

## Ticket Terms & Conditions

### FIFA U-17 World Cup India 2017

The ticket holder acknowledges that he/she has agreed to accept and comply with the following terms and conditions:

1. Any use of FIFA U-17 World Cup India 2017 ("**Event**") match tickets ("**Tickets**") and admission to the stadia shall be subject to the following terms and conditions ("**Terms and Conditions**") and such other rules ("**Rules**") as may be established by FIFA, the local organising committee for the Event ("**LOC**"), the Event ticketing bureau, police and law enforcement officials, and the stadium owner (collectively, the "**Authorities**"). Anyone who purchases or uses Tickets shall be deemed to have agreed to the provisions of the Terms and Conditions and the Rules.
2. The Ticket constitutes a revocable authorisation. In addition to other available remedies (which may include legal action against any person who infringes these Terms and Conditions), the Authorities shall have the right to cancel and/or require the return of Tickets, and/or refuse admission or expel a person from the stadium if he or she is in violation of these Terms and Conditions or the Rules, without any refund.
3. Ticket holders assume any and all liability and waive any and all claims for harm, loss or damage, including, but without limitation to, bodily harm and property damage or loss, that may result from attending the Event, whether occurring before, during or after the Event unless the liability, harm, loss or damage is caused by the wilful misconduct or gross negligence of one (or more) of the Authorities, in which case, the liability shall be limited to the one (or more) of the Authorities that acted with wilful misconduct or gross negligence.
4. Except as provided herein or as expressly permitted by FIFA (for example, by way of accreditation), Ticket holders are PROHIBITED from recording, transmitting, or in any other manner disseminating over any media (including, without limitation, all forms of television, radio, the internet, mobile devices, newsletter or newspaper) any image (whether in the form of still, moving or rapid sequence pictures), sound, text or description or result of any match of the Event, in whole or in part, and from assisting any other person(s) in the conduct of such activities. FIFA and the LOC reserve the right to prevent a Ticket holder from bringing into, or using in any stadia where an Event match is being played any equipment or device capable of being used for any of the activities identified above.
5. Ticket holders may undertake the activities described in paragraph 4 above for personal, non-commercial use, but must not allow such activities to be commercially exploited (or to be exploited in such a way as to materially dilute the commercial rights of FIFA and/or the LOC) by any entity without the prior written approval of FIFA.
6. Each Ticket holder shall be deemed to have given his or her irrevocable consent (or, where the Ticket holder is a minor, his/her representative shall be deemed to have given his/her irrevocable consent) to the use by FIFA or its designees (for whatever purpose), free of

charge, of his or her voice, image and likeness in live or recorded video display, broadcast or other transmission or recording, photographs, or any other media now or hereafter existing, taken or recorded in connection with the Event.

7. Any person ordering or using Tickets shall be deemed to have given his or her consent to the Authorities for the use of any personal or other information appearing on the order form or otherwise disclosed by such person to any of the Authorities, for the sole purposes of enabling that person to use the ticket, including allowing them access to the stadium.
8. Only the purchaser of Tickets and those designated in the order form as accompanying him or her shall have the right to use such Tickets. NEITHER THE PURCHASER NOR THOSE ACCOMPANYING HIM OR HER MAY SELL OR OTHERWISE TRANSFER SUCH TICKETS WITHOUT THE PRIOR WRITTEN APPROVAL OF FIFA AND/OR THE LOC, such approval to be given in line with the applicable Ticket sales conditions and not to be unreasonably withheld. In any case, for security reasons the Authorities are entitled to refuse entry to the stadium to persons not registered to have the right to use the Ticket.
9. All sales are final. The Authorities will only issue refunds in certain limited circumstances as specified by the Authorities or as required by applicable laws. If refunds are authorised, no other related costs or expenses will be reimbursed. Tickets cannot be replaced if lost, destroyed, stolen or damaged.
10. Tickets may not be used for advertising, sales promotion or any other commercial purposes (including, but not limited to, offers for sale, use as part of an unauthorised hospitality package, use as a premium, give-away or prize in a competition or sweepstake) without the prior written approval of FIFA. In the event that Tickets are used for such purposes without FIFA's prior written approval, such tickets may be cancelled by FIFA and/or the LOC at its sole discretion and the holders of the Tickets refused entry to the stadium.
11. For the purposes of security and the orderly and smooth implementation of the Event, the Ticket holder must follow the orders of the LOC, security staff, police, and stadium administration where an Event takes place. If requested by the Authorities all persons shall be required to cooperate in respect of providing evidence of identity, conducting inspections of personal belongings, confiscation of prohibited items, and/or body checks.
12. It is prohibited to take into the stadium where any Event match is being played any object capable of constituting a weapon or any ostensibly visible promotional, commercial, political or religious item of whatever nature including but not limited to, banners, signs, symbols and leaflets.
13. FIFA and the LOC reserve the right to make alterations to the times, dates and locations of the Event matches in the event of any unforeseen circumstances, including but without limitation, events of force majeure, concerns over safety and security, or as a result of decisions taken by the Authorities in relation to such circumstances. In the event of an alteration to the times, dates and venues of an Event match for any reason, including those mentioned above, the Ticket holder shall be entitled to receive a Ticket, of the same category as the Ticket Holder's original Ticket, for the re-arranged match, if possible. In the event an Event match, or a re-arranged Event match, is cancelled or there is no Ticket

available for the re-arranged match, the Ticket holder will be reimbursed for the face value of the Ticket. Service fees are not refundable. Tickets will be void if falsified, modified or declared stolen.

14. Should any provision(s) of these Terms and Conditions (or the Rules) be declared unenforceable by any court of competent jurisdiction, the remainder of these Terms and Conditions (or Rules) shall remain in effect as if such invalid or unenforceable provision(s) had not been contained.
15. These Terms and Conditions have been prepared in English, accompanied by one or more translations. In the event of any discrepancies between any part of the English text and any translation, the English version shall govern.
16. The Ticket holder agrees that in connection with any dispute regarding the use of a Ticket or attendance at the Event, with respect to matches held in India, the Ticket holder will seek to resolve such dispute amicably with LOC and, if unable to do so, will submit the dispute to the competent court of India, and the Ticket holder submits to the jurisdiction of such court for such purpose.

# Stadium Code of Conduct for the FIFA U-17 World Cup India 2017

1. Purpose of this Stadium Code of Conduct
  - 1.1 This Stadium Code of Conduct ("Stadium Code of Conduct") has been developed by the Fédération Internationale de Football Association ("FIFA") for the matches ("Matches") of the FIFA U-17 World Cup India 2017 ("Event"). This Stadium Code of Conduct describes the applicable safety and security measures and policies for the conduct of (a) every person using a match ticket ("Ticket") to attend a Match ("Stadium Visitor") and (b) every person using an entry pass submitted for working purposes ("Accreditation" and "Duty Badge") to such person ("Accredited Person" and "Duty Badge holder") within a stadium in which a Match takes place and which is under the control of the FIFA U-17 World Cup India 2017 Authorities (as defined below) on Match days ("Stadium").
  - 1.2 FIFA and the local organising committee for the FIFA U-17 World Cup India 2017 ("LOC"), the Stadium management and/or the public authority(ies), and their respective employees, volunteers, agents, representatives, officers and directors (together the "Event Authorities") are responsible for safety and security in connection with the Matches.
2. Notice and Acknowledgement of the Stadium Code of Conduct by the Ticket Holder
  - 2.1 This Stadium Code of Conduct remains subject to changes. The most up-to-date and applicable version of this Stadium Code of Conduct is made available on Match days at the Stadium and at <http://fifa.com/india2017/ticketing>
  - 2.2 Each Stadium Visitor, Accredited Person or Duty Badge holder agrees and acknowledges that he/she has read, understood, accepted and will comply with this Stadium Code of Conduct as well as any specific instructions given by any of the Event Authorities. If considered necessary, in addition to this Stadium Code of Conduct, further mandatory instructions may be issued by the Event Authorities to ensure safety and security in the Stadium in order to prevent or eliminate any risk to life, health or personal belongings.
3. Entry to the Stadium
  - 3.1 Stadium Visitors, Accredited Persons or Duty Badge holders shall cooperate with the Event Authorities, by:
    - a. presenting a Ticket or an Accreditation or a Duty Badge;

- b. if requested by the Event Authorities, presenting proof of identity and any further document required as condition for the purchase or use of the Ticket; and
  - c. submitting to inspections, body checks and removal of items that are prohibited to use, possess, hold or bring into the Stadium on Match days ("Prohibited Items"), as listed in clause 4 below.
- 3.2 Stadium Visitors and Accredited Persons agree and acknowledge that their access is restricted to the areas within the Stadium specified in the Ticket or Accreditation or Duty Badge or as instructed by the Event Authorities.
- 3.3 The Event Organiser reserves the right, without refund or other recourse, to refuse admission to anyone and/or if necessary, to eject any person from the Stadium after they have entered the Stadium in each case if they are found to be in breach of the Stadium Code of Conduct.
- 4. Prohibited Items
  - 4.1 Unless otherwise authorized by the Event Authorities in writing, Stadium Visitors, Accredited Persons or Duty Badge holders are not permitted to bring into, possess, hold or use in, the Stadium the following Prohibited Items:
    - a. weapons of any kind or any objects which enable the practice of violence;
    - b. anything that could be used as a weapon or to cut, thrust or stab, or as a projectile, in particular long umbrellas and other similar implements;
    - c. bottles, cups (except for plastic cups), jugs, cans or any other form of closed containers of any kind that may be thrown and cause injury as well as other objects made from glass or any other fragile, non-shatterproof or especially tough material or Tetrapak packaging, or hard cooler boxes;
    - d. Bags, handbags, helmets with the exception of purses (not larger than 4.5 inches x 6.5 inches);
    - e. Power banks.
    - f. fireworks, flares, smoke powder, smoke canisters, smoke bombs or other pyrotechnics or devices which produce similar effects;
    - g. liquids of any kind (including beverages whether alcoholic or not), except if acquired inside the Stadia, contained in plastic cups, and in accordance with the security proceedings applicable to the Events;
    - h. food of any kind, except if acquired inside the Stadia or special food for diabetics
    - i. narcotics or stimulants;
    - j. materials related to offensive, racist, xenophobic cause, charity or ideological concern, including but not limited to banners, flags, signs, symbols and leaflets, objects or clothing, which could impair the enjoyment of the Event by other spectators, detract from the sporting focus of the Event or which stimulate any form of discrimination;
    - k. flagpoles or banner poles of any kind.
    - l. banners or flags larger than 2m x 1m50. Smaller flags and banners are permitted provided that they are made from material which is deemed "of low flammability" and complies with national regulations and standards are not otherwise prohibited under this Stadium Code of Conduct;
    - m. any sort of animals;

- n. any promotional or commercial materials, including but not limited to banners, flags, signs, symbols and leaflets, or any kind of promotional or commercial objects, material and clothing;
- o. gas spray cans, corrosive, flammable substances, cigarettes, lighters, matchboxes, cigars, vaporizers, dyes or receptacles containing substances which are harmful to health or are highly flammable.
- p. unwieldy objects such as ladders, stools, (folding) chairs, boxes, paperboard containers, large bags, rucksacks, suitcases and sports bags. "Unwieldy" is given to mean all objects which are larger than 25cmx25cmx25cm and which cannot be stowed under the seat in the Stadium;
- q. large quantities of paper and/or rolls of paper;
- r. mechanically-operated instruments which produce an excessive volume of noise such as megaphones, hooters or gas-powered horns, including vuvuzelas and whistles;
- s. devices that produce laser beams, laser pointers or similar devices;
- t. Powder, flour and similar substances;
- u. Any large camera especially DSLR cameras (except for private use and then only with one set of replacement or rechargeable batteries), any form of video cameras or other sound or video recording equipment with the exception of accredited personnel authorised to carry the same;
- v. personal computers or other devices (including, for example, laptops and tablet PC's) used for the purposes of transmitting or disseminating sound, pictures, descriptions or results of the events via the internet or other forms of media with the exception of accredited personnel requiring the same for official use; and
- w. other objects which could compromise public safety and/or harm the reputation of the Event as assessed at the sole discretion of the Event Authorities.

## 5. Common Sense Conduct Inside the Stadium

- 5.1 All Stadium Visitors, Accredited Persons and Duty Badge holders shall, at all times during their stay in the Stadium, conduct themselves in a manner so as not to offend, endanger the safety, or unnecessarily hinder or harass other Stadium Visitors and/or Accredited Persons and/or Duty Badge holders.
- 5.2 No Duty Badge Holder or Accredited person (with the exception of Media in Media tribunes) are entitled to a seat in the spectator seating tribune area even if their accreditation allows them to access these spaces. A Duty Badge Holder or Accredited person found to be seating in any tribune (with the exception of Media in Media tribuned) will be asked to leave the facility and its Duty Badge or Accreditation will be requisitioned by the Event Authorities.
- 5.3 All Stadium Visitors must occupy only the seat indicated on their Ticket and shall access it only via the designated entrance unless otherwise directed by the Event Authorities. For security reasons and to avert danger, Stadium Visitors shall only move to seats other than those assigned, whether in the same or another section of the Stadium, if instructed to do so by the Event Authorities.

- 5.4 All access stairways and emergency exits must be kept clear at all times to the best possible extent.
- 5.5 All Stadium Visitors, Accredited Persons and Duty Badge holders are requested not to drop litter, packaging or empty containers, but to dispose of such items in the appropriate litter bins inside the Stadium.
- 5.6 Smoking is prohibited in all areas of the Stadium.
- 5.7 Furthermore, unless otherwise authorised by the Event Authorities, Stadium Visitors, Accredited Persons or Duty Badge holders shall not:
- a. enter the pitch or the area around the pitch;
  - b. stand on seats in the spectator areas or unreasonably obstruct the view of other spectators;
  - c. throw objects, substances or liquids of any kind, particularly in the direction of another person or in the direction of the area around the pitch or the pitch itself;
  - d. start a fire, let off or launch fireworks, flares, smoke powder, smoke bombs or other pyrotechnics;
  - e. engage in conduct, which could impair the enjoyment of the Event by other spectators, or detract from the sporting focus of the Event;
  - f. express any offensive messages of racist nature, xenophobic nature, or which stimulate other forms of discrimination;
  - g. promote any political, ideological messages or any charitable cause;
  - h. be noticeably under the influence of alcohol, narcotics or any behaviour-modifying substance;
  - i. hinder or harass other individuals, including players and Match officials
  - j. swear or sing discriminatory, racist or xenophobic chants;
  - k. act in a way which may be interpreted by others as provocative, threatening, discriminatory or offensive;
  - l. use flags for any purpose other than a festive and friendly manifestation;
  - m. offer for sale or sell goods or Tickets, distribute printed material or make collections;
  - n. create any threat to the life or safety of oneself or others, or harm anyone else in any way whatsoever;
  - o. to encourage violent or harmful behaviour or to behave, or to show a tendency to behave, violently or harmfully or in a manner likely to disrupt public order;
  - p. cause damage to anyone or anything at any time;
  - q. climb on or over structures and installations not intended for general use, particularly façades, fences, walls, fencing, barriers, seats, barricading, lighting masts, camera platforms, trees, masts of any kind and roofing;
  - r. restrict or impede circulation, footpaths and roadways, entrances and exits to visitor areas and emergency exits, or obstruct or interfere with zones open to traffic;
  - s. access, trespass or encourage the trespassing of areas (e.g. function rooms, VIP and media areas, etc.) which are closed to the public or for which access is unauthorised (except with proper access passes);
  - t. write or paint on or affix anything to structural elements, installations or pathways;

- u. relieve oneself anywhere other than in the toilets, or litter the Stadium by discarding objects such as rubbish, packaging, empty containers, etc;
- v. record (except for private purposes), transmit, or in any other manner disseminate over the internet or any other media, including mobile devices, any sound, image, description, or result of any event taking place within the Stadium, in whole or in part, or assist any other person(s) conducting such activities; commercially exploit any photographs or images taken within the Stadium;
- w. engage in other activities which could compromise public safety and/or harm the reputation of the Event, as assessed at the sole discretion of the Event Authorities and/or any other legally-authorized persons.