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Q. To whom do I communicate any questions, issues or complaints?

FURTHER INFORMATION ON 2018 FIFA WORLD CUP RUSSIA™
ONLINE ACCOUNT AND REGISTRATION

REGISTRATION AND ACTIVATING YOUR ACCOUNT ONLINE

Q. How do I register an online account?

To create and activate an online account, follow the steps below:
1. Go to www.FIFA.com/hospitality
2. Click on the Login icon at the top right of the page
3. Access the Register form under the login section
4. Fill in the registration form with all the required information
5. Read and accept the Website Terms of Service and Privacy Policy
6. Click on the 'register' button
7. A ‘Confirmation of Account’ e-mail will be sent to the e-mail address you have provided.

Q. I have registered an account but did not receive a ‘Confirmation of Account’ e-mail.

Please check your spam or junk-mail folder. Your e-mail service provider may have filtered the ‘Confirmation of Account’ e-mail into one of these folders. To avoid this problem in the future, please add our Websales address (websales@matchhospitality.com) to your ‘safe senders list’, or the equivalent. Furthermore, in order to receive important event updates if you have purchased hospitality packages, we suggest that you add customerservice@match-hospitality.com to your ‘safe senders list’ as well. This will ensure that you will receive all essential communications from MATCH Hospitality.

If you have checked your junk and spam folders and still do not have an email, please contact us at websales@matchhospitality.com.

Q. Can I create an online account by calling Customer Services?

No. Webshop registration can only be done online and a valid e-mail address is required to register an account. All communication relating to your hospitality purchase(s) will be sent via e-mail. It is important that you always keep your e-mail address updated.

Q. Why do I need to register an account online to purchase hospitality packages?

All online customers are required to create an account before purchasing hospitality packages. Your online account allows you to:
• Purchase and request available products
• Amend your account details
• View all your purchases
• Receive important event information

If you subscribe to our newsletter, we will also send you important updated offers and products that may be of interest to you.

YOUR LOGIN CREDENTIALS

Q. I have forgotten my account password. How do I get a new password?
You can get a new password by going to the login page and clicking on the ‘Forgot your password?’ hyperlink under the login section. A new password will be sent to the e-mail address linked to your online account, once you have followed the guided steps.

Q. How do I change my password?

Once logged into the website, you can change your password by:
1. Accessing the ‘My Account’ tab
2. Clicking on ‘Change my password’
3. Following the guided steps

Q. I have forgotten which e-mail address I used during my account registration. How can I access my account?

If you do not remember which e-mail address was used at the time of registration, please send an e-mail to customerservice@match-hospitality.com. Please note that we reserve the right to request identity documents to verify your identity.

Q. The registered e-mail address linked to my online account is no longer active or valid, how can I access my account?

If the e-mail address linked to your account is no longer active or valid, please notify us at customerservice@match-hospitality.com and we will update your account on your behalf. Please note that we reserve the right to request identity documents to verify your identity.

ONLINE ACCOUNT DATA INFORMATION

Q. Who is the account holder?

The account holder is the person who maintains and holds responsibility for the account with MATCH Hospitality. All communication regarding the account will be e-mailed to the account holder only. The account holder is responsible for keeping MATCH Hospitality informed of any changes to the initial shipping address, contact and personal details provided.

Q. How do I amend my account holder’s e-mail address, account settings or personal details online?

Amendments to your account information can be done and managed online at www.FIFA.com/hospitality. Please login using your registered e-mail address and password. Under the ‘My Account’ section you will be able to manage your account online, purchase and request hospitality products, as well as amend account information and change your password. You will also be able to view all purchases linked to your registered e-mail address as well as receive updates relevant to your purchase and hospitality experience.

Q. Can I use a different shipping or billing address to my main address?

Yes. During the checkout process, please select ‘Use different billing address’ and/or ‘Use different shipping address’ tick-box/s, if you wish to specify alternative billing or shipping information.

Q. How do I update the payment card associated with my account?

We do not save payment card information, and therefore there is no need to update your account. For each purchase made on our website, you will be prompted to supply a valid payment card information specific to that transaction.

Q. What third parties may receive my personal details if I consent to sharing them?

If you tick the box agreeing to share your information with other third parties, MATCH Hospitality may share your contact details with the appointed Sales Agents in your country, or select companies who may contact you offering other travel and tourism products in connection with the 2018 FIFA World Cup Russia™. Because we value you as our customer and care
Q. Where can I find out more information on how my personal data can be used?

Please read the website’s Privacy Policy for a general description of how we use personal information obtained from this website.

If you purchase hospitality packages, then please also read the data provisions included within the Sales Regulations for a description of how we use personal information obtained as a result of your purchase transaction.

Q. How do I change my settings so that no third parties, other than MATCH Hospitality’s authorised Sales Agents in my country, are given my data?

Please contact us via e-mail at customerservice@match-hospitality.com.

ABOUT MATCH HOSPITALITY PACKAGES

Q. What does a hospitality package include?

Each hospitality package includes:

- An individual match ticket, which will give you access to watch the game live, from a stadium seat. The location of the seat is dependent on the hospitality product purchased and will be determined by MATCH Hospitality in due course*.
- A range of on-site hospitality benefits and catering services on match day at the stadium. Service levels and benefits differ per hospitality product*.
- Access to an exclusive hospitality area. The hospitality area is either private or shared, inside or outside the stadium, according to the hospitality product purchased*.
- Dedicated welcome area with hostesses.
- Commemorative gift.
- Parking**.

For further detailed information, please refer to the hospitality package product descriptions.

*The level of exclusivity, inclusions, stadium seat locations and hospitality areas on match day will be determined by MATCH Hospitality and will be dependent on the hospitality product you purchase.

** Parking passes are (i) subject to final confirmation by MATCH Hospitality, (ii) must be specifically requested in writing, and (ii) 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.

Q. What is a hospitality product and how do I select the hospitality product best suited to me?

Hospitality packages are available in five different product tiers, each offering their own unique hospitality experience and service levels. This allows you to select the hospitality product best suited to your budget and needs.

MATCH Club offers the true fan experience, while MATCH Pavilion and MATCH Business Seat allow you to network and entertain in comfort and style. The Tsarsky Lounge and MATCH Private Suite are our premier products and most refined hospitality offerings. Please refer to the full product descriptions here for further information. Once you know which hospitality product is right for you, take a look at the different series or matches which are available here.

Q. What is a hospitality series?
A hospitality series is a collection of matches bundled by venue, team or stage of the tournament. You can purchase a particular hospitality series in a corresponding range of products, from MATCH Club to Tsarsky Lounge. See more information on our hospitality products and the service levels they offer here.

Q. Are the prices shown per person rates?

The prices shown are at a per person rate, with the exception of MATCH Private Suite. For each ticket-inclusive hospitality package purchased, one (1) person will be admitted into the stadium and applicable hospitality area on match day.

- Tsarsky Lounge: Per person rate. There is a minimum purchase requirement of four (4) hospitality packages per purchase.
- MATCH Private Suite: Prices indicted are per suite. Suite prices vary based on the size of the suite (number of seats) and suite location. MATCH Private Suite pricing is set and will not be adjusted according to the number of guests that attend on match day.
- MATCH Business Seat: Per person rate. There is a minimum purchase requirement of four (4) hospitality packages per purchase.
- MATCH Pavilion: Per person rate. There is a minimum purchase requirement of two (2) hospitality packages per purchase.
- MATCH Club: Per person rate. There is a minimum purchase requirement of two (2) hospitality packages per purchase.

Q. Do you have any information on individual match ticket availability without the hospitality offering?

Individual match tickets (that exclude hospitality services) for the FIFA Confederations Cup Russia 2017 are available for purchase on www.FIFA.com. Alternatively, you may contact FIFA Ticketing Customer Service on +8 495 787 2018 for further assistance.

SEATING LOCATION AND INFORMATION

Q. What is a Category 1 match ticket?

Category 1 is the highest ranked match ticket seating category at FIFA football matches, located in what FIFA designates as the primary areas of the stadium. Seating positions in this category will vary in their proximity to the pitch. Category 1 tickets may be located from central areas to main stand corners, and may be on any floor.

Q. Can I choose my seat locations?

Specific MATCH Private Suites can be selected at the time of purchase, and your MATCH Private Suite number will be contained on your Confirmation of Order.

For Tsarsky Lounge, MATCH Business Seat, MATCH Pavilion and MATCH Club purchases, exact seat and row numbers will not be assigned at the time of purchase. Seats will be allocated by MATCH Hospitality in the area specified in the product description. Please be aware that the seating in each stadium and at each match is configured differently, and that ticket category boundary locations may differ from match to match.

Q. When will I know my seat number and where my seats are located?

Exact seat and row numbers will not be assigned at the time of purchase. When you receive your hospitality kit, containing your match ticket as well as an information leaflet providing information relevant to your hospitality experience, you will know which seats have been allocated to you. Please see delivery for more information on when you will get your hospitality kit.
Seats will be allocated in the applicable area specified in the product descriptions. As indicated in the Sales Regulations, product category and seat allocation decisions will not become final until 2018, while stadia construction/renovation projects are on-going. Any drawings or diagrams included as part of the product description are approximate depictions, not actual, and should not be considered definitive. Each stadium and match will be configured differently, and that ticket category boundary locations may differ from match to match.

Q. Will I be able to request a change of seat allocation?

You will not be able to change your seat locations once they have been assigned. If you have a seating requirement (e.g. disability), please contact MATCH Hospitality at customerservice@match-hospitality.com.

Q. Will all the tickets included in my hospitality package be seated next to one another in the stadium?

MATCH Hospitality will use reasonable efforts to ensure that hospitality purchases in the same product category, for the same match and under a single order, will be seated next to or close to each other in the stadium and subject to seating availability at the time of assignment.

Q. If I make separate hospitality purchases for a single match, will the stadium seats be assigned next to each other?

Match tickets for multiple orders made under separate purchases will not be assigned seats adjacent to each other or in the same block unless requested in writing to customerservice@match-hospitality.com.

We will only be able to assist you with this request if all your purchases are for the same hospitality product. All requests will be subject to approval. Please refer to the Hospitality Sales Regulations for further information regarding seat assignments.

Q. Are there any restrictions on the number of guests that can be seated together?

Once purchases have been finalised, there is no restriction in place which prevents large groups being seated together, subject to seating availability. However, please be advised that FIFA and/or MATCH Hospitality reserves the right to split up groups within the stadium if it believes in its sole discretion that a risk of ambush marketing may occur.

FINAL DRAW AND MATCH SCHEDULE

Q. What is the Match Schedule?

The Match Schedule is the official schedule according to which all matches of the competition will be played. Please note that the Match Schedule may be modified periodically. Should updates occur, the updated information can be found at http://www.fifa.com/worldcup/index.html.

Q. What time will the matches kick-off?

Kick-off times have been published but are subject to change. Please refer to the Match Schedule for the current times as disclosed by FIFA. It is advisable to check kick-off times the day before Match Day. Hospitality opening times are usually three (3) hours before and one (1) hour after the final whistle. Except for the Opening and the Final, where hospitality areas will open four (4) hours before and close one (1) hour after the final whistle.

Q. When will the Final Draw take place?

The Final Draw will take place on 1 December 2017, which will determine where and when the qualified teams play against each other in the Group Matches.
Q. How and when will I know which teams will be playing the match(s) I have purchased hospitality packages for?

This information will become available once the Final Draw has taken place on 1 December 2017. The 32 countries that have qualified to participate 2018 FIFA World Cup Russia™ will be allocated to the various Group Matches during the draw. The Group Match results of each team will determine if and where they will be playing in the knock-out stages of the tournament, such as the Round of 16, Quarter-finals, Semi-finals and Final.

TEAM SPECIFIC PACKAGES

Q. How do I know where and when my team will be playing during 2018 FIFA World Cup™?

Information on where and when teams will be playing in the Group Matches will become available once the Final Draw has taken place on 1 December 2017. The 32 countries that have qualified to participate 2018 FIFA World Cup Russia™, will be allocated to the various Group Matches during the draw. The Group Match results of each team will determine if and where they will be playing in the knock-out stages of the tournament, such as the Round of 16, Quarter-finals, Semi-finals and Final.

Q. For the Team Series 1 (TSS1) products, can I purchase a variety of Single Match Packages for different teams?

Yes. When choosing Team Specific Series 1 (TSS1) packages, you can choose any one of the Group Matches following one or more teams. The match which you would like to attend (Group Match 1, 2 or 3) must be specified at the time of purchase.

Q. If my team does advance to the knock-out stages, how will I receive the hospitality packages for these games?

These packages will need to be collected at a Hospitality Collection Centre in Russia once the Group Matches are completed and it is known where your team will be playing. Prior to the start of the competition, MATCH Hospitality will inform you of the designated collection points. Hospitality Collection Centre information will be made available closer to the event.

Q. What happens if my team is eliminated in the group stage and I have purchased a ticket-inclusive hospitality package for the knock-out stages of the competition?

If the team you have selected to follow qualifies for the 2018 FIFA World Cup Russia™, and is eliminated prior to the Round of 16 or the Quarter-final, you will receive ticket-inclusive hospitality packages to default matches. The default match for Round of 16 will be in Moscow’s Luzhniki or Spartak stadiums (the venue will be determined by MATCH Hospitality and communicated at a later date). The default match for Quarter-final will be in Sochi. This package gives you the assurance that if your team is there, you will be too, but in the event that it is not, you will still have an opportunity to enjoy the competition.

Q. If my team does not advance to the knock-out stages and I am sent to default matches, how will I receive the hospitality packages for these matches?

These packages will need to be collected in Russia at a Hospitality Collection Centre once the Group Matches are completed. Prior to the start of the competition, MATCH Hospitality will inform you of the designated collection points. Hospitality Collection Centre information will be made available closer to the event.

TRANSPORT & ACCOMMODATION

Q. Does my hospitality package include ground or air transportation on match day?

No, hospitality packages do not include match day transportation of any kind. Hospitality packages include on-site hospitality services and benefits at the stadium (on match day) as well as a match ticket. Please refer to the hospitality products section for the full details on hospitality inclusions.
Q. Does my hospitality package include flights and/or accommodation?
Hospitality packages do not include flights, accommodation or anything else not specifically listed in the package inclusions. Hospitality packages include on-site hospitality services and benefits at the stadium (on match day) as well as a match ticket. Please refer to the hospitality products section for the full details on hospitality inclusions.

Please view our list of authorised Sales Agents who can provide ancillary services such as accommodation and flights.

Q. How will I arrange my travel and accommodation?
Accommodation may be requested and booked directly from the 2018 FIFA World Cup Russia™ Accommodation Team at enquiries@2018match.com

Alternatively, you can contact one of our appointed Sales Agents in your territory as they would also be able to assist you with accommodation, transfers and any other ancillary requirements you may have. To view which official Sales Agent has been appointed in your country, please click here.

TRAVEL VISA REQUIREMENTS

Q. Do I need a visa for entry into Russia?
It is best that you consult your local foreign office to confirm what visa requirements may be applicable to you.

Spectators carrying a FAN ID, as well as a personal identification document recognised by the Russian Federation, shall be entitled to multiple entries into the Russian Federation between certain dates, before and after the tournament, without having been issued a Russian entry visa. Exact dates will be published by FAN ID at a later stage. For more information, please visit the FAN ID questions and answers page.

Spectators who will be using the FAN ID for multiple visa-free entries into the Russian Federation, must ensure that the validity period of their passports is no less than the validity of the FAN IDs which they intend to use as an entry permit.

Please see click here for more information on FAN ID.

Neither FIFA nor MATCH Hospitality assume any liability or responsibility with respect to the application, issuance, and use of such identification documents or the accuracy of information provided in this email, which may be subject to change. Please see our Sales Regulations for more details.
FAN ID

Disclaimer:

Neither FIFA nor MATCH Hospitality assume any liability or responsibility in respect of the application, issuance and use of such identification documents or the accuracy information provided in these FAQs, which may be subject to change. Please see the Hospitality Sales Regulations for more details.

The FAN ID team will provide direct customer support for those applying for a FAN ID:

- Telephonic helpline: 8 (800) 775-20-18 (domestic calls), +7 (495) 741-18-18 (international calls)
- Online enquiry and feedback form: https://www.fan-id.ru/contacts.html.

Q. What is a FAN ID and why do I need one?
A FAN ID is a personalised document that is issued and required by every single person attending any 2018 FIFA World Cup Russia™ matches. Pursuant to the Russian Federal Law No. 108-FZ of 7 June 2013, both a FAN ID and applicable match ticket are required to access the stadium on match day. Only one FAN ID is required per person for the duration of the 2018 FIFA World Cup Russia™.

Q. How long is my FAN ID valid?
A FAN ID will be valid from approximately two weeks before the start of the 2018 FIFA World Cup Russia™, until after the tournament. Exact dates will be published by FAN ID at a later stage. For more information, please visit the FAN ID questions and answers page.

Q. How does a MATCH Hospitality customer get a FAN ID?
It is possible for MATCH Hospitality customers to apply for a FAN ID prior to receiving their match tickets. Only fully-paid hospitality customers will be able to make use of this service. Please contact MATCH Hospitality Customer Service at customerservice@match-hospitality.com if you are an existing hospitality customer and would like more information about applying for a FAN ID.

Alternatively, if you are a hospitality customer and you have received your match tickets, you can also apply for a FAN ID in Russia at a FAN ID Distribution Centre

For more information on applying for a FAN ID please visit www.fan-id.ru

Q. Who is responsible for obtaining and processing of the FAN ID?
All FAN ID applications must be submitted to FAN ID directly by the spectator. The customer and his/her guests are responsible for obtaining FAN IDs. Neither FIFA nor MATCH Hospitality assume any liability or responsibility in respect of the application, issuance and use of such identification documents or the accuracy information provided in these FAQs, which may be subject to change. Please see the Hospitality Sales Regulations for more details.

Q. Who do I contact if I have difficulty applying for my FAN ID?
The FAN ID team will provide direct customer support for those applying for a FAN ID:

- Telephonic helpline: 8 (800) 775-20-18 (domestic calls), +7 (495) 741-18-18 (international calls)
- Online enquiry and feedback form: https://www.fan-id.ru/contacts.html.

For more information, please visit the FAN ID questions and answers page.
MAKING A PURCHASE

HOSPITALITY PACKAGE ONLINE PURCHASING

Q. Am I able to purchase hospitality packages online without creating an account?

No, you must create an online account on www.FIFA.com/hospitality to be able to purchase any hospitality packages online.

Q. What is the step-by-step process when purchasing packages online?

1. Click on the Login icon at the top right of the page
2. Access the Register or Login links with existing details
3. Select the ‘Buy Packages’ sub-menu
4. Click on the packages which interest you most. This can also be done in the following ways:
   a. By Product – hospitality benefits
      • Tsarsky Lounge, MATCH Private Suite, MATCH Business Seat, MATCH Pavilion or MATCH Club
   b. By Series – bundled matches
      • Bolshaya Troika, Venue Series, Final Round Series
   c. By Team - Team Specific Series
   d. By Individual Match - Single Match Package
5. On the selected packages page, follow the guided steps to select the package you want to purchase
6. Select the quantity
7. Click on ‘Order’ to add the hospitality package to your shopping cart
8. Once you click on ‘Order’, you can either continue shopping and select additional hospitality packages or you can checkout to complete your purchase
9. If the products added to cart are in order, you can click on ‘Checkout’
10. Follow the guided three-step checkout process
11. Fill in the required information fields
12. Read and accept the Terms and Conditions of purchase by checking the tick-box
13. Click on ‘Pay now’ to confirm your purchase immediately and to pay online via credit card
14. Enter your credit card details
15. Once your credit card has been processed and verified, an e-mail confirmation will be sent to the e-mail address linked to your account
16. An invoice reflecting your payment will be separately issued to you directly via e-mail, as soon as receipt of full payment has been confirmed by our Finance department.

If you do not receive a Confirmation of Purchase e-mail, please contact us at websales@match-hospitality.com

Q. How can I view my online purchase(s)?

You will be able to view your online purchases in the ‘My Account’ section of the website under ‘View my orders’, once logged in with your registered e-mail and password.

Q. When is my order confirmed?

• ONLINE VISA/RUSSIAN MIR CARD PAYMENT PURCHASES:
  Online purchases are immediate and you will receive a Confirmation of Purchase detailing your order via e-mail, as soon as the online payment card has been successfully processed. Your online acceptance of all the Sales Terms and Conditions forms a legally binding contract with respect to the products you purchased from MATCH Hospitality in accordance with the applicable Hospitality Sales Regulations.
• ONLINE ORDER SUBMISSION:
  1. Once the online hospitality package request is processed, a window confirming your request will come up.
  2. An order form will be attached to the Confirmation of Request e-mail that is subsequently sent to the e-mail address registered to your online account.
  3. Review your Order Form and then sign, scan and e-mail it to websales@match-hospitality.com so the order can be formally processed and confirmed thereafter.
  4. If the hospitality package you have requested is available, we will send you a Confirmation of Purchase together with an invoice via e-mail, which will detail the hospitality package purchased and amount due for payment.

By completing, signing and sending the Order Form to MATCH Hospitality, you are making an offer to enter into a legally binding contract for the purchase of the requested hospitality packages, subject to the MATCH Hospitality Sales Regulations, the 2018 FIFA World Cup Russia™ General Ticketing Terms and Conditions, the Stadium Code of Conduct and the product descriptions of the requested products. All documents can be downloaded and read here, and are available on request. A binding contract will come into force if and when MATCH Hospitality accepts your offer and issues a Confirmation of Purchase.

Q. How do I know that your website is secure and that my payment information is safe?

All transactions are carried out using a secure server technology powered by PayU. Please also see Website Terms of Service for further information.

Q. What is the minimum number of packages I am required to purchase?

All packages, except for MATCH Private Suite, have a minimum purchase requirement per transaction as follows:

• Tsarsky Lounge – there is a minimum purchase requirement of four (4) hospitality packages per match and can only be purchased in even numbers thereafter i.e. 4, 6, 8, 10 etc.

• MATCH Business Seat – there is a minimum purchase requirement of four (4) hospitality packages per match and can only be purchased in even numbers thereafter i.e. 4, 6, 8, 10 etc.

• MATCH Pavilion – there is a minimum purchase requirement of two (2) hospitality packages per match.

• MATCH Club – there is a minimum purchase requirement of two (2) hospitality packages per match.

• MATCH Private Suite – can be purchased on an individual basis. Prices indicated are for the private use of the entire suite. Pricing may vary from suite to suite, based on the location and number of seats.

Q. Is there a limit to how many hospitality packages I can purchase online?

The maximum number of packages you can purchase online is 40 packages per match. For requests larger than 40 packages, please contact websales@match-hospitality.com. FIFA will need to approve any purchases of over 40 packages per match made by a single company or individual. MATCH Hospitality reserves the right to split up groups within the stadium.

Q. Will I be able to purchase additional hospitality packages once I am in Russia?

Information on last-minute hospitality package purchases will be made available closer to the event. All hospitality packages remain subject to availability and are sold on a first-come, first-serve basis until sold out.

Q. Can I purchase hospitality packages for sweepstakes, competitions, auctions or charitable use?

Hospitality packages cannot be used for any commercial or marketing purposes including promotions and advertising campaigns, or as prizes in competitions, lotteries or sweepstakes. Hospitality packages are for the corporate or private use of you and your invited guests only, and may not be commercialised or transferred (including for financial gain). The purchase of hospitality packages does not grant the right to, or permit you and your invited guests only to exercise any marketing.
advertising or promotional activities with respect to the 2018 FIFA World Cup Russia™. More detailed rules are set forth in Section 11 of the Hospitality Sales Regulations.

Q. Are discounts offered for large purchase quantities of hospitality packages?

No, there are no discounted rates. Each hospitality package is sold at a standard price, regardless of the quantity of packages purchased.

Q. Are there discounted rates for children?

There are no discounted rates for children. Each hospitality package is sold at a standard per person rate regardless of the age of customers.

Q. Can children get in for free?

Children, regardless of age, cannot get in for free. Every person entering the stadium perimeter and hospitality areas must have a match ticket, FAN ID and applicable hospitality access devices.

HOSPITALITY AREA & PRIVATE SUITE DETAILS

Q. How long before kick-off will the hospitality areas open?

Hospitality areas’ opening and closing times are usually three (3) hours before kick-off and one (1) hour after the final whistle, except for the Opening and the Final where hospitality areas will open four (4) hours before kick-off and close one (1) hour after the final whistle. Subject to change.

Q. What are the seating arrangements in the hospitality areas?

The seating configuration in each stadium and hospitality area will vary:
- Tsarsky Lounge and MATCH Business Seat guests will have the opportunity to reserve a table. Depending on the size of the group the exact table reservation configuration, reservations will be subject to availability and confirmation.
- MATCH Private Suite seating configurations will vary depending on the size and design layout of each suite.
- Open seating, which will be made available on a ‘first-come, first-served basis’, will apply in the MATCH Pavilion as well as MATCH Club hospitality areas, where there will be tables of varying sizes.

Please refer to the full product descriptions here for further detailed information.

Q. How many people will each table in the hospitality area seat?

The table configuration in each stadium and hospitality area will vary:
- Tsarsky Lounge and MATCH Business Seat guests will have the opportunity to reserve a table. The exact table configuration will depend on the size of the group and the hospitality area layout, reservations will be subject to availability and confirmation.
- MATCH Private Suite seating configurations will vary depending on the size and table layout in each suite.
- Open seating, which will be made available on a ‘first-come, first-served basis’, will apply in the MATCH Pavilion as well as MATCH Club hospitality areas, where there will be tables of varying sizes.

Please refer to the full product descriptions here for further detailed information.

Q. What type of entertainment is provided in the hospitality areas for customers?

Entertainment programmes will be confirmed nearer to the tournament but could include live bands, videos, games, artist performances etc. Entertainment may differ between stadiums.
Q. I hear that the stadiums are still under construction. What happens if the location or size of the private suite I have purchased changes?

If a customer purchases a MATCH Private Suite and the capacity or location of the suite must be changed for any reason, MATCH Hospitality will endeavour to notify the customer as soon as possible. If a change in size or location of the suite results in an increase or decrease in the price, the price payable maybe be subject to a corresponding increase or reduction. All pricing updates will be calculated according to published rates. In the event of any reduction, MATCH Hospitality will credit the price difference to the customer. Should there be an increase in price, the customer will be given the option to cancel the purchase and request a refund in accordance with Hospitality Sales Regulations OR be invoiced the additional amount.

CANCELLATION, RE-SALE AND TRANSFER OF HOSPITALITY PACKAGES

Q. Can I cancel my hospitality purchase?

All sales are final and cannot be cancelled. No refunds will be made to any MATCH Hospitality customer under any circumstances, except with respect to:

i. If you have purchased a Team Specific Series and the team you have chosen to follow fails to qualify for the 2018 FIFA World Cup Russia™

ii. The cancellation of any hospitality package in the circumstances described in Section 4.7 or 5.6 of the Hospitality Sales Regulations

iii. The cancellation of any match in the tournament in the manner outlined in Section 14.3. of the Hospitality Sales Regulations

Please refer to the Hospitality Sales Regulations for further information regarding cancellations and refunds.

Q. Can I transfer or resell my hospitality package?

No. The transfer and/or re-sale of hospitality packages and official match tickets, hospitality access pass, parking pass or any other component included in the hospitality package is strictly prohibited. You are not permitted to resell hospitality packages, individually or as part of a travel package (for example combining flights, hotels and hospitality tickets). Hospitality packages are for each customer’s own personal use or corporate use for privately invited guests and may not be transferred for financial gain.

Please refer to the Hospitality Sales Regulations for further information regarding the resale and transfer of hospitality packages.

Q. Can I exchange my purchased hospitality packages?

No. You are prohibited from conducting any exchange or other transfer (other than the provision to an invited guest) of any hospitality package, match ticket, hospitality access pass, or any other benefit or service provided in connection with a hospitality package. More detailed rules are set out in the Hospitality Sales Regulations.

Q. If I no longer want to attend the match for which I have purchased hospitality packages, can I exchange my hospitality packages for a match I would prefer to see?

All sales are final and it is not possible to exchange matches for one another.
PAYMENT INFORMATION

Q. In which currency must I pay for my hospitality packages?

Payments for all purchases must be received in full in the currency identified during the purchase process, and subsequently confirmed in the Confirmation of Purchase. Only Russian customers may pay in their local currency, Roubles or MIR card. All international customers outside of Russia must pay in U.S. Dollars.

Any payment, currency conversion, currency exchange control, credit card charge or other charges incurred in connection with any payment obligation outlined in Section 6 of the Hospitality Sales Regulations, will be the sole responsibility of the customer in addition to the price of the hospitality packages.

Q. Is VAT applicable/refundable? What is the planned VAT/Sales Tax treatment of hospitality services and tickets?

Any VAT and/or other consumption or applicable local tax, fees or dues will be reflected in the Confirmation of Purchase and/or relevant invoice at the applicable rate, and shall be payable by the customer. There are no exemptions regardless of the domicile.

ONLINE CREDIT/DEBIT CARD PAYMENT INFORMATION

Q. How can I pay for my hospitality packages online?

Products purchased directly online must be paid for with a valid Visa payment card at the time of purchase. Only Russian customers may pay in their local currency, Roubles or by using a MIR card. All international customers outside of Russia must pay in U.S. Dollars. Any payment, currency conversion, currency exchange control, credit card charge or other charges incurred in connection with any payment obligation outlined in Section 6 of the Hospitality Sales Regulations, will be the sole responsibility of the customer in addition to the price of the hospitality packages.

Q. What payment cards are accepted online?

All online payments must be made with a Visa credit/debit card, or a Russian MIR card.

Q. I do not have access to a Visa payment card – can I still purchase hospitality packages?

If you are not able to purchase your hospitality packages online using a Visa payment card or Russian MIR card, please e-mail websales@match-hospitality.com for further information on how to complete your purchase.

Q. Is full payment required upon purchase for hospitality packages ordered online?

If you choose to pay immediately via Visa card or Russian MIR card then yes, full payment is required at the time of purchase. For orders over USD 10'000, you will be given the option to ‘Submit an Order’ instead of paying immediately online. This option allows you to pay at a later stage via bank transfer, accepted payment cards and in instalments, according to the payment schedule outlined in the Hospitality Sales Regulations. Please note that any hospitality package requests received by submitting an order online, will remain subject to availability until formally reserved in a Confirmation of Purchase issued by MATCH Hospitality. Alternatively, please send an e-mail detailing your request to websales@match-hospitality.com and a sales administrator will contact you directly.

Q. Can I split online payment between multiple credit/debit cards?

No. Online purchases cannot be split across multiple cards. If the order is over USD 10’000.00 and you wish to make payment via wire transfer or in instalments, you can click on ‘Submit an Order’ instead of paying and confirming your order immediately. Please note that any hospitality package requests received by submitting an order online, will remain subject to availability until formally reserved in a Confirmation of Purchase issued by MATCH Hospitality. Alternatively, please send an e-mail detailing your request to websales@match-hospitality.com and a sales administrator will contact you directly.
Q. The credit amount on my payment card is not sufficient to allow me to complete my purchase, how can I solve this problem?

You can contact your bank directly, requesting an increase to your payment card limit. If this is approved, you will be able to conclude your online purchase. Alternatively, if your order is over a USD 10’000.00, you have the option to ‘Submit an Order’ instead of paying and confirming your order immediately, with the option to pay later via bank transfer, accepted payment cards and in instalments. Please note that any products which are requested, when submitting an order online, remain subject to availability and will only be formally reserved when a Confirmation of Purchase form is issued by MATCH Hospitality. Alternatively, please send an e-mail detailing your request to websales@match-hospitality.com and a sales administrator will contact you directly.

Q. Is there another way to pay for hospitality packages, other than online card payment?

When completing your checkout online, if the order is over USD 10’000, you will be given the option to ‘Submit an Order’ instead of paying immediately online with a payment card. This option allows you to pay at a later stage via bank transfer and in instalments, according to the payment schedule outlined in the Hospitality Sales Regulations. Please note that any hospitality package requests received by submitting an order online, will remain subject to availability until formally reserved in a Confirmation of Purchase issued by MATCH Hospitality.

Alternatively, you may place your order by downloading, printing and completing a form offline. You can access the Order Form here. Once you have completed the Order Form, please sign, scan and e-mail it to websales@match-hospitality.com, so the order can be processed and confirmed thereafter.

ONLINE PAYMENT ERRORS

Q. Why have I been redirected to the checkout page when attempting to process online payment? I am unable to conclude my purchase, what should I do?

This payment processing error could have occurred due to one or more of the following reasons:

a. The payment window/browser is closed before payment can be successfully processed
b. The answer from the payment provider takes too long and the session is lost
c. The payment failed or is rejected by the payment provider
d. The bank declined to authorise payment for various reasons such as the value of the transaction
e. The payment card is not 3D secure and/or enabled for online payment
f. The payment card type used is not Visa or Russian MIR

Please note that payment should not have been processed, and therefore you need to contact your bank or payment card company directly for further assistance so that the potential cause around the payment error can be resolved.

Q. I have attempted to process a payment online using a Visa/Russian MIR card but I have not received a Confirmation of Purchase e-mail, even though an order number is appearing under my account. Is my order confirmed or not?

If you have not received a Confirmation of Purchase, a payment error has occurred during your transaction. Therefore, payment has not been processed by our system, your payment card has not been charged and the order reflecting under your account has not been finalised or confirmed. This payment processing error may have occurred due to one or more of the following reasons:

a. The payment window/browser is closed before payment can be successfully processed
b. The answer from the payment provider takes too long and the session is lost
c. The payment failed or was rejected by the payment provider
d. The bank declined to authorize payment for various reasons such as the value of the transaction
Please note that since payment should not have been processed and the order is not valid, you will be required to re-purchase the hospitality packages. Should the problem persist, you will need to contact your bank or payment card company directly for further assistance.

OFFLINE PAYMENT INFORMATION

Q. How can I pay for my hospitality packages if I download and submit a completed Order Form?

Packages can be paid for by accepted payment cards or electronic bank transfer. Should you wish to pay via credit card, our Finance department will send you a secure credit card payment link separately to the registered e-mail address, where you will be able to make payment. We ask for proof of payment in each case to be able to track the payments made by each customer.

AFTER SALES/ CUSTOMER SERVICE INFORMATION

RECEIVING YOUR MATCH TICKET & OTHER HOSPITALITY PACKAGE COMPONENTS

Q. When will I receive my match tickets?

MATCH Hospitality has not yet finalised its delivery/collection details for the 2018 FIFA World Cup™. Customers will be informed once these arrangements are determined. In the meantime, you may refer to Section 7 of the Hospitality Sales Regulations for further information regarding delivery/collection of hospitality package components, which include but are not limited to, your match ticket and parking pass, if applicable.

Q. How will I receive my match tickets?

Subject to Sections 7.2-7.8 of the Hospitality Sales Regulations, MATCH Hospitality will ensure that match tickets and any other applicable hospitality package components will be:

(i) delivered to the address stated in the Confirmation of Purchase (or to a different address subsequently agreed in writing by MATCH Hospitality) by a method of MATCH Hospitality’s choice; or

(ii) made available for collection by the customer at Hospitality Collection Centres, in accordance with policies to be established by MATCH Hospitality and notified to you; or

(iii) made available for collection at an alternative location if this is notified in advance to the customer by MATCH Hospitality.

Delivery, or the availability for collection, of hospitality package components is subject to you having complied in full with all elements of the Sales Agreement.

Customers are responsible for ensuring that the correct shipping address with postal code and phone number is entered into the system, if deliveries will be made directly to them. Please be advised that delivery will be via a courier service and therefore P.O. Box addresses cannot be accepted, as a signature is required upon delivery.

Q. How do I register a collection appointment if I prefer to collect my ticket-inclusive hospitality package components?

As an alternative to delivery, and for last minute orders, hospitality packages can be made available for collection at one of the Hospitality Collection Centres in Russia. Collection time slots must be specifically requested and confirmed with MATCH Hospitality in writing at customerservice@match-hospitality.com.

Hospitality package collection appointments are subject to availability and confirmation, in accordance with policies established by MATCH Hospitality and notified to the customer.
Q. What is a hospitality kit?

Each hospitality kit will contain an individual match ticket, as well as an information leaflet providing information relevant to your hospitality experience.

Q. If I have purchased packages under separate orders, will they all be sent in the same shipment?

With the exception of last-minute purchases made once shipping and delivery has started, and depending how far apart your orders were made, packages purchased under the same account should be in the same shipment.

**DELIVERY ADDRESS**

Q. How can I change or update my delivery address information?

Once logged into the website, you can amend your delivery address by:

- Accessing the ‘My Account’ tab
- Clicking on ‘Manage My Shipping Details’
- Click on ‘Edit Shipping Details’
- Follow the guided steps

Alternatively, you may submit your shipping preference changes in writing to customerservice@match-hospitality.com and we will apply the change request on your behalf.

Q. Can I change my delivery address after a purchase order has been submitted?

Yes, you will be able to change the delivery address until your hospitality kit has been dispatched.

Q. Can I have my hospitality packages delivered to someone else’s address?

Yes. During the checkout process, please select the ‘Use different delivery address’ tick-box to specify the address you would like the hospitality package to be shipped to. Alternatively, you may change your delivery address online under the ‘My Account’ section of the website and clicking on ‘Manage my shipping details’, once logged in with your registered e-mail and password. You may also submit your request in writing to customerservice@match-hospitality.com and we will apply the change request on your behalf.

**MATCH TICKETS**

Q. Are individual match tickets personalised with the name of the bearer?

Individual guest names cannot be printed on individual match tickets. The name of the account holder responsible for the purchase of the hospitality packages will be printed on all individual match tickets. So long as your guests are in possession of a valid match ticket and FAN ID, they will not have any problems with gaining access to the stadium on match day. All customers should always carry ID documents on them when attending matches.

Q. What information will my match ticket contain?

Each match ticket will include, but not limited to, the following information:

- Seat information and number
- MATCH fixture (match number + date + time)
- Barcode for access control
- Designated hospitality area
- Account holder’s name
- The standard terms and conditions
Q. What happens if my match tickets are damaged or stolen?

Any match ticket which has become damaged in any way 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, in writing, if any ticket or parking pass that is delivered or collected is damaged in any way.

FIFA and MATCH Hospitality 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 or other hospitality package component, once delivered or collected by the customer.

MATCH Hospitality reserves the right to determine whether to issue replacement of match tickets in the event of any occurrence of the circumstances outlined in the Hospitality Sales Regulations, and to determine the conditions which may apply to any such replacements. A police report must be provided and submitted to MATCH Hospitality.

Q. What are the General Terms and Conditions for the use of match tickets?

Please click here to access the full 2018 FIFA World Cup Russia™ General Terms and Conditions for the Use of Tickets on page 22.

NAMES & DETAILS OF HOSPITALITY GUESTS

Q. Will the name(s) of my guest(s) be printed on their match tickets?

Individual guest names cannot be printed on match tickets. The name of the account holder responsible for the purchase of the hospitality packages will be printed on all applicable individual match tickets. So long as your guests are in possession of a valid match ticket and FAN ID, they should not have any problems with gaining access to the stadium on match day. All customers should always carry ID documents on them when attending matches.

Q. Do I need to supply my guest’s information?

You do not need to provide your guest/s name/s at the time of purchase. FIFA, third parties authorised by FIFA and MATCH Hospitality reserve the right to ask you to provide full information relating to each of your guests at any point. This may include information such as name, passport/identity card numbers, nationality and date of birth. Furthermore, if requested by MATCH Hospitality, you may be required to provide information where each guest has had a ticket specifically allocated to them, by ticket number, or by block, seat or row number.

SPECIAL REQUESTS & REQUIREMENTS

Q. How do I notify MATCH Hospitality of any special dietary requirements?

Should you or your guest have any dietary restrictions or requirements, please submit these requests via e-mail to customerservice@match-hospitality.com. Please note that dietary requests remain subject to approval and it may not be possible to accommodate requests received close to match day.

Q. Is it possible to request that match tickets related to different purchases, not under the same order, be seated together?

Seat assignment requests, which are subject to availability and final approval by MATCH Hospitality, must be specifically requested in writing to customerservice@match-hospitality.com so the request can be registered.

Kindly note that your request will only be eligible if the hospitality packages purchased are for the same match and for the same hospitality product. We are unfortunately unable to guarantee that your seats will be assigned together as the locations of seats for specific ticket categories for matches at the stadiums are determined by FIFA in its discretion. Please refer to the Hospitality Sales Regulations for further information regarding seat assignments.
Q. What provisions are there for guests with limited mobility or disability?
Limited numbers of spaces are available in each stadium for wheelchair users. Spaces will be allocated on a first-come, first-serve basis. Customers who require special assistance due to a disability (including but not limited to wheelchair seating as well as wheelchair access to hospitality facilities and/or the stadium) should notify MATCH Hospitality prior to completing a purchase to ensure that the correct facilities can be made available. Once a purchase has been completed, should a guest who requires special assistance due to disability be invited, the customer should promptly notify MATCH Hospitality at customerservice@match-hospitality.com as soon as reasonably possible. MATCH Hospitality will use reasonable efforts to provide such special assistance (subject to availability).

MATCH Hospitality can offer additional mobility assistance in the form of golf cart transfers (subject to availability) on match day in certain stadiums but only if requested in writing at customerservice@match-hospitality.com.

Q. What restrictions apply to manual or electric wheelchairs or mobility scooters?
Disabled people and people with limited mobility will be permitted to enter the stadium with a manual or electric wheelchair or mobility scooters. Wheelchairs and mobility scooters designed for transportation of people with limited mobility must be equipped with three (3) or four (4) wheels. They may not be no more than 700 mm wide and 1,300 mm long with a turning radius not exceeding 900 mm and a turning width not exceeding 1,500 mm. Electric wheelchairs and scooters shall not be permitted to go above a speed limit of 6km/h. Wheelchairs and mobility scooters whose parameters do not meet these requirements will be denied entry to the stadium.

Q. What if I, or one of my guests, need to be accompanied by a helper or another assistant?
MATCH Hospitality will not be able to provide any accreditation to customers for their assistants or staff. Each person who attends the match (even if they are there as a helper or an assistant) must be in possession of their own ticket-inclusive hospitality package in order to gain access into the stadium and corresponding hospitality area. Each helper or assistant’s hospitality package must be in the same product category as the person whom they are accompanying.

Q. Does MATCH Hospitality provide special assistance for aged?
MATCH Hospitality will not be able to provide special assistance unless requested in writing.

PARKING

Q. Am I eligible for a parking pass?
Parking passes are made available upon request and will, unless MATCH Hospitality determines otherwise (at its sole discretion), be allocated on the following 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.

All parking passes must be requested in writing directly from MATCH Hospitality at customerservice@match-hospitality.com and remain subject to availability as well as confirmation.

Q. How do I request my parking pass?
Parking pass requests must be made in writing directly from MATCH Hospitality at customerservice@match-hospitality.com. Please note that all parking passes:

- (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.

Q. When will I receive my parking pass?
MATCH Hospitality has not yet finalised its delivery/collection details for the 2018 FIFA World Cup™. Customers will be informed once these arrangements are determined. In the meantime, you may refer to Section 7 of the Hospitality Sales Regulations for further information regarding delivery/collection of hospitality package components, which include but are not limited to, your parking pass, if applicable.
Q. How will I receive my parking pass?

Subject to Sections 7.2–7.8 of the Hospitality Sales Regulations, MATCH Hospitality will ensure that parking passes and any other applicable hospitality package components will be:

(i) delivered to the address stated in the Confirmation of Purchase (or to a different address subsequently agreed in writing by MATCH Hospitality) by a method of MATCH Hospitality’s choice; or

(ii) made available for collection by the customer at a Hospitality Collection Centre, in accordance with policies to be established by MATCH Hospitality and notified to you; or

(iii) made available for collection at an alternative location if this is notified in advance to the customer by MATCH Hospitality.

Delivery, or the availability for collection, of hospitality package components is subject to you having complied in full with all elements of the Sales Agreement.

Customers are responsible for ensuring that the correct shipping address with postal code and phone number is entered into the system, if customers prefer hospitality packages to be delivered. Please be advised that delivery will be via a courier service and therefore P.O. Box addresses cannot be accepted, as a signature is required upon delivery.

Q. What happens if my parking pass is damaged or stolen?

Any parking pass which has become damaged in any way 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, in writing, in the event that any ticket or parking pass is delivered or collected in a damaged condition.

FIFA and MATCH Hospitality 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 parking pass or other hospitality package component once delivered or collected by the customer.

MATCH Hospitality reserves the right to determine whether to issue replacement of parking passes in the event of any occurrence of the circumstances outlined in the Hospitality Sales Regulations, and to determine the conditions which may apply to any such replacements. A police report must be provided and submitted to MATCH Hospitality.

Q. What are the parking space dimensions?

- Cars: 2,30m x 4,50m;
- Buses: 3m x 15m

Q. Can car parking passes be exchanged for bus parking passes?

Ten (10) car parking passes can be exchanged for one (1) bus parking pass.

Q. Where are the hospitality parking areas located?

Hospitality parking areas are located within walking distance to the stadium. Location and access information will be included in the event information brochure, which is part of the hospitality kit. Exception: In selected venues, a shuttle service may be provided from the hospitality parking areas to the stadium. These locations are within the stadium security perimeter.
Q. Will my driver or chauffer require a special pass to get into the parking areas?

All parking areas at the Saint Petersburg Stadium are within the stadium security perimeter. This means that all the occupants of a vehicle, including drivers, must be in possession of a valid FAN ID to access the parking areas.

Important FAN ID information regarding bus drivers and chauffeurs for Saint Petersburg matches:

- All vehicles and vehicle occupants will be checked at the Vehicle Security Perimeter before being permitted to enter the Saint Petersburg Stadium parking areas.
- Vehicles will be required to have their parking passes clearly displayed in the windshield, and all vehicle occupants (including drivers) will be required to be in possession of a valid FAN ID to gain access to the parking area.
- When passing through the Vehicle Security Perimeter, hospitality customers will be requested to present a valid Match Day Ticket in addition to their FAN ID, while only one driver per vehicle will be permitted to access the parking area using only a valid FAN ID.

Vehicles will be required to have their parking passes clearly displayed in the windshield, and all vehicle occupants (including drivers) will be required to be in possession of a valid FAN ID in order to gain access to the parking area. When passing through the Vehicle Security Perimeter, hospitality customers will be requested to present a valid match ticket in addition to their FAN ID, while only one driver per vehicle will be permitted to access the parking area using only a valid FAN ID.

Drivers will only require a valid FAN ID to access the Saint Petersburg hospitality parking areas. This will not apply to parking areas in other stadiums.

Q. Can I use a taxi service to be dropped off in the hospitality parking areas?

There is no drop-off zone in the hospitality parking areas and vehicles will only be permitted to access the parking areas in order to park for the duration of the match.

ATTENDING THE MATCH/S

Q. Is there a specific dress code for the hospitality areas?

There is no strict dress code in the commercial hospitality areas. However, we recommend casual attire and comfortable shoes. FIFA views ambush marketing in a serious light and we strongly advise that you refrain from wearing clothes or accessories which may be considered to be ambush marketing by prominently displaying any trademarks or logos, or form part of a group wearing the same accessory or clothes. Guests should not bring any promotional, commercial or advertising items inside the stadium or hospitality areas.

Q. What items are not permitted in the stadium?

Each match will be subject to stadium policies outlining items that cannot be taken into a match. These are outlined in more detail in the Stadium Code of Conduct for the 2018 FIFA World Cup™ and should be reviewed by all fans before attending any given match.

Examples of items prohibited in the stadium include: weapons of any kind or anything that could be used as a weapon, fireworks, flares, smoke powders, smoke canisters, smoke bombs or other pyrotechnics, commercial materials or similar items which could infringe any rights of FIFA for the competition, and other objects which could compromise public safety and/or harm the reputation of the competition. For further information, please read the Stadium Code of Conduct for the 2018 FIFA World Cup™.
Q. Where is the best place to meet my guests?

The best place to meet your guests is within the hospitality area specified on the match ticket.

Q. Are we able to bring our own stewards, bodyguards, hostesses or staff to the hospitality areas?

MATCH Hospitality will not be able to provide any access to customers for their stewards, bodyguards, assistants or staff. To gain entry into the stadium perimeter, as well as the applicable hospitality area, each person (even if they are there as a steward or staff) must be in possession of their own ticket-inclusive hospitality package and a valid FAN ID.

Q. When will I get my hospitality gift?

The commemorative gift, which is specific to the hospitality package you have purchased, will be distributed in the hospitality area.

ACCESS TO THE STADIUM AND HOSPITALITY AREAS

Q. How can guests enter the stadium?

Guests can enter the stadium via general or dedicated hospitality entrances. To enter the stadium security perimeter, guests must have a valid match ticket and FAN ID. An information brochure that is provided closer to the event will contain stadium maps, which will provide detailed information on which entrance will be the most suitable for you and your guests to use.

Q. How do I get to the designated hospitality area once inside the stadium?

Once you have entered the stadium using your FAN ID and match ticket, hospitality signage and hostesses will help guide you to the welcome desk of your hospitality area. We advise that you take some time to familiarise yourself with the stadium map in advance of travelling to the stadium. Also, please allow plenty of time to navigate around the stadium.

Q. Will I need a special pass to access my designated hospitality area?

When you arrive at the hospitality welcome desk, your ticket will be checked and hostesses will provide you and your guests with a hospitality access device, which will allow you to access your corresponding hospitality area. Guests will be required to present a valid match ticket as well as a valid access device to gain access to their hospitality area.

Q. Are guests allowed to visit different hospitality areas?

Guests will be provided with a coded access device, which will give them access to the hospitality area specific to the hospitality package purchased. Guests will not be permitted to visit hospitality areas which do not correspond with their access devices.

Q. Can spectators leave the stadium and return during matches?

Re-entry into the stadium is not possible. Each match ticket is only valid for a single entry to the stadium, and any person that presents a ticket that has already been validated will be refused entry by staff at the stadium access point.

ADVERTISING YOUR COMPANY OR BRAND

Q. Can I advertise my company/brand in the hospitality area or MATCH Private Suite I have purchased?

No. No lounge, suite or hospitality area can be branded. All branding rights are reserved for FIFA’s partners and sponsors exclusively. Guests should not bring any promotional, commercial or advertising items inside the stadium or hospitality areas, including: banners, signs or brochures with the intention of displaying or distributing them. More detailed rules are set forth in the Hospitality Sales Regulations.
Q. Can I use hospitality packages in advertising campaigns relating to my company?

No. Hospitality packages cannot be used for any commercial purposes including promotions and advertising campaigns, or as prizes in competitions, lotteries or sweepstakes. Hospitality packages are for the corporate or private use of yourself and your invited guests only, and may not be commercialised or transferred for financial gain. The purchase of hospitality packages does not grant the right to, or permit the customer and/or their guest(s) to exercise any marketing, advertising or promotional activities with respect to the 2018 FIFA World Cup Russia™. More detailed rules are set forth in Section 11 of the Hospitality Sales Regulations.

The customer shall not, and shall ensure that each of their guests shall not, bring or cause to have brought any promotional, advertising or commercial items of any kind into a stadium or hospitality facility. The customer shall not promote, sell, display or distribute any promotional, advertising or commercial items or services at any stadium or hospitality facility.

UNAUTHORISED HOSPITALITY PACKAGES SALES

Q. I have been approached by a company, other than MATCH Hospitality, offering hospitality packages and tickets for the 2018 FIFA World Cup Russia™. How do I know if they are authorised to do so?

MATCH Hospitality is the exclusive hospitality rights holder appointed by FIFA, and the only company licensed to sell ticket-inclusive hospitality packages for the 2018 FIFA World Cup Russia™, directly or through its appointed Sales Agents. Packages sold outside of MATCH Hospitality and our authorised Sales Agents cannot include:

(a) events or hospitality services at or within the official stadia grounds, including car parks and designated approach areas, and/or (b) most importantly, match tickets.

MATCH Hospitality works with a very select group of Sales Agents.

As the exclusive rights holder, with MATCH Hospitality you have the peace-of-mind that you are purchasing only official, legitimate hospitality products. If you have received an offer for hospitality from any company which is not an authorised Sales Agent of MATCH Hospitality or does not direct you to MATCH Hospitality to complete the sale, the company is not authorised to sell ticket-inclusive hospitality or stadium hospitality.

Please beware of such offers, and report companies to: imran.patel@match-hospitality.com

KEEP UP TO DATE

Q. How do I unsubscribe to the newsletter?

To unsubscribe to our newsletter, click the ‘unsubscribe’ button found on the newsletter you received, and you will be removed from our mailing list. If you have unsubscribed and are still receiving our newsletter, please notify us directly at customerservice@match-hospitality.com.

Q. What are the benefits of subscribing to the MATCH Hospitality newsletter?

If you register your interest with MATCH Hospitality, you will be the first to hear about special offers, important developments or products which may be of interest to you. This will ensure that you receive as much information and assistance as possible with planning your visit to the 2018 FIFA World Cup Russia™.

Q. Can I subscribe to the newsletter by e-mail or phone?

No. Newsletter registration must be done online and a valid e-mail address must be provided at the time of registration. All communications will be sent to you via e-mail. Please click here to subscribe to our newsletter.
ASK A QUESTION

Q. To whom do I communicate any questions, issues or complaints?

Please direct all queries, issues or complaints in relation to the website to websales@match-hospitality.com.

FURTHER INFORMATION ON 2018 FIFA WORLD CUP RUSSIA™

For further 2018 FIFA World Cup Russia™ event information and stadium policy, please refer to www.FIFA.com.