotional, advertising or commercial activity.

- 12.6 The Customer shall not, and shall ensure that each of its Guests shall not, promote, sell, display or distribute any promotional, advertising or commercial items or services at MATCH House, such as, without limitation, any drinks, food, souvenirs and clothing and flyers. All such items are subject to removal or confiscation at MATCH House by MATCH Hospitality, and any person engaging in such activities is subject to ejection from MATCH House and/or the Stadium.
- 12.7 By using any component of a Hospitality Package to attend a Stadium and MATCH House, each Customer grants, and confirms that each of its Guests grants, FIFA, MATCH Hospitality and any third party authorised by FIFA the unrestricted right and licence to use worldwide and in perpetuity the Customer's and Guests' image, likeness, actions, name, voice and statements in connection with any live or recorded broadcast or other transmission or reproduction of the FIFA World Cup Qatar 2022™, in whole or in part, by means of any media existing now or in the future, for any purpose and without compensation, consideration or notification. The Customer waives, and confirms that each of its Guests waives, in advance all rights and actions seeking to oppose such use.
- 12.8 Nothing in these Sales Regulations or the Ticket Terms of Use grants any person in possession of a Ticket or Hospitality Access Pass (if applicable) the right to capture or produce any photographs, sounds, videos, other audio, visual or audio-visual material, accounts or descriptions of any Match or any other content relating to the FIFA World Cup Qatar 2022™ while attending the Stadium ("**Event Content**") other than for personal, non-commercial purposes. Any Event Content captured or produced in contravention of this Section 12.8 is strictly prohibited.
- 12.9 The Customer agrees and acknowledges that any violation by Customer and/or its Guests of the terms relating to the use of Hospitality Package pursuant to Sections 12.1 to 12.8 above represents a material breach of these Sales Regulations by Customer. In such case
- (I) MATCH Hospitality is entitled to terminate with immediate effect the Sales Agreement pursuant to Section 15.2 below;
  - (II) FIFA is entitled to exercise its rights pursuant to Sections 15.2 and 15.3 below; and
  - (III) the Customer acknowledges and agrees to be directly liable to FIFA for any direct and indirect damages suffered by FIFA, including but not limited to consequential damages, incidental damage, loss of profits, loss of revenues, indirect damages of whatsoever nature or punitive damages.

### **13 Acceptance of Risk, Limitations on Liability, Customer and Guest Responsibilities**

- 13.1 The following limitations of liability apply with respect to all Hospitality Package components including but not limited to Tickets.
- 13.2 TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, THE CUSTOMER AND EACH GUEST (IN ITS OWN NAME AND ON BEHALF OF ANY MINORS USING A HOSPITALITY PACKAGE BOUGHT BY IT) ACCEPTS ALL RISKS AND DANGERS WHICH IT MAY FACE OR ENDURE WHILE ATTENDING MATCH HOUSE AND WAIVES ANY CLAIMS AGAINST MATCH HOSPITALITY AND THE MATCH HOSPITALITY SALES AGENTS AND THE FIFA WORLD CUP™ AUTHORITIES RELATING TO SUCH RISKS AND DANGERS. THE CUSTOMER AND EACH GUEST (IN ITS OWN NAME AND ON BEHALF OF ANY MINORS USING A HOSPITALITY PACKAGE BOUGHT BY IT) ACCEPTS THAT THERE ARE RISKS TO ITS PERSONAL SAFETY OR PROPERTY LOSS ON THE WAY TO OR FROM AND OUTSIDE OF OR WITHIN MATCH HOUSE. NOTHING IN THIS PARAGRAPH

IS INTENDED TO REQUIRE A CUSTOMER OR GUEST TO ACCEPT RISKS OR DANGERS FROM, OR WAIVE RIGHTS TO DAMAGES, LOSSES, COSTS, EXPENSES, CLAIMS OR FEES ARISING FROM, THE GROSS NEGLIGENCE OR WILFUL MISCONDUCT OF MATCH HOSPITALITY OR THE MATCH HOSPITALITY SALES AGENTS OR A FIFA WORLD CUP™ AUTHORITY.

AN INHERENT RISK OF EXPOSURE TO COVID-19 EXISTS IN ANY PUBLIC PLACE WHERE PEOPLE ARE PRESENT, INCLUDING STADIUM PROPERTY. COVID-19 IS AN EXTREMELY CONTAGIOUS DISEASE THAT CAN LEAD TO SEVERE ILLNESS, TEMPORARY AND PERMANENT DISABILITY, AND DEATH. PRE-EXISTING RISK FACTORS SUCH AS UNDERLYING MEDICAL CONDITIONS AND ADVANCED AGE MAY MAKE CERTAIN INDIVIDUALS PARTICULARLY VULNERABLE. BY ENTERING THE MATCH HOUSE OR ANY STADIUM, THE CUSTOMER CONFIRMS THAT IT AND EACH OF ITS GUESTS VOLUNTARILY ASSUME ALL RISKS RELATED TO EXPOSURE TO COVID-19. THE CUSTOMER FURTHER ACKNOWLEDGES AND ACCEPTS THAT IT AND EACH OF ITS GUESTS WILL FOLLOW ANY AND ALL RULES AND/OR PROTOCOLS THAT THE FIFA WORLD CUP™ AUTHORITIES MAY IMPLEMENT THROUGHOUT THE FIFA WORLD CUP QATAR 2022™ IN ORDER TO ATTEMPT TO REDUCE THE SPREAD OF OR THE RISK OF CONTRACTING COVID-19 AND THAT THE INABILITY OR UNWILLINGNESS TO COMPLY WITH SUCH RULES AND/OR PROTOCOLS SHALL NOT ENTITLE THE CUSTOMER OR ITS GUESTS TO A REFUND OR ANY OTHER FORM OF COMPENSATION.

- 13.3 SUBJECT TO SECTION 13.4 BELOW AND TO THE EXTENT PERMITTED BY APPLICABLE LAW, NEITHER MATCH HOSPITALITY NOR ANY FIFA WORLD CUP AUTHORITY SHALL BE LIABLE TO THE CUSTOMER AND/OR ANY GUEST FOR ANY INDIRECT OR CONSEQUENTIAL LOSS (INCLUDING, WITHOUT LIMITATION, LOSS OF REVENUE, LOSS OF PROFITS, LOSS OF ANTICIPATED SAVINGS, LOSS OF GOODWILL OR LOSS OF REPUTATION) ARISING OUT OF OR IN CONNECTION WITH THE PERFORMANCE OR ANY BREACH OF THE SALES AGREEMENT AND THE MAXIMUM LIABILITY OF MATCH HOSPITALITY TO THE CUSTOMER AND/OR GUEST IN CONTRACT OR OTHERWISE UNDER OR IN CONNECTION WITH THE SALES AGREEMENT SHALL NOT EXCEED THE TOTAL PRICE PAID FOR HOSPITALITY PACKAGES BY THE CUSTOMER TO MATCH HOSPITALITY IN RESPECT OF THE SALES AGREEMENT.
- 13.4 NOTHING IN THE SALES AGREEMENT WILL AFFECT THE STATUTORY RIGHTS (INCLUDING CONSUMER RIGHTS IF AND WHEN APPLICABLE) OF ANY CUSTOMER OR GUEST OR EXCLUDE OR RESTRICT ANY LIABILITY FOR DEATH OR PERSONAL INJURY ARISING FROM THE NEGLIGENCE OR IMPROPER CONDUCT BY MATCH HOSPITALITY OR THE MATCH HOSPITALITY SALES AGENTS, OR ANY OTHER LIABILITY WHICH CANNOT BE EXCLUDED OR LIMITED UNDER APPLICABLE LAW.
- 13.5 THE CUSTOMER AND EACH GUEST IS RESPONSIBLE FOR THEIR PERSONAL ARRANGEMENTS CONNECTED TO THE HOSPITALITY PACKAGES (INCLUDING, WITHOUT LIMITATION, TRAVEL, ANY FORM OF TRANSPORTATION AND ACCOMMODATION) AND SUCH ARRANGEMENTS ARE ENTERED INTO BY THE CUSTOMER AND EACH GUEST AT THEIR OWN RISK AND MATCH HOSPITALITY SHALL NOT BE LIABLE FOR ANY COSTS OR LOSSES RELATING TO SUCH ARRANGEMENTS SUFFERED BY THE CUSTOMER AND ANY GUESTS.
- 13.6 THE CUSTOMER AND EACH GUEST IS RESPONSIBLE FOR THE USE OF ITS TICKET AND/OR HOSPITALITY ACCESS PASS, PARKING PASS (IF APPLICABLE). TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, THE CUSTOMER AND EACH GUEST INDEMNIFIES AND HOLDS HARMLESS MATCH HOSPITALITY, THE MATCH HOSPITALITY SALES AGENTS AND THE FIFA WORLD CUP™ AUTHORITIES FROM AND AGAINST ANY AND ALL CLAIMS, DAMAGES AND LIABILITIES SUFFERED AND/OR INCURRED IN CONNECTION WITH, ARISING OUT OF OR RESULTING FROM:

- (I) ITS MISUSE OF A TICKET AND/OR HOSPITALITY ACCESS PASS, PARKING PASS (IF APPLICABLE); OR
- (II) THE MISUSE OF A TICKET AND/OR HOSPITALITY ACCESS PASS, PARKING PASS (IF APPLICABLE) BY A MINOR IF THE TICKET WAS PROVIDED BY THE CUSTOMER; OR
- (III) THE MISUSE OF A TICKET AND/OR HOSPITALITY ACCESS PASS, PARKING PASS (IF APPLICABLE) BY ANY OTHER THIRD PARTY WHICH HAS OBTAINED, DIRECTLY OR INDIRECTLY, A TICKET AND/OR HOSPITALITY ACCESS PASS, PARKING PASS (IF APPLICABLE) THROUGH IT; OR
- (IV) A VIOLATION OF THE TICKET TERMS OF USE, THESE SALES REGULATIONS AND/OR ANY OTHER RELEVANT LAWS OR BY-LAWS; OR
- (V) ANY OTHER HARMFUL CONDUCT IN CONNECTION WITH THE TICKET AND/OR HOSPITALITY ACCESS PASS, PARKING PASS (IF APPLICABLE).

THIS MEANS THAT IF A CUSTOMER OR ANY GUEST VIOLATES ANY TICKET AND/OR HOSPITALITY ACCESS PASS, PARKING PASS (IF APPLICABLE) RELATED RULES, THE CUSTOMER MUST TAKE FULL FINANCIAL RESPONSIBILITY AND PAY FOR ANY DAMAGE, INCLUDING LEGAL COSTS, THAT MATCH HOSPITALITY, THE MATCH HOSPITALITY SALES AGENTS AND/OR THE FIFA WORLD CUP™ AUTHORITIES MAY INCUR IN MANAGING OR RESOLVING THE PROBLEMS CAUSED BY THE VIOLATION.

#### **14 Unforeseen Circumstances**

- 14.1 If a Session at MATCH House is cancelled due to a Force Majeure Event , MATCH Hospitality shall refund a portion of the price of each affected Hospitality Package, such refund to be determined by reference to the prevailing circumstances (and to be subject to the deduction of all unrecoverable costs). Any such refund shall constitute the sole and exclusive remedy to which the Customer is entitled.
- 14.2 Regardless of the availability of hospitality services and benefits, the rescheduling or relocation of any Match owing to a Force Majeure Event or another circumstance outside the control of MATCH Hospitality does not affect the validity of any Ticket for that Match (other than as specified in the Ticket Terms of Use). The use of Tickets is exclusively governed by the Ticket Terms of Use with respect to the rescheduling or relocation of any Match.
- 14.3 The cancellation of any Match or part thereof due to a Force Majeure Event (including but not limited to a safety and security concern or a decision made by FIFA, Q22 the Supreme Committee or any other FIFA World Cup™ Authority, or the disqualification or withdrawal of a team) does not affect the validity of any Ticket for that Match (other than as specified in the Ticket Terms of Use). Tickets are exclusively governed by the Ticket Terms of Use with respect to the cancellation of any Match.

#### **15 Termination**

- 15.1 In the event that any Customer fails to ensure that MATCH Hospitality receives, in full and by the due date set out in Section 6 and/or also specified in the relevant invoice, the amount specified in the relevant invoice as consideration due and payable, MATCH Hospitality reserves the rights specified in Section 6.7, including, without limitation, the right to terminate the Sales Agreement in full or in part.

15.2 The Customer agrees and acknowledges that, in the event of a violation or breach of any term of these Sales Regulations, the Code of Conduct, the Ticket Terms of Use or any other relevant laws or by-laws, MATCH Hospitality shall, in addition to all other rights and remedies that MATCH Hospitality may have, retain the right to:

- (i) terminate the Sales Agreement in whole or in part immediately without further notice;
- (ii) render null and void any applicable Hospitality Access Pass (if applicable), E-ticket;
- (iii) enforce FIFA's termination of the sale of the Ticket(s) forming part of the Hospitality Package and FIFA's right to render null and void the Ticket(s) comprised in the Hospitality Package;
- (iv) refuse entry into MATCH House and/or Stadium to the offending Customer and/or Guest, or eject the Customer and/or Guest from MATCH House and/or Stadium; and/or
- (v) enforce the Sales Agreement and/or claim damages; and/or
- (vi) notify governmental authorities of a violation of the provisions of the Ticket Terms of Use, these Sales Regulations and/or the relevant laws or by-laws that correspond to violations of applicable criminal or other laws.

15.3 The Customer acknowledges and agrees that, in the event of a violation or breach of any term of the Ticket Terms of Use, or any other relevant laws or by-laws, FIFA, or MATCH Hospitality acting on FIFA's behalf, shall, in addition to all other rights and remedies that FIFA may have, retain the right to:

- (i) terminate, in whole or in part, the direct agreement between FIFA and the Customer concerning the sale of the Ticket(s) forming part of the Hospitality Package;
- (ii) cancel or render null and void any Ticket forming part of the Hospitality Package; and/or
- (iii) refuse entry into the Stadium to the offending Customer and/or Guest, or eject the Customer and/or Guest from the Stadium.

15.4 The Customer acknowledges and agrees that:

- (i) MATCH Hospitality shall be entitled to terminate, in whole or in part, the Sales Agreement if FIFA has exercised any of its rights set out in Section 15.3 above; and
- (ii) FIFA shall be entitled to terminate the direct agreement between FIFA and the Customer concerning the sale of a Ticket forming part of the Hospitality Package if MATCH Hospitality has exercised any of its rights set out under Section 15.2 above.

15.5 In addition to laws applicable in other countries, the Qatari or Swiss governments may enact laws or regulations that make it a criminal offence to transfer and/or use Tickets or Hospitality Access Pass, Parking Passes (if applicable) in violation of the Ticket Terms of Use, these Sales Regulations or any other relevant laws or by-laws. Customers and their Guests are advised to obtain information about applicable laws relating to Tickets and Hospitality Access Pass, Parking Passes (if applicable).

15.6 Further to other termination rights granted under the Ticket Terms of Use and the corresponding right to cancel Hospitality Packages reflected in these Sales Regulations, MATCH Hospitality shall have the right to cancel any Hospitality Package in the event of:

- (i) any insolvency, bankruptcy filing or liquidation of the Customer;
- (ii) the appointment of an administrator in respect of the Customer;
- (iii) the Customer entering into an arrangement with its creditors; or
- (iv) any other event which may give rise to the reasonable belief that the Customer will not be able to complete the full payment of the Hospitality Package purchase price;
- (v) provided that any such events occur prior to receipt by MATCH Hospitality of the full purchase price of the Hospitality Package.

15.7 In the event of termination of the Sales Agreement or cancellation of any Ticket forming part of the Hospitality Package, any payment made by the Customer, whether in full or in part, will be retained by MATCH Hospitality and/or FIFA as partial compensation for the administration, cancellation fees and production costs and/or instead of damages or other compensation. MATCH Hospitality nevertheless retains the right to sue for a higher level of applicable damages.

15.8 The termination of the Sales Agreement for any reason whatsoever shall not affect any provision of the Sales Agreement which is intended to survive its termination, nor prejudice or affect the rights of either party against the other in respect of any breach of the Sales Agreement, or in respect of any monies payable by the Customer to MATCH Hospitality in respect of any period prior to termination.

## **16 Miscellaneous**

16.1 Should any provision(s) of these Sales Regulations and/or the Sales Agreement be declared void, ineffective or unenforceable by any competent court, the remainder of the Sales Regulations and the Sales Agreement will remain in effect as if such void, ineffective or unenforceable provision(s) had not been contained.

16.2 The Sales Agreement (together with its component parts) has been drafted in English. The Ticket Terms of Use may be translated into the three (3) other official FIFA languages and Arabic, and made available through FIFA.com. In the event of any discrepancy between the English and other language version of the Ticket Terms of Use, the English text will prevail and will be used to resolve all questions of interpretation and application.

16.3 Certain provisions of the Ticket Terms of Use and these Sales Regulations may be restated in a condensed format so that they may be included, respectively, within the confined space allocated on each Ticket and the Hospitality Passes. In the event of any doubt regarding the scope or meaning of the condensed provisions of the Ticket Terms of Use as located on the reverse side of any Ticket and these Sales Regulations as located on the reverse side of any Hospitality Passes, the full terms of the Ticket Terms of Use and these Sales Regulations will apply and will prevail over the condensed provisions.

16.4 MATCH Hospitality reserves the right to refuse (at its sole discretion) the purchase of Hospitality Packages by Customers who are the subject of football match banning orders or who are identified by FIFA as being prohibited from any such purchase.



- 16.5 If there is any inconsistency between the provisions of these Sales Regulations and the Ticket Terms of Use with respect to any matter pertaining to the use of a Ticket at a Stadium, the Ticket Terms of Use shall apply and will prevail over the terms of the Sales Regulations.
- 16.6 Subject to Section 16.10, the Sales Agreement will be governed by the Law of the State of Qatar and will be governed by, and interpreted in accordance with, the substantive Laws of the State of Qatar.
- 16.7 To the fullest extent allowed by applicable law and without affecting any consumer rights of the Customer and in the absence of amicable settlement, any disputes arising out of or in connection with the Sales Agreement and the Ticket sales agreement with FIFA pursuant to these Sales Regulations shall, unless otherwise determined by MATCH Hospitality or FIFA (if applicable), be exclusively referred to, and finally resolved by, an arbitral tribunal in accordance with the Qatar Arbitration Law No (2) of 2017. The seat of the arbitration shall be Doha, Qatar. The language of the proceedings shall be English. For the avoidance of doubt, any determination by the arbitral tribunal shall be final and binding on the parties.
- 16.8 The Customer agrees to indemnify and hold harmless MATCH Hospitality, MATCH Hospitality Sales Agents and the FIFA World Cup Authorities, as well as their respective officers, directors, employees, representative or agents against any and all liabilities, obligations, losses, damages, penalties, claims, fines and expenses (including reasonable legal expenses) resulting from, arising directly out of, or directly attributable to:
- (i) any claim by any Guest against MATCH Hospitality in connection with any purported breach by MATCH Hospitality of the Sales Agreement;
  - (ii) any activity conducted by the Customer or any of its Guests which causes damage to MATCH Hospitality or to the enjoyment of Hospitality Packages by any other Customer or Guest; and
  - (iii) any activity conducted by the Customer or any of its Guests which infringes the intellectual property rights of MATCH Hospitality and/or FIFA.
- 16.9 A notice under or in connection with the Sales Agreement must be in writing and must be delivered personally or sent by overnight mail delivery service or by fax to the party due to receive the notice at its address specified in the Order or to another address specified by the receiving party by written notice to the other party.
- 16.10 The Customer acknowledges and agrees that MATCH Hospitality may transfer and assign its rights and obligations under the Sales Agreement to an MH Affiliated Company and in the event it does so will notify the Customer in writing, and the Sales Agreement will be governed by, and interpreted in accordance with, the substantive laws of the jurisdiction in which the MH Affiliated Company is located (“**MH Affiliated Company’s Jurisdiction**”) and any disputes arising out of or in connection with the Sales Agreement shall be resolved in accordance with the equivalent rules of arbitration that apply in the MH Affiliated Company’s Jurisdiction.
- 16.11 Without limiting FIFA’s ability to modify the Ticket Terms of Use in accordance with these Sales Regulations, the Sales Agreement shall not be amended or modified, and no provision hereof shall be deemed to have been waived by either party, except by a written instrument signed by both MATCH Hospitality and the Customer.

## 17 Definitions

**“Balcony Seat”** means Seats located behind the goal lines with direct access to lounges and which are separated from other Seats in the Stadium and may be subject to restricted access other than through the corresponding lounge.

**“Category I Seat”** means Seats associated with the best category of Tickets available to the general public.

**“Code of Conduct”** means the applicable safety and security measures adopted by MATCH Hospitality as reflected in the MATCH House-specific code of conduct (as amended from time to time).

**“Confirmation of Purchase”** means MATCH Hospitality’s written confirmation and acceptance of the Customer’s Order which is issued by MATCH Hospitality in accordance with Section 3.

**“Customer”** means any legal entity or individual duly identified in the Order, who purchases a Hospitality Package.

**“E-ticket”** means any physical or electronic device which is issued or used by MATCH Hospitality and which entitles its holder to access the MATCH House on a day and Session to use any Hospitality Package.

**“FIFA Fan Festival”** means a secured and officially FIFA-branded area offering fans the possibility to view Matches on one or more giant screens and enjoy additional services such as food and beverage and entertainment established in Doha or at other locations in the host country during the FIFA Fan Festival operational days, scheduled to be from November 17<sup>th</sup> 2022 until the end of the FIFA World Cup Qatar 2022™ football tournament.

**“FIFA”** means the Fédération Internationale de Football Association (FIFA), the world governing body of Association Football.

**“FIFA World Cup™ Authority”** means any out of FIFA, Q22, the Supreme Committee, the FIFA Ticketing Centre, the FIFA Ticketing Office, the Stadium management and/or any Qatari governmental entity responsible for safety and security in connection with the Matches, and their respective employees, volunteers, agents, representatives, officers and directors.

**“Force Majeure Event”** shall mean any event or circumstances which is beyond the control of MATCH Hospitality, FIFA, Q22, the Supreme Committee or another FIFA World Cup™ Authority including but not limited to a storm, earthquake, flood or other act of God, war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war or strife, riot, national state of emergency, plague, any epidemic and/or pandemic, act of terrorism, rebellion, strikes, lock-outs or other industrial disputes, acts of governments or other prevailing authorities, or any requirement, whether operational, organisational or any other FIFA World Cup™ Authority.

**“Guest”** means any individual invited by the Customer and to whom a Customer provides a Hospitality Package which has been sold to the Customer by MATCH Hospitality.

**“Hospitality Access Pass”** means the pass, badge, wristband or other device issued by MATCH Hospitality which identifies the holder and will seek to entitle the holder (being only the Customer or a Guest) to access Hospitality Facilities.

**“Hospitality Package”** means any official hospitality package created by MATCH Hospitality comprising a Ticket, E-ticket and certain hospitality benefits and services to be provided at MATCH House in connection with the FIFA World Cup Qatar 2022™. Hospitality Packages do not include services or benefits provided other than at MATCH House, such as (without limitation) ground transportation, air travel or accommodation services.

**“Match”** means any football match comprising one of the sixty-four (64) matches scheduled to comprise the FIFA World Cup Qatar 2022™ football tournament.

**“MATCH House”** means the offsite hospitality venue located at the FIFA Fan Festival in Al Bidda Park used by MATCH Hospitality,

**“MATCH Hospitality”** means the branch of MATCH Hospitality W.L.L a company registered in Doha, Qatar, with Company number 150991 and whose trading office is at Tornado Tower Building No. 17, 20<sup>th</sup> Floor, Street 810-Majlis Al Taawon St, Zone 60, West Bay, Doha, Qatar or any MH Affiliated Company pursuant to Section 16.10.

**“MATCH Hospitality Sales Agent”** means any third party sales agent appointed by MATCH Hospitality to provide certain sales services to MATCH Hospitality in connection with the sale of Hospitality Packages.

**“Order”** mean the Customer’s signed order for Hospitality Packages, as set out in the purchase order document that has been completed by the Customer (and in the form which is provided by MATCH Hospitality from time to time).

**“Personal Data”** means any information about an individual, including any information that can be used to distinguish or trace an individual’s identity, such as name, social security number, date and place of birth, mother’s maiden name, or biometric records; and any other information that is linkable to an individual, such as medical, educational, financial, and employment information.

**“Product Description”** means the description of each Hospitality Package, or series of Hospitality Packages which are the subject of any Order.

**“Q22”** means QATAR 2022 LOCAL ORGANISING COMMITTEE LLC.

**“Sales Agreement”** means the agreement between MATCH Hospitality and the Customer for the purchase of Hospitality Packages, as more fully described in Section 4.

**“Sales Regulations”** means these regulations governing the sale and use of Hospitality Packages.

**“Seat”** means an individual sitting position within a designated seat block in a Stadium for each Match with a view onto the pitch and which may include Balcony Seats and Category I Seats.

**“Session”** means the day, date and time specified in the Confirmation of Purchase and on the E-ticket when the Customer has the right to use any Hospitality Package at MATCH House.

**“Stadium”** means any stadium (including the entire surrounding and adjacent areas which are under the control of FIFA) at which a Match takes place.

**“Stadium Code of Conduct”** means the applicable safety and security measures adopted by FIFA, Q22, the Supreme Committee or any other FIFA World Cup™ Authority which are incorporated into the Ticket Terms of Use.

**“Supreme Committee”** means the Supreme Committee for Delivery and Legacy.

**“Ticket”** means any physical, digital or other device (in whatever form FIFA may decide) which is issued by FIFA (or a third party authorised by FIFA) and which entitles its holder to access the Stadium on a Match day and to view a Match “live” and in person from a Seat.

**“Ticket Terms of Use”** means the terms and conditions, including the Stadium Code of Conduct, issued by FIFA which apply to the use of any and all Tickets and which are, among others, binding on, and enforceable against, any person purchasing, holding or using a Ticket, including any Ticket forming part of a Hospitality Package.

FIFA World Cup Qatar 2022™  
MATCH House products overview

**MATCH HOUSE: The home of football**

	MATCH House Legacy Lounge PLUS (MHLL-PLUS)	MATCH House Legacy Lounge (MHLL)	MATCH House Premier PLUS (MHP-PLUS)	MATCH House Premier (MHP)
	***	***	**	**
	<b>MATCH House experience</b>			
<b>Inclusions</b>				
<b>Exclusivity @ MATCH House</b>	Elegant, shared lounge with panoramic views of the FIFA Fan Festival, exclusive to MATCH House Legacy Lounge guests	Elegant, shared lounge with panoramic views of the FIFA Fan Festival, exclusive to MATCH House Legacy Lounge guests	Shared hospitality venue at the heart of the FIFA Fan Festival, exclusive to MATCH House Premier guests	Shared hospitality venue at the heart of the FIFA Fan Festival, exclusive to MATCH House Premier guests
<b>Food @ MATCH House</b>	Gourmet four-course sharing plates menu and alfresco grill stations	Gourmet four-course sharing plates menu and alfresco grill stations	Trendy two-course sports bar menu	Trendy two-course sports bar menu
<b>Beverage @ MATCH House</b>	Premium spirits, wines, beer, soft drinks, mocktails and cocktails	Premium spirits, wines, beer, soft drinks, mocktails and cocktails	Wine, beer and soft drinks	Wine, beer and soft drinks
<b>Service @MATCH House</b>	Table service. Available for the duration of the session	Table service. Available for the duration of the session	Food and beverage served from the bars. Available for the duration of the session	Food and beverage served from the bars. Available for the duration of the session
<b>Table reservation @MATCH House</b>	The option to reserve for groups of eight or more, subject to availability	The option to reserve for groups of eight or more, subject to availability	Mix of standing and seated tables. No table reservations	Mix of standing and seated tables. No table reservations

Décor @ MATCH House	Sophisticated styling	Sophisticated styling	Interactive, casual and festive	Interactive, casual and festive
Entertainment @ MATCH House	In-lounge entertainment and displays, elevated view of FIFA Fan Festival main stage from balcony, guest appearances at select matches, match-day broadcast on TVs	In-lounge entertainment and displays, elevated view of FIFA Fan Festival main stage from balcony, guest appearances at select matches, match-day broadcast on TVs	View of FIFA Fan Festival main stage, DJ, live acts, interactive displays, games and match-day broadcast on TVs	View of FIFA Fan Festival main stage, DJ, live acts, interactive displays, games and match-day broadcast on TVs
Hosting team @ MATCH House	Shared	Shared	Shared	Shared
Parking @ MATCH House	Parking	Parking	None	None
	<b>Stadium experience</b>			
Stadium access on match day	Priority access	Does not include a stadium ticket or stadium access	Priority access	Does not include a stadium ticket or stadium access
Stadium hospitality on match day	None	None	None	None
Seats @ the stadium on match day	Category 1 match ticket	None	Category 1 match ticket	None
Parking @ the stadium on match day	None	None	None	None

All Hospitality Products and Series are subject to availability and are sold pursuant to the terms of the FIFA World Cup Qatar 2022™ Hospitality Sales Regulations (including but not limited to the Ticket Terms of Use and the Stadium Code of Conduct) and MATCH Hospitality's service level criteria identified above.

The Customer acknowledges and agrees that all parking passes at the FIFA Fan Festival: (i) are subject to availability and final confirmation by MATCH Hospitality, (ii) must be specifically requested in writing by the Customer, and (iii) will, unless MATCH Hospitality determines otherwise (at its sole discretion), be allocated on the basis of one (1) automobile space per match for every four (4) hospitality packages purchased per match or one (1) bus space per match for every forty (40) hospitality packages purchased per match. No parking is provided at the Stadiums.

## CODE OF CONDUCT

## مدونة قواعد السلوك

### MATCH House

### دار ماتش للضيافة

Guests must always conduct themselves in a manner so as not to offend, endanger the safety of, or unnecessarily hinder or harass other guests or staff. Guests should comply with any reasonable instructions given by any member of staff.

الرجاء من الضيوف الكرام الالتزام الدائم بالسلوكيات اللائقة وعدم تعريض سلامتهم للخطر أو إعاقة حركة فريق العمل أو عملهم بشكل غير ضروري أو إزعاج الحضور. ويجب أن يلتزم الضيوف بالتعليمات التي يقدمها أي من أعضاء فريق العمل.

### Prohibited Items:

### قائمة المحظورات:

Guests are prohibited from bringing into, or using, any items included on the attached FIFA Fan Festival™ Prohibited Items list:

يحظر على الضيوف إحضار أو استخدام أي من العناصر الموضحة في قائمة المواد الممنوعة في مهرجان FIFA™ للمشجعين المرفقة:

Guests are also prohibited from wearing masks, helmets or other articles intended to disguise a person's identity, but excluding any personal protective equipment for the purpose of protection against the spread of Covid-19.

يحظر على الضيوف كذلك ارتداء أقنعة أو خوذات أو أي مواد أخرى بهدف التنكر وعدم كشف الهوية، باستثناء مواد الوقاية الشخصية التي تهدف إلى الحماية من انتشار وباء كوفيد-19.

### All guests may not:

### يحظر على جميع الضيوف:

- engage in any conduct which could impair the stay or enjoyment of other guests;
- provide alcoholic beverages to guests under 21 years old;
- express any offensive message, of a racist, sexist or xenophobic nature, or any other forms of discrimination that would cause offence whether written spoken or gestured or communicated in any other way;
- promote any political, ideological or commercial message or any charitable cause;
- be impaired by alcohol, narcotics or any behaviour-modifying substance;
- smoke inside or outside the premises – including e-cigarettes, except in designated smoking areas;

- المشاركة في أي سلوك يمكن أن يؤدي إلى منع الضيوف الآخرين من البقاء في المكان أو الاستمتاع بوقتهم.
- تقديم المشروبات الكحولية للضيوف دون سن 21 سنة.
- التعبير عن أية رسائل عدائية أو عنصرية أو تعبر عن التمييز الجنسي أو رهاب الأجانب أو أي شكل من أشكال التمييز العنصري قد يتسبب في إهانة الآخرين سواء كان مكتوبًا أو منطوقًا أو بأية وسيلة أخرى.
- الترويج لأية رسالة سياسية أو أيديولوجية أو تجارية أو أية قضية خيرية.
- عدم القدرة على التحكم في النفس والسلوك بسبب الكحول أو المخدرات أو أية مواد أخرى تؤثر على السلوك.
- التدخين داخل أو خارج المبنى، وهذا يشمل السجائر الإلكترونية، فيما عدا في المناطق المخصصة للتدخين.

- act in a way which may be interpreted by others as provocative, threatening, discriminatory or offensive;
- create any threat to the life or safety of themselves or others, or harm anyone else in any way whatsoever, or cause damage to anyone or anything;
- encourage violent or harmful behaviour or behave, or show a tendency to behave, violently or harmfully or in a manner likely to disrupt public order;
- restrict or impede circulation of other guests or staff into, out of or around the premises;
- violate the privacy of other guests or staff inside the premises by audio or video recording, or photographing them through any means of media, including without limitation mobile devices, without their consent;
- write, paint on, affix anything to or in any other form damage the structural elements, or installations of the premises; or
- otherwise engage in activities which could compromise safety as assessed of the staff and security personnel.
- Remove any decorative item from the premises.
- Take open or sealed bottles, glasses or cups out of the premises.

Any person acting in a manner that is contrary to this code of conduct will be required to immediately leave the premises.

#### All guests must:

- present an electronic Ticket to enter MATCH House and use relevant Hospitality Products;
- if requested by staff, present proof of identity;
- consume alcohol responsibly;

التصرف بطريقة يمكن أن يفسرها الآخرون على أنها مستفزة أو تهديدية أو عدائية أو تمييزية.

تهديد حياة أو سلامة النفس أو الآخرين، أو الإضرار بأي شخص آخر بأية طريقة، أو التسبب بضرر لأي شخص أو شيء.

تشجيع السلوكيات العنيفة أو الضارة أو التصرف بعنف أو بطريقة مؤذية أو بأية طريقة أخرى قد تتسبب في الإخلال بالنظام العام.

تقييد أو إعاقة حركة الضيوف الآخرين أو فريق العمل من أو إلى أو حول المبنى.

انتهاك خصوصية الضيوف الآخرين أو فريق العمل داخل المبنى من خلال التسجيل الصوتي أو تسجيل الفيديو، أو تصوير الآخرين باستخدام أية وسيلة، وهذا يشمل على سبيل المثال لا الحصر الأجهزة المحمولة، دون موافقتهم.

الكتابة على أجزاء المبنى أو التركيبات والمنشآت أو الرسم عليها أو لصق أي شيء عليها أو الإضرار بها بأي شكل آخر.

الاشتراك بأي شكل آخر في أنشطة يمكن أن تعرض سلامة الآخرين للخطر وفقاً لتقييم طاقم العمل ومسؤولي الأمن.

إزالة أي ديكورات من المبنى.

إخراج الزجاجات أو الأكواب أو الكؤوس المفتوحة أو المغلقة إلى خارج المبنى.

سُيطلب من أي شخص لا يلتزم بمدونة قواعد السلوك هذه مغادرة المبنى على الفور.

#### يتعين على جميع الضيوف:

تقديم التذكرة الإلكترونية للدخول إلى دار ماتش للضيافة واستخدام منتجات الضيافة ذات الصلة.

تقديم إثبات الهوية إذا طلب فريق العمل ذلك.

عدم الإسراف في شرب الكحوليات للتصرف بشكل لائق.



- follow and adhere to all responsible service and consumption of alcohol rules and regulations as indicated and displayed in the bar service areas. (this includes respecting the service drinking times within the Session time frames);

- اتباع كافة قواعد ولوائح تقديم واستهلاك الكحوليات والالتزام بها كما هو موضح في مناطق المشروبات (وهذا يتضمن احترام أوقات تقديم الخدمة في إطار الأوقات المحددة).





















- submit to inspections, body checks and the removal of items that are prohibited to use, possess, hold or bring into MATCH House;
- Leave the premises promptly and as directed by staff (including, but not limited to, at the end of the Session).

- الخضوع للفحص والتفتيش والتخلص من المواد المحظور استخدامها أو امتلاكها أو اقتنائها أو إحضارها إلى دار ماتش للضيافة.

- ترك المبنى على الفور وبحسب إرشادات فريق العمل (وهذا يشمل على سبيل المثال لا الحصر في نهاية الجلسة).

# مهرجان FIFA للمشجعين™ المواد المنوعة

## FIFA Fan Festival™ Prohibited Items

	المواد المتفجرة Explosives		الغازات المضغوطة أو القابلة للاشتعال أو المسالة Compressed, flammable or liquefied gases		العقاقير الطبية والأدوية* Drugs or medicine*		حوامل التصوير ذات القوائم الثلاثية أو الأحادية أوعصا السيلفي Tripods, monopods or selfie sticks
	الأدوات الثاقبة أو ذات الشفرات Stabbing or cutting objects		ألات الموسيقى أو الهوائية التي تسبب بإثارة الضوضاء Musical instruments or wind instruments for extracting sounds		الحيوانات عدا كلاب المساعدة Animals, except dog guides		الأعلام والملصقات واللافتات التي يزيد حجمها عن 1,0x2 م Flags, posters or banners larger than 2 x 1.5m
	أسلحة بأنواعها Weapons of any type		المواد ذات الطبيعة السياسية أو العدوانية أو التمييزية Materials of political, offensive or discriminatory nature		العلب المعدنية أو البرطمانات أو الأوعية والعبوات الزجاجية، والقوارير الحافظة للحرارة والقوارير العادية Cans or jars, glass containers or glass bottles, thermoses and flasks		ساربات الأعلام بأنواعها Flagpoles of any type
	لوازم الحماية الشخصية Body protection		الطائرات المتحركة أو الشراعية أو نماذجها (الطائرات الشراعية، بدون طيار، الورقية، وغيرها) Moving and gliding aircrafts or their models (gliders, drones, kites, etc.)		المأكولات والمشروبات Food or beverages		العناصر الدعائية بأنواعها، بما في ذلك المواد التي تحمل علامات تجارية وأي نوع من الرموز أو المعلومات ذات طبيعة دعائية Promotional materials of any kind, including items with trademarks or other types of advertising signs or information
	العناصر والمواد القابلة للاشتعال، أو المؤكسدة، أو السامة أو المشعة والمفرقعات Flammable, oxidizing, toxic, radioactive materials or pyrotechnic substances or articles		العناصر الضخمة (مثل المقاعد القابلة للطي) والأجهزة / المعدات الرياضية (مثل دراجات السكوتر) Bulky items (e.g. folding chairs) and sport gear / equipment (e.g. scooters)		السوائل في أوعية تزيد سعتها عن 100 مل Liquids in containers exceeding 100ml		النشاطات التجارية الغير مصرح بها بأنواعها Unauthorized commercial activities of any kind

\* Quantities of not more than 1 package of 7 different medicines and medical products only in the amounts specified in the doctor's prescription or a copy thereof are allowed.

\* يُسمح بالكميات التي لا تزيد عن علبة واحدة (٧ أدوية مختلفة والمنتجات الطبية بالكميات المحددة في وصفة الطبيب أو نسخة منها).

Attendees who refuse to hand over or dispose of the Prohibited Item(s) will be denied access to the Event.

لن يُسمح للأشخاص الذين يرفضون تسليم المادة (للمواد) للحظوة أو التخلّص منها بحضور الفعالية.

You may be asked to leave or be removed from the Event for safety, security or any other reason deemed appropriate by the Event organisers.

قد يُطلب منك المغادرة أو يتم إخراجك من الفعالية لأسباب متعلقة بالسلامة أو الأمن أو لأي سبب آخر بحسب ما يراه التنظيم مناسباً.

The Event is being filmed. By entering the Event, you grant FIFA and any third party authorised by FIFA the unrestricted right and licence to use worldwide and in perpetuity your image, likeness, actions, name, voice and statements in connection with any live or delayed broadcast or other transmission or reproduction of the Event, in whole or in part, by means of any media existing now or in the future, for any purpose and without compensation, consideration or notification.

هذا الحدث خاضع للتصوير، وبدخوله تمنح FIFA، وأي طرف ثالث مرخص من FIFA، حقاً وترخيصاً مطلقين باستخدام صورتك وما يشبهك وأفعالك وأسمك وصوتك وتصريحاتك بما له صلة في أية عملية بث مباشر أو مسجل، أو أية تغطية أخرى، أو إعادة إنتاج هذه الفعالية، بشكل كامل أو جزئي، حول العالم ودون أي قيد زمني، وعبر أية وسيلة إعلامية، موجودة حالياً أو في المستقبل، لأية غاية ودون أي مقابل أو تعويض أو إشعار مسبق.

Follow the link to get the online version of the prohibited items list for the FIFA Fan Festival™.

تفضل بزيارة الرابط للحصول على نسخة إلكترونية من قائمة المواد المحظورة في مهرجان FIFA للمشجعين™.

