



RWC 2011 Tickets - FAQs

When can the public buy tickets?

The first public sales phase will begin on April 27, 2010 when Venue and Team Pool Packs will be made available to the global public via an application process. Phase 1 applications must be received by 5pm (NZST) on Friday May 21, 2010.

Packs (including Quarter-final Weekend Packs) and Bronze Final tickets available in Phase 1 are limited per match, per venue and are therefore subject to availability and are not guaranteed.

The second public Sales Phase is expected to begin in August or September 2010 when individual tickets will be released. In Phase 2, fans will be able to apply for individual match tickets for all matches except the semi-finals and the Final. Further details regarding Phase 2 will be published in due course.

In cases where demand for packs or tickets in Phase 1 or Phase 2 exceeds availability, applications will be selected at random to ensure fair access for all applicants.

How do people buy tickets?

During Phase 1 and Phase 2, tickets may only be purchased via application at www.rugbyworldcup.com/tickets or via an application form contained in the Official Ticket Guide. Completed applications must be submitted before the closing date of the relevant Sales Phase.

In the week beginning April 19, 2010 the Official Ticket Guide (including the application form) will be distributed to more than 1.3 million homes throughout New Zealand.

Phase 1 will open on April 27, 2010. In Phase 1, individuals may apply for Venue and Team Pool Packs (maximum of four per venue and team).

If a fan applies for a Pool Pack in Phase 1, they may also add to their application up to four Quarter-final Weekend Packs for Wellington and/or Christchurch and/or up to four Bronze Final tickets. Fans may only apply for Quarter-final Weekend Packs or Bronze Final tickets if they have first applied for a Venue or Team Pool Pack.

Fans who apply for packs/tickets may elect to enter a ballot for the option to purchase tickets for the semi-finals and/or the Final. Fans will receive one entry into each ballot selected for each ticket applied for or two

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entries into each ballot for each ticket applied for using a MasterCard®. Packs and tickets will be limited per match, per venue and will therefore be subject to availability. In cases where demand for packs or tickets exceeds availability, ticket applications will be selected at random to ensure fair access for all applicants.

Applications for Phase 1 close at 5pm (NZST) Friday May 21, 2010.

Who can purchase tickets during Phase 1?

Phase 1 is open to both New Zealand and international fans however tickets are only available to individuals, as RWC 2011 tickets may not be used for commercial or promotional purposes.

Applicants need to be at least 18 years old to apply for tickets. An application can include tickets for family members or friends who are under 18 years old.

How many packs can a fan apply for?

Fans may apply for a maximum of four pool packs for each venue and team (regardless of the number of applications submitted). If a fan applies for a Pool Pack in Phase 1, they may also add to their application up to four Quarter-final Weekend Packs for Wellington and/or Christchurch and/or up to four Bronze Final tickets.

When will individual tickets go on sale?

The second public sales Phase is expected to begin in August or September 2010.

In Phase 2, match tickets will be made available for all matches except the semi-finals and the Final. Further details regarding Phase 2 will be published in due course.

How many tickets will be available to the public?

General information on ticket numbers can be found in the RWC 2011 Ticket Sales Media Guide at www.rugbyworldcup.com/tickets

Tournament Organiser RNZ 2011 will have more than one million tickets to sell from the 1.65 million tickets available for sale, with approximately 750,000 available for Phase 1.

RNZ 2011 is contractually obliged to make tickets available to certain groups. The largest of these groups is Rugby World Cup Limited (RWCL), the owners of the Tournament, who will cater for overseas national Unions, media, commercial partners as well as the Official RWC 2011 Travel and Hospitality Programme. Ticket purchase options were also available to a number of Venue Members and Box Holders as well as Provincial Union Season Members. Any tickets not required by these groups will be released back at various

stages of the sales process. In addition, RNZ 2011 will retain some tickets for operational and contingency purposes.

How do people buy tickets for the semi-finals or the Final?

Fans may secure their tickets to the semi-finals or the Final by purchasing an Official Travel Package from Official Travel Agents (OTAs) or an Official Hospitality Package from Official Corporate Hospitality Agents (OCHAs).

The Official RWC 2011 Travel and Hospitality Programme is managed by Rugby Travel & Hospitality (NZ) Ltd (RTH). RTH has appointed OTAs and OCHAs to sell these packages. For more information please visit www.rth2011.com

Alternatively, fans who apply for packs/tickets in this Phase may elect to enter a ballot for the option to purchase tickets for the semi-finals and/or the Final. Each ticket applied for will earn one entry into the ballot. Two entries into each ballot selected will be received for each ticket applied for using a MasterCard®.

Entries will be drawn at random. Following the ballot, successful fans will be advised of their ticket offer and provided with a timeframe within which to accept the offer and complete the ticket purchase.

Further information will be published in late 2010.

Why aren't Team Pool Packs offered in every category?

Not all venues offer each Price Category. Although RWC 2011 Ticketing has endeavoured to ensure that fans have a selection of price categories to choose from, not all packs will be available in all price categories.

Team Pool Packs offered in Category D/GA consist of one ticket to each pool match played by the relevant team at the lowest price category available at that venue.

Please note GA refers to General Admission tickets which are for standing positions on either terraces or grass embankments.

When will fans know where they will be sitting?

Processing of applications and allocation of tickets does not guarantee any specific seat location, only a price category. Price categories may be viewed using the maps within the Venue Information link on the home venue page.

Seating allocations will take place between March 2011 and late May 2011 unless otherwise advised by RWC 2011.

Tickets will be dispatched or made available for collection in May 2011.

Will there be children's tickets?

Concession prices for children aged 16 or under as at September 1, 2011 will be available within Category D and the GA Price Categories for all pool matches and the Bronze Final, if available at the venue. Children's tickets are only available for Venue Pool Packs.

Children's tickets will not be available for the quarter-finals, semi-finals or the Final.

Infants two years or under as at September 1, 2011 who are able to be carried will not be charged but must sit on an adults knee and not take an additional seat.

What happens if applications for packs/tickets exceed the number available?

In cases where demand for packs or matches in Phase 1 or Phase 2 exceeds availability, ticket orders will be selected at random to ensure fair access for all applicants. Applicants are not guaranteed the packs or tickets they apply for.

What is the RWC 2011 Payment Plan?

New Zealand based fans may elect to use the RWC 2011 Payment Plan to pay for packs obtained in this phase via installments over six months.

A non-refundable administration fee of NZD \$25 will be payable for this service. The first of six installments (plus the administration fee of NZD \$25) will be charged to a card between March 26 and April 16 2010 and each subsequent installment will be charged on the same day of the month thereafter for the remaining five months.

What tickets will be available for Dunedin matches?

The Dunedin venue is still to be confirmed. The new Otago Stadium is currently under construction and is likely to be ready in time for RWC 2011. Alternatively, Carisbrook Stadium will host the city's matches. If fans purchase a Dunedin Venue Pool Pack, it will be valid for whichever Dunedin venue is used.

Can fans sell or transfer tickets?

Tickets are non-transferable except as set out in the RWC 2011 Ticket General Terms and Conditions.

Ticket purchasers may transfer a RWC 2011 ticket to a person known to them personally, provided that the transfer is not for a value greater than the original sale price of that ticket and the ticket is for the transferee's personal use only.

Tickets must not be offered for sale publicly (including on any website) nor can tickets be transferred in the course of any business or for the purpose of facilitating any third party's business.

Any ticket(s) offered for sale, sold or transferred in contravention of the RWC 2011 General Ticket Terms & Conditions may be cancelled, and any person seeking to use those tickets may be refused admission to or evicted from a venue without refund or compensation.

RWC 2011 is declared as a "major event" under the New Zealand Major Events Management Act 2007 (MEMA). The unauthorised sale or trade of a RWC 2011 ticket for a value greater than the original sale price of that ticket is an offence under the MEMA punishable at law by a serious fine.

Can tickets be used in a business promotion or as a prize in a competition?

No. RWC 2011 tickets cannot be transferred or used in relation to any promotional or commercial purpose (including any competition, advertising, promotion, auction or as a prize in any competition or sweepstake, whether for a business, charity or otherwise) or to enhance the demand for any goods or services. Nor can tickets be transferred, used or incorporated as part any hospitality or travel package or bundled with any goods or services (including as part of any hospitality or travel package). RWCL may authorise its Commercial Partners to use tickets for promotions.

Please see the [RWC 2011 Ticket General Terms & Conditions](#) for full details.

How long will it take to process applications?

The processing time for each application will vary. Confirmation of the Phase 1 pack allocation will be issued on or before June 30, 2010.

How will fans know if their ticket application has been successful?

Notification of the outcome of Phase 1 applications will be issued on or before June 30, 2010.

What is the advantage to paying with a MasterCard®?

Fans who use a MasterCard® will be eligible for double entries into the semi-final and Final ballots. This means that for every ticket applied for, MasterCard® users will receive two entries into ballots for the opportunity to purchase semi-final and/or Final tickets when ballots are run in late 2010 or early 2011.