

**MATCH HOUSE HOSPITALITY SALES REGULATIONS  
(STAND ALONE)**

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

- 1.1. These Sales Regulations outline the terms and conditions which apply to, and govern, the sale and use of Hospitality Packages for the FIFA World Cup Qatar 2022™.
- 1.2. Each Customer acknowledges and agrees that, by submitting an Order to MATCH Hospitality (or a MATCH Hospitality Sales Agent) in the manner described in Section 2.1, it confirms that it has read, understood and accepts these Sales Regulations and, subject to Section 9, the Code of Conduct, and that it agrees to be bound by these Sales Regulations and the Code of Conduct. The terms and conditions contained in these Sales Regulations shall, in any case, prevail over any other terms that the Customer may seek to impose or incorporate, or which are implied by custom, practice or course of dealing. Any such other terms shall be deemed rejected by MATCH Hospitality.
- 1.3. MATCH Hospitality reserves the right to amend the manner in which it sells Hospitality Packages, and reserves the right to amend these Sales Regulations from time to time. Each Sales Agreement will be governed by the Sales Regulations in force at the date on which the Order is submitted by the Customer to MATCH Hospitality. MATCH Hospitality may also at any time and without notice change the scope, pricing and availability of future Hospitality Package product offerings.
- 1.4. All capitalised terms used in these Sales Regulations shall have the meaning ascribed to them in Section 17.

**2. Ordering Hospitality Packages**

- 2.1. An Order constitutes a binding offer by the Customer to MATCH Hospitality for the purchase of the Hospitality Packages (as identified in such Order), on the terms outlined in these Sales Regulations and the Code of Conduct. All Orders must be signed by the Customer (or the Customer's authorised representative) and may be accepted or rejected by MATCH Hospitality in accordance with Section 3. Any template order form provided by MATCH Hospitality for the Customer to complete will not (under any circumstances) constitute an offer or public offer by MATCH Hospitality.
- 2.2. If any Order is received by MATCH Hospitality (whether from any corporate or other legal entity), MATCH Hospitality shall be entitled to rely on the signature applied to the Order as evidence that the relevant signatory party has full legal authority to sign on behalf of the Customer and that, if applicable, all relevant approvals have been obtained.
- 2.3. MATCH Hospitality reserves the right in its sole discretion to impose a limit on Hospitality Packages which a Customer may purchase whether by reference to (i) quantities, (ii) package type, category series or location and/or (iii) monetary value; provided that a Customer may purchase subject to availability up to a maximum of forty (40) Hospitality Packages per Match (unless otherwise approved in writing by MATCH Hospitality and FIFA).

**3. Confirmation of Purchase**

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

#### **4. The Sales Agreement**

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

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

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

4.2. MATCH Hospitality is the principal in the sale of Hospitality Packages to Customers.

4.3. The Customer acknowledges and agrees that no MATCH Hospitality Sales Agent has the power or authority to formally accept or commit MATCH Hospitality to any Order (whether on its own account or on behalf of MATCH Hospitality), to make any representations, commitments, promises, guarantees, warranties or undertakings on behalf of MATCH Hospitality, or to bind MATCH Hospitality in any way.

4.4. The Sales Agreement represents the sole and complete statement of the respective rights and obligations of MATCH Hospitality and the Customer with regard to the sale (by MATCH Hospitality) and purchase (by Customer) of the Hospitality Packages. The Sales Agreement supersedes and extinguishes any and all other oral and/or written correspondence, representations, understandings, negotiations, arrangements, proposals, sales materials and agreements relating to the purchase of the Hospitality Packages which are the subject of the Order.

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

#### **5. Hospitality Packages**

5.1. The scope of the services and benefits made available to the Customer by MATCH Hospitality in respect of each Hospitality Package will be outlined in the Product Description. Customers

may not, following the conclusion of the Sales Agreement, request substitutions for, or alterations to, any Hospitality Package services and benefits.

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

## **6. Payment**

- 6.1. The full price of each Hospitality Package which is the subject of a Sales Agreement will be due and payable in one (1) instalment by the Customer immediately on the issue of the applicable invoice by MATCH Hospitality.
- 6.2. Payments may only be made by wire transfer or those credit cards identified as being accepted by MATCH Hospitality from time to time.
- 6.3. Any VAT and/or other consumption or applicable local tax, fees or dues will be reflected in the invoice at the applicable rate and shall be payable by the Customer in addition to the price of the Hospitality Package.
- 6.4. Payments must be received in full in the currency identified in the Order and Confirmation of Purchase, unless otherwise agreed in writing by the parties.
- 6.5. Any and all bank or wire payment, currency conversion, currency exchange control, credit card charge or other charges incurred in connection with any payment obligation outlined in Section 6.1 above will be the sole responsibility of, and be borne and payable by the Customer in addition to the price of the Hospitality Packages.
- 6.6. No refunds of any amounts paid by the Customer to MATCH Hospitality will be made to the Customer under any circumstances.
- 6.7. If any monies which are due and payable pursuant to Section 6.1 are not received by MATCH Hospitality in full by the applicable due date, MATCH Hospitality may upon giving notice to the Customer, in addition to all other rights and remedies available to it at law:
  - (i) terminate the entire Sales Agreement;
  - (ii) terminate the Sales Agreement in respect of a certain number of specified Hospitality Packages only;

- (iii) retain, as a non-refundable deposit, any amounts paid by the Customer as at the date of such termination;
- (iv) charge the Customer interest on all amounts outstanding at five percent (5%) above 12 month US Dollar Libor rate as it may vary from time to time from the date payment became due until actual payment is made;
- (v) claim for all further losses and costs suffered by MATCH Hospitality as a result of non-payment and/or late payment.

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

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

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

- 7.1.1. Customers will be required to access the MATCH House Online Booking Tool in the 'My Accounts' section of the website and enter their guests' details.
- 7.1.2. Subject to Sections 7.1.1-7.1.5 inclusive, MATCH Hospitality shall make available to the Customer E-tickets through the Online Booking Tool. To gain access to MATCH House, Customer and/or Customer's guests will be required to physically print the E-ticket or save and present it on a mobile device or applicable mobile app, so that its readable by MATCH Hospitality's electronic security devices.
- 7.1.3. MATCH Hospitality shall use reasonable endeavours to make E-tickets available for the customer to download by 01 November 2022 or in line with ticket delivery timelines indicated by MATCH Hospitality from time to time.
- 7.1.4. Misplaced, damaged or lost E-tickets can be re-issued through the MATCH Hospitality Online Booking Tool, making the previously issued E-ticket unuseable by anyone. MATCH Hospitality will seek to inform the Customer (where an email address has been provided) that any invalidated or discarded E-tickets are no longer valid and/or have been cancelled.
- 7.1.5. Attending MATCH House without a valid E-ticket will not be permitted under any circumstances.
- 7.1.6. Re-issuance of an E-ticket at MATCH House on the day, shall require photo identification, and such other information or documentation as MATCH Hospitality may reasonably require at the time.
- 7.1.7. Unless otherwise notified in writing to the Customer by MATCH Hospitality, neither MATCH Hospitality nor FIFA shall be responsible on behalf of any Customer or Guest for applying for, collecting or providing any travel visa or substitutional permits (including any form of fan identification system such as a fan passport or equivalent document or permit) to enter or exit Qatar. The Customer remains responsible at all times for taking care of all general and event-specific requirements relating to their own and their Guests' entry to and exit from Qatar and in relation to their movement inside Qatar.

## **8. Hospitality Services**

8.1. The Customer acknowledges and agrees that:

- (i) access to MATCH House is strictly limited to the Session and day of the Session specified on the E-ticket in respect of which the Hospitality Package has been purchased and to the times indicated by MATCH Hospitality from time to time;
- (ii) the delivery of all hospitality services and benefits in connection with a Hospitality Package are subject to applicable laws;
- (iii) MATCH Hospitality retains the right to amend the scope of the hospitality services and benefits applicable to any Hospitality Package, provided that MATCH Hospitality provides the Customer with replacement hospitality services and benefits of substantially similar or better quality and value; and
- (iv) access to MATCH House will be limited to MATCH Hospitality Customers and Guests who are in possession of an appropriate E-ticket.

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

## **9. Code of Conduct**

- 9.1. The Code of Conduct and these Sales Regulations form an integral part of the Sales Agreement, and the Customer irrevocably and unconditionally undertakes and agrees to fully comply with the Code of Conduct and these Sales Regulations.
- 9.2. The Code of Conduct comprises the version to which the Customer agrees to be bound at the date the applicable Order is signed by the Customer as updated and amended from time to time. The Customer agrees to accept and comply with any updated version of the Code of Conduct issued subsequently.
- 9.3. The Customer further agrees to ensure that its Guests fully comply with the Code of Conduct and these Sales Regulations and the Customer, regardless of the Customer's fault, remains primarily liable to MATCH Hospitality for any non-compliance by the Guest.
- 9.4. If any E-ticket is cancelled or a Customer or Guest is expelled from, or refused entrance to MATCH House as a result of a violation of the Code of Conduct or these Sales Regulations or as result of any action authorised pursuant to any law or by-law, the Customer and/or the Guest may (without prejudice to any other rights or remedies MATCH Hospitality may have) lose all rights pursuant to its Hospitality Package(s) with no right of refund.

## **10. Data**

- 10.1 The Customer agrees that it shall comply with the directives of the competent Qatari authorities with regard to the provision of individual or personal data for Guests. Not limiting the generality thereof, the Customer shall, in particular, provide MATCH Hospitality, immediately following any request by MATCH Hospitality, any Qatari authority and/or any

third party authorised by the applicable laws, with full details relating to its identity and the identity of each of its Guests, including but not limited to the Guest's name, passport/identity card numbers, nationality and date of birth and such other information and/or data as MATCH Hospitality may require from time to time. 10.2. In the event that the Customer fails to provide the details set out in Section 10.1, MATCH Hospitality reserves the right (without prejudice to any other rights or remedies MATCH Hospitality may have) to withhold delivery of the Hospitality Packages until such data is provided, to cancel the relevant Hospitality Package(s) and/or to refuse entrance to the MATCH House to any Customer or Guest for which data has not been provided, with no right to any refund. The Customer acknowledges and agrees that any E-ticket and any other component of a Hospitality Package(s) thus cancelled may be made available for re-sale by MATCH Hospitality.

- 10.3 The personal data provided to MATCH Hospitality pursuant to these Sales Regulations will, subject to applicable law, be used, processed, stored, and transferred to third parties (including but not limited to cross-border transfer) designated by MATCH Hospitality (located both within and outside of Switzerland) for purposes relating to: (i) Hospitality Package sales and allocation procedures, (ii) any relevant safety and security measures, and (iii) rights protection measures in connection with MATCH House. The Customer acknowledges its responsibility to obtain the consent of each Guest to use his personal data for the purposes described above.
- 10.4. Customers may update, correct or amend their personal data by contacting MATCH Hospitality in writing. If an Order is rejected by MATCH Hospitality or the Sales Agreement is cancelled or terminated (for whatever reason), the Customer may request deletion of its personal data provided in connection with the Order by contacting MATCH Hospitality in writing.

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

- 11.1. The Customer shall ensure that any Hospitality Packages are only used by the Customer itself or by its Guests to which the Customer provides the Hospitality Packages.
- 11.2. The Customer shall ensure that it or none of its Guests resell, exchange or otherwise transfer, whether in whole or in part and whether for value or otherwise, any Hospitality Package, E-ticket or other benefit or service provided in connection with a Hospitality Package, and that all Guests are informed in writing by the Customer of this prohibition.
- 11.3. At no stage will a Guest become a party to the Sales Agreement or receive any rights under or in connection with the Sales Agreement, or be entitled to any recourse against MATCH Hospitality or FIFA or any FIFA World Cup™ Authority under the Sales Agreement.

## **12. Use of Hospitality Packages**

- 12.1. The Customer expressly acknowledges and agrees that the purchase of a Hospitality Package does not grant the right to, or permit the Customer and/or its Guest(s) to exercise, any marketing, advertising or promotional rights with respect to the FIFA World Cup Qatar 2022™ or any ancillary event, any Match, any national team, player or official participating in the FIFA World Cup Qatar 2022™, FIFA, MATCH Hospitality, the FIFA World Cup™ Authority or any other affiliated body or event.
- 12.2. The Customer shall not, and shall ensure that each of its Guests shall not, hold itself out as a sponsor of, or otherwise associate itself or its name, services or products in any manner

whatsoever with, the FIFA World Cup Qatar 2022™ or any ancillary event, any Match, any national team, player or official participating in the FIFA World Cup Qatar 2022™, FIFA, MATCH Hospitality, the FIFA World Cup™ Authority or any other affiliated body or event.

12.3. The Customer shall not, and shall ensure that each of its Guests shall not, before, during and after the FIFA World Cup Qatar 2022™:

- (i) use a Hospitality Package or any component thereof for any marketing, advertising or promotional purposes including, but not limited to, use as a prize in competitions, games, lotteries, sweepstakes, or any other similar activity;
- (ii) conduct any promotional, advertising or marketing activity in connection with the FIFA World Cup Qatar 2022™ or any ancillary event, any Match, any national team, player or official participating in the FIFA World Cup Qatar 2022™, FIFA, MATCH Hospitality, the FIFA World Cup™ Authority or any other affiliated body or event; or
- (iii) conduct any activity which MATCH Hospitality or FIFA reasonably believes may lead to an association between the Customer, its Guest and/or the Customer's or its Guests' name, services or products and the FIFA World Cup Qatar 2022™ or ancillary event, any Match, any national team, player or official participating in the FIFA World Cup Qatar 2022™, FIFA, MATCH Hospitality, the FIFA World Cup™ Authority or any other affiliated body or event.

12.4. The Customer shall not, and shall ensure that each of its Guests shall not, develop, use or register any name, logo, trademark, symbol, service mark or other mark (including without limitation the official name and mascot of the FIFA World Cup Qatar 2022™) which may be inferred by the public as identifying with FIFA, the FIFA World Cup Qatar 2022™ or the FIFA World Cup™ Authority, including the words "World Cup", "Mundial", "FIFA", "Coupe du Monde", "Copa do Mundo", "Copa del Mundo", "WM" or "Weltmeisterschaft" (or any other term used in any language to identify the FIFA World Cup Qatar 2022™) or the development, use or registration of the year 2022 in connection with any FIFA World Cup™ Authority, or any similar indicia or derivation of such terms or date in any language.

12.5. The Customer shall not, and shall ensure that each of its Guests shall not, bring or cause to have brought any promotional, advertising or commercial items of any kind into MATCH House and/or the FIFA Fan Festival, including any banner, sign or leaflet for the purposes of display or distribution without prior written confirmation from MATCH Hospitality. By way of illustration only, the Customer and each of its Guests shall refrain from wearing any clothing or materials which prominently features the name and/or logo and/or any other trademark of the Customer and/or its Guest(s) and which is intended to be worn as part of a group wearing the same or similar clothing in a way which MATCH Hospitality or FIFA may regard as the conduct of a promotional, advertising or commercial activity.

12.6. The Customer shall not, and shall ensure that each of its Guests shall not, promote, sell, display or distribute any promotional, advertising or commercial items or services at MATCH House, such as, without limitation, any drinks, food, souvenirs and clothing and flyers. All such items are subject to removal or confiscation at MATCH House by MATCH Hospitality, and any person engaging in such activities is subject to ejection from MATCH House and/or the FIFA Fan Festival.

12.7. By using any component of a Hospitality Package to attend the FIFA Fan Festival and MATCH House, each Customer grants, and confirms that each of its Guests grants, FIFA, MATCH Hospitality and any third party authorised by FIFA the unrestricted right and licence to use

worldwide and in perpetuity the Customer's and Guests' image, likeness, actions, name, voice and statements in connection with any live or recorded broadcast or other transmission or reproduction of the FIFA World Cup Qatar 2022™, in whole or in part, by means of any media existing now or in the future, for any purpose and without compensation, consideration or notification. The Customer waives, and confirms that each of its Guests waives, in advance all rights and actions seeking to oppose such use.

12.8. The Customer agrees and acknowledges that any violation by Customer and/or its Guests of the terms relating to the use of Hospitality Package pursuant to Sections 12.1 to 12.7 above represents a material breach of these Sales Regulations by Customer. In such case

- (I) MATCH Hospitality is entitled to terminate with immediate effect the Sales Agreement pursuant to Section 15.2(i) below;
- (II) FIFA is entitled to exercise its rights pursuant to Sections 15.2 and 15.3 below; and
- (III) the Customer acknowledges and agrees to be directly liable to FIFA for any direct and indirect damages suffered by FIFA, including but not limited to consequential damages, incidental damage, loss of profits, loss of revenues, indirect damages of whatsoever nature or punitive damages.

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

13.1. The following limitations of liability apply with respect to all Hospitality Package components including but not limited to E-tickets.

13.2. TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, THE CUSTOMER AND EACH GUEST (IN ITS OWN NAME AND ON BEHALF OF ANY MINORS USING A HOSPITALITY PACKAGE BOUGHT BY IT) ACCEPTS ALL RISKS AND DANGERS WHICH IT MAY FACE OR ENDURE WHILE ATTENDING MATCH HOUSE AND WAIVES ANY CLAIMS AGAINST MATCH HOSPITALITY AND THE MATCH HOSPITALITY SALES AGENTS RELATING TO SUCH RISKS AND DANGERS. THE CUSTOMER AND EACH GUEST (IN ITS OWN NAME AND ON BEHALF OF ANY MINORS USING A HOSPITALITY PACKAGE BOUGHT BY IT) ACCEPTS THAT THERE ARE RISKS TO ITS PERSONAL SAFETY OR PROPERTY LOSS ON THE WAY TO OR FROM AND OUTSIDE OF OR WITHIN MATCH HOUSE. NOTHING IN THIS PARAGRAPH IS INTENDED TO REQUIRE A CUSTOMER OR GUEST TO ACCEPT RISKS OR DANGERS FROM, OR WAIVE RIGHTS TO DAMAGES, LOSSES, COSTS, EXPENSES, CLAIMS OR FEES ARISING FROM, THE GROSS NEGLIGENCE OR WILFUL MISCONDUCT OF MATCH HOSPITALITY OR THE MATCH HOSPITALITY SALES AGENTS OR A FIFA WORLD CUP™ AUTHORITY.

AN INHERENT RISK OF EXPOSURE TO COVID-19 EXISTS IN ANY PUBLIC PLACE WHERE PEOPLE ARE PRESENT, INCLUDING STADIUM PROPERTY. COVID-19 IS AN EXTREMELY CONTAGIOUS DISEASE THAT CAN LEAD TO SEVERE ILLNESS, TEMPORARY AND PERMANENT DISABILITY, AND DEATH. PRE-EXISTING RISK FACTORS SUCH AS UNDERLYING MEDICAL CONDITIONS AND ADVANCED AGE MAY MAKE CERTAIN INDIVIDUALS PARTICULARLY VULNERABLE. BY ENTERING THE MATCH HOUSE OR ANY STADIUM, THE CUSTOMER CONFIRMS THAT IT AND EACH OF ITS GUESTS VOLUNTARILY ASSUME ALL RISKS RELATED TO EXPOSURE TO COVID-19. THE CUSTOMER FURTHER ACKNOWLEDGES AND ACCEPTS THAT IT AND EACH OF ITS GUESTS WILL FOLLOW ANY AND ALL RULES AND/OR PROTOCOLS THAT THE FIFA WORLD CUP™ AUTHORITIES MAY IMPLEMENT THROUGHOUT THE FIFA WORLD CUP QATAR 2022™ IN ORDER TO ATTEMPT TO REDUCE THE SPREAD OF OR THE RISK OF CONTRACTING COVID-19 AND THAT THE INABILITY OR UNWILLINGNESS TO COMPLY WITH SUCH RULES AND/OR



PROTOCOLS SHALL NOT ENTITLE THE CUSTOMER OR ITS GUESTS TO A REFUND OR ANY OTHER FORM OF COMPENSATION.

13.3. SUBJECT TO SECTION 13.4 BELOW AND TO THE EXTENT PERMITTED BY APPLICABLE LAW, MATCH HOSPITALITY SHALL NOT BE LIABLE TO THE CUSTOMER AND/OR ANY GUEST FOR ANY INDIRECT OR CONSEQUENTIAL LOSS (INCLUDING, WITHOUT LIMITATION, LOSS OF REVENUE, LOSS OF PROFITS, LOSS OF ANTICIPATED SAVINGS, LOSS OF GOODWILL OR LOSS OF REPUTATION) ARISING OUT OF OR IN CONNECTION WITH THE PERFORMANCE OR ANY BREACH OF THE SALES AGREEMENT AND THE MAXIMUM LIABILITY OF MATCH HOSPITALITY TO THE CUSTOMER AND/OR GUEST IN CONTRACT OR OTHERWISE UNDER OR IN CONNECTION WITH THE SALES AGREEMENT SHALL NOT EXCEED THE TOTAL PRICE PAID FOR HOSPITALITY PACKAGES BY THE CUSTOMER TO MATCH HOSPITALITY IN RESPECT OF THE SALES AGREEMENT.

13.4. NOTHING IN THE SALES AGREEMENT WILL AFFECT THE STATUTORY RIGHTS (INCLUDING CONSUMER RIGHTS IF AND WHEN APPLICABLE) OF ANY CUSTOMER OR GUEST OR EXCLUDE OR RESTRICT ANY LIABILITY FOR DEATH OR PERSONAL INJURY ARISING FROM THE NEGLIGENCE OR IMPROPER CONDUCT BY MATCH HOSPITALITY OR THE MATCH HOSPITALITY SALES AGENTS, OR ANY OTHER LIABILITY WHICH CANNOT BE EXCLUDED OR LIMITED UNDER APPLICABLE LAW.

13.5. THE CUSTOMER AND EACH GUEST IS RESPONSIBLE FOR THEIR PERSONAL ARRANGEMENTS CONNECTED TO THE HOSPITALITY PACKAGES (INCLUDING, WITHOUT LIMITATION, TRAVEL, ANY FORM OF TRANSPORTATION AND ACCOMMODATION) AND SUCH ARRANGEMENTS ARE ENTERED INTO BY THE CUSTOMER AND EACH GUEST AT THEIR OWN RISK AND MATCH HOSPITALITY SHALL NOT BE LIABLE FOR ANY COSTS OR LOSSES RELATING TO SUCH ARRANGEMENTS SUFFERED BY THE CUSTOMER AND ANY GUESTS.

#### **14. Unforeseen Circumstances**

14.1. If a Session at MATCH House is cancelled due to a Force Majeure Event, MATCH Hospitality shall refund a portion of the price of each affected Hospitality Package, such refund to be determined by reference to the prevailing circumstances (and to be subject to the deduction of all unrecoverable costs). Any such refund shall constitute the sole and exclusive remedy to which the Customer is entitled.

#### **15. Termination**

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

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

- (i) terminate the Sales Agreement in whole or in part immediately without further notice; and/or
- (ii) render null and void any applicable E-ticket; and/or

(iii) refuse entry into MATCH House to the offending Customer and/or Guest, or eject the Customer and/or Guest from MATCH House; and/or

(iv) enforce the Sales Agreement and/or claim damages.

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

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

## **16 Miscellaneous**

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

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

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

16.4 Subject to Section 16.9, the Sales Agreement will be governed by the Law of the State of Qatar and will be governed by, and interpreted in accordance with, the substantive Laws of the State of Qatar.

16.5 To the fullest extent allowed by applicable law and without affecting any consumer rights of the Customer and in the absence of amicable settlement, any disputes arising out of or in connection with the Sales Agreement pursuant to these Sales Regulations shall, unless otherwise determined by MATCH Hospitality or a FIFA World Cup Authority (if applicable), be exclusively referred to, and finally resolved by, an arbitral tribunal in accordance with the Qatar Arbitration Law No (2) of 2017. The seat of the arbitration shall be Doha, Qatar. The language of the proceedings shall be English. For the avoidance of doubt, any determination by the arbitral tribunal shall be final and binding on the parties.

16.6 The Customer agrees to indemnify and hold harmless MATCH Hospitality and MATCH Hospitality Sales Agents, as well as their respective officers, directors, employees, representative or agents against any and all liabilities, obligations, losses, damages, penalties,

claims, fines and expenses (including reasonable legal expenses) resulting from, arising directly out of, or directly attributable to:

- (i) any claim by any Guest against MATCH Hospitality in connection with any purported breach by MATCH Hospitality of the Sales Agreement;
- (ii) any activity conducted by the Customer or any of its Guests which causes damage to MATCH Hospitality or to the enjoyment of Hospitality Packages by any other Customer or Guest; and
- (iii) any activity conducted by the Customer or any of its Guests which infringes the intellectual property rights of MATCH Hospitality and/or a FIFA World Cup Authority.

16.7 A notice under or in connection with the Sales Agreement must be in writing and must be delivered personally or sent by overnight mail delivery service or by fax to the party due to receive the notice at its address specified in the Order or to another address specified by the receiving party by written notice to the other party.

16.8 The Customer acknowledges and agrees that MATCH Hospitality may transfer and assign its rights and obligations under the Sales Agreement to an MH Affiliated Company and in the event it does so will notify the Customer in writing, and the Sales Agreement will be governed by, and interpreted in accordance with, the substantive laws of the jurisdiction in which the MH Affiliated Company is located ("**MH Affiliated Company's's Jurisdiction**") and any disputes arising out of or in connection with the Sales Agreement shall be resolved in accordance with the equivalent rules of arbitration that apply in the MH Affiliated Company's Jurisdiction.

16.9 The Sales Agreement shall not be amended or modified, and no provision hereof shall be deemed to have been waived by either party, except by a written instrument signed by both MATCH Hospitality and the Customer.

## 17 Definitions

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

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

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

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

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

**"FIFA Fan Festival"** means a secured and officially FIFA-branded area offering fans the possibility to view Matches on one or more giant screens and enjoy additional services such as food and beverage and entertainment established in Doha or at other locations in the host country during

the FIFA Fan Festival operational days, scheduled to be from November 17<sup>th</sup> 2022 until the end of the FIFA World Cup Qatar 2022™ football tournament.

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

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

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

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

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

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

**“MATCH Hospitality”** means the branch of MATCH Hospitality W.L.L a company registered in Doha, Qatar, with Company number 150991 and whose trading office is at Tornado Tower Building No. 17, 20<sup>th</sup> Floor, Street 810-Majlis Al Taawon St, Zone 60, West Bay, Doha, Qatar or any MH Affiliated Company pursuant to Section 16.8.

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

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

**“Product Description”** means the description of each Hospitality Package which is the subject of any Order.

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

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

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

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

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

Copa do Mundo da FIFA Catar 2022™  
Visão geral dos produtos MATCH House

	MATCH House Legacy Lounge (MHLL)	MATCH House Premier (MHP)
	***	**
	<b>Experiências MATCH House</b>	
<b>Características</b>		
<b>Exclusividades @ MATCH House</b>	Lounge elegante e compartilhado, com vista do FIFA Fan Festival, exclusivo para os convidados do MATCH House Legacy Lounge	Local de hospitality compartilhado, localizado no coração do FIFA Fan Festival, exclusivo para convidados do MATCH House Premier
<b>Comidas @ MATCH House</b>	Menu gourmet de quatro pratos, compartilhados e estações de grelhados ao ar livre	Menu moderno de dois pratos, servidos no bar
<b>Bebidas @ MATCH House</b>	Destilados Premium, vinhos, cervejas, refrigerantes, coquetéis com e sem álcool	Vinho, cerveja e refrigerantes
<b>Serviço @MATCH House</b>	Serviço de mesa. Disponível durante a sessão	Comida e bebida servida nos bares. Disponível durante a sessão
<b>Reserva de mesa @MATCH House</b>	Opção de reserva para grupos de oito ou mais, sujeitos à disponibilidade	Mistura de mesas em pé e sentadas. Sem reservas de mesa
<b>Décor @ MATCH House</b>	Estilo sofisticado	Interativo, casual e festivo
<b>Entretenimento @ MATCH House</b>	Entretenimento e exibições no lounge, visão elevada do palco principal do FIFA Fan Festival da varanda, aparições de convidados em jogos selecionados, transmissão do dia do jogo em TVs	Vista do palco principal do FIFA Fan Festival, DJ, apresentações ao vivo, exibições interativas, jogos e transmissão do dia de jogo nas TVs
<b>Recepcionistas @ MATCH House</b>	Compartilhadas	Compartilhadas
<b>Estacionamento @ MATCH House</b>	Estacionamento	Nenhum

Todos os Produtos e Séries de Hospitality estão sujeitos à disponibilidade e são vendidos de acordo com os termos da Copa do Mundo da FIFA Catar 2022™, dos Regulamentos de Vendas de Hospitality e dos critérios de nível de serviço de Hospitality identificados acima.

O Cliente reconhece e concorda que todos os passes de estacionamento no FIFA Fan Festival:

- (i) estão sujeitos à disponibilidade e confirmação final pela MATCH Hospitality, (ii) deve ser especificamente solicitado por escrito pelo Cliente, e
  - (iii) irá, a menos que a MATCH Hospitality determine o contrário (a seu exclusivo critério), ser alocado com base em um (1) espaço de automóvel
- Por jogo para cada quatro (4) produtos de Hospitality comprados por jogo ou um (1) espaço de ônibus por jogo para cada quarenta (40) produtos de hospitality comprados por jogo. Não há estacionamento nos estádios.

## CODE OF CONDUCT

## مدونة قواعد السلوك

### MATCH House

### دار ماتش للضيافة

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

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

### Prohibited Items:

### قائمة المحظورات:

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

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

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

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

### All guests may not:

### يحظر على جميع الضيوف:

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

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

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

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

#### All guests must:

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

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

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

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

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

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

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

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

إزالة أي ديكورات من المبنى.

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

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

#### يتعين على جميع الضيوف:

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

تقديم إثبات الهوية إذا طلب فريق العمل ذلك.





















عدم الإسراف في شرب الكحوليات للتصرف بشكل لائق.



- follow and adhere to all responsible service and consumption of alcohol rules and regulations as indicated and displayed in the bar service areas. (this includes respecting the service drinking times within the Session time frames);
  - submit to inspections, body checks and the removal of items that are prohibited to use, possess, hold or bring into MATCH House;
  - Leave the premises promptly and as directed by staff (including, but not limited to, at the end of the Session).
- اتباع كافة قواعد ولوائح تقديم واستهلاك الكحوليات والالتزام بها كما هو موضح في مناطق المشروبات (وهذا يتضمن احترام أوقات تقديم الخدمة في إطار الأوقات المحددة).
  - الخضوع للفحص والتفتيش والتخلص من المواد المحظور استخدامها أو امتلاكها أو اقتنائها أو إحضارها إلى دار ماتش للضيافة.
  - ترك المبنى على الفور وبحسب إرشادات فريق العمل (وهذا يشمل على سبيل المثال لا الحصر في نهاية الجلسة).

# مهرجان FIFA للمشجعين™ المواد المنوعة

## FIFA Fan Festival™ Prohibited Items

	المواد المتفجرة Explosives		الغازات المضغوطة أو القابلة للاشتعال أو المسالة Compressed, flammable or liquefied gases		العقاقير الطبية والأدوية* Drugs or medicine*		حوامل التصوير ذات القوائم الثلاثية أو الأحادية أوعصا السيلفي Tripods, monopods or selfie sticks
	الأدوات الناقية أو ذات الشفرات Stabbing or cutting objects		الآلات الموسيقية أو الهوائية التي تسبب بإثارة الضوضاء Musical instruments or wind instruments for extracting sounds		الحيوانات عدا كلاب المساعدة Animals, except dog guides		الأعلام والملصقات واللافتات التي يزيد حجمها عن ١,٥x٢ م Flags, posters or banners larger than 2 x 1.5m
	أسلحة بأي نوعها Weapons of any type		للمواد ذات الطبيعة السياسية أو العدوانية أو التمييزية Materials of political, offensive or discriminatory nature		العلب المعدنية أو البرطمانات أو الأوعية والعبوات الزجاجية، والقوارير الحافظة للحرارة والقوارير العادية Cans or jars, glass containers or glass bottles, thermoses and flasks		ساريات الأعلام بأي نوعها Flagpoles of any type
	لوازم الحماية الشخصية Body protection		الطائرات المتحركة أو الشراعية أو نماذجها (الطائرات الشراعية، بدون طيار، الورقية، وغيرها) Moving and gliding aircrafts or their models (gliders, drones, kites, etc.)		للمأكولات والمشروبات Food or beverages		العناصر الدعائية بأي نوعها، بما في ذلك المواد التي تحمل علامات تجارية وأي نوع من الرموز أو للمعلومات ذات طبيعة دعائية Promotional materials of any kind, including items with trademarks or other types of advertising signs or information
	العناصر والمواد القابلة للاشتعال، أو المؤكسدة، أو السامة أو للشعلة وللفرغعات Flammable, oxidizing, toxic, radioactive materials or pyrotechnic substances or articles		العناصر الضخمة (مثل المقاعد القابلة للطي) والأجهزة / المعدات الرياضية (مثل دراجات السكوتر) Bulky items (e.g. folding chairs) and sport gear / equipment (e.g. scooters)		السوائل في أوعية تزيد سعتها عن ١٠٠ مل Liquids in containers exceeding 100ml		النشاطات التجارية الغير مصرح بها بأي نوعها Unauthorized commercial activities of any kind

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

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

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

لن يُسمح للأشخاص الذين يرفضون تسليم المادة (للمواد) للحظيرة أو التخليص منها بحضور الفعالية.

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

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

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

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

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

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

