



RUGBY  
WORLD CUP™  
JAPAN日本2019

‘BUY OFFICIAL’  
Don't Be Let Down



JAPAN日本2019™

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# DON'T BE LET DOWN – BUY OFFICIAL!

## Introduction

Rugby World Cup 2019™ will be the must-see major event of the year, bringing together fans from all over the world in celebration of Rugby.

In order to ensure the best spectator experience possible and not be let down, or misled, we would ask you to ensure that you only buy official Rugby World Cup 2019 merchandise, match tickets, supporter tour packages (i.e. travel packages) and/or hospitality packages from official channels.

In 'buying official', you will be contributing directly to the development and growth of Rugby worldwide, in particular to ensure more men, women and children can engage, participate and have fun through Rugby.

## 1. OFFICIAL RUGBY WORLD CUP 2019 MERCHANDISE

Buying counterfeit merchandise can leave you out of pocket, and may also mean that you could be buying substandard merchandise: this could be potentially harmful to you and/or others.

### Where can I buy official Rugby World Cup 2019 merchandise?

An unprecedented and exciting range of official Rugby World Cup 2019 merchandise will be launched via the official online store at [www.rwcshop.com](http://www.rwcshop.com) in late 2018. Fans will also be able to purchase official merchandise at the flagship Tournament store in Japan (date TBC), as well as through various, global, retail outlets later this year.

### How can I tell if merchandise is official Rugby World Cup 2019 merchandise?

The easiest way to identify official merchandise is by locating the official Rugby World Cup 2019 hologram. This should be visible either directly on product packaging or on the product's swing-tag.

Example of the hologram sticker:



Example of the hang tag:



TAG - 4.5cm X 8cm

## 2. OFFICIAL RUGBY WORLD CUP 2019 MATCH TICKETS

Don't be let down. Ensure you only purchase Rugby World Cup 2019 match tickets and ticket-inclusive supporter tour/hospitality packages from official ticket sales channels.

### Where can I buy official match tickets?

Rugby World Cup 2019 match tickets will go on sale to the general public from September 2018 and can be purchased directly from the Tournament organising committee, Japan Rugby 2019 Limited. For more information, please see: [www.tickets.rugbyworldcup.com](http://www.tickets.rugbyworldcup.com).

## 3. OFFICIAL RUGBY WORLD CUP 2019 SUPPORTER TOURS AND HOSPITALITY

RWCL has appointed Sports Travel and Hospitality Limited (“**STH**”) to exclusively manage the official travel (supporter tour) and hospitality programmes for the Rugby World Cup 2019 tournament on RWCL's behalf.

### Where can I buy official supporter tour packages (i.e. official ticket-inclusive travel packages)?

Rugby World Cup 2019 is committed to providing rugby supporters throughout the world with access to official ticket-inclusive supporter tour packages in 2019.

STH has appointed a number of Official Travel Agents (“**OTAs**”) across the globe in relation to the management, development, sale and marketing of tournament ticket-inclusive travel packages. The OTAs and their designated Sub-Agents are the only entities authorised by RWCL to sell tickets to the tournament in combination with travel services (e.g. flights, trains) i.e. the only officially appointed agents authorised to sell supporter tour packages. You can find your details of your nearest OTA by clicking the map available at: <http://supportertours.rugbyworldcup.com> or a list of all OTAs can be found [here](#).





The OTAs can be identified by their use of either the “Rugby World Cup Official Travel Agent” logo or the “Authorised Sub-Agent” logo. Please check for these logos on marketing collateral:



### Where can I buy official Rugby World Cup 2019 hospitality packages (including match tickets)?

STH Japan (a joint venture between JTB Corporation and Sports Travel & Hospitality Japan K.K. (“**STH Japan**”)) has been appointed and authorised to sell tickets to the tournament in combination with hospitality services (e.g. food and beverage). STH Japan has appointed two Official Hospitality Agents (“**OHA**s”) to promote and sell packages. The OHA appointed in the UK is STH Live: <https://rugbyworldcuphospitality.sthlive.com>, and the OHA appointed in Japan is JTB: <http://www.jtb.co.jp/sports/rwc2019/index.asp>.

You can view official hospitality packages at [www.rugbyworldcup.com/hospitality](http://www.rugbyworldcup.com/hospitality) which have been available since 1 February 2018, operated by STH Japan.

In due course, further agents may be appointed in specific international regions and will be identified through their use of the official “Rugby World Cup 2019 Official Hospitality Agent” logo, illustrated below:



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**OFFICIAL HOSPITALITY AGENT**

**Can I buy official Rugby World Cup 2019 tickets and supporter tour /hospitality packages elsewhere, other than as outlined above?**

Please only purchase tickets and supporter tour/hospitality packages from the official sales channels, highlighted above. Supporters purchasing match tickets or ticket-inclusive supporter tour/hospitality packages from unofficial sources run a number of risks, including:

1. match tickets not being delivered;
2. receiving unauthorised and/or counterfeit match tickets;
3. having match tickets cancelled (and being refused entry to or evicted from match venues);
4. being left out of pocket, including by potentially paying heavily inflated prices for match tickets, and/or having credit or debit card details compromised; and/or
5. not receiving official hospitality or supporter tour packages

**How do I ensure that I am buying Rugby World Cup 2019 match tickets and/or supporter tour /hospitality packages from an official channel?**

If you have any doubt about the source of your Rugby World Cup tickets, you can check the list of authorised sellers which can be found [here](#). This will enable you to verify whether your Rugby World Cup 2019 tickets, supporter tours or hospitality source are in fact official: it enables you to Buy Official.

## **4. REPORTING UNOFFICIAL ACTIVITY**

To report the fraudulent sale of general public tickets, please contact JR2019 at [legal\\_japan2019@japanrugby2019.or.jp](mailto:legal_japan2019@japanrugby2019.or.jp).



To report the fraudulent sale of supporter tours or hospitality packages and/or sale of counterfeit product, please contact [rwrightsprotection@img.com](mailto:rwrightsprotection@img.com).

All correspondence shall be treated confidentially.

Last updated 18 May 2018