



Rugby League World Cup 2021

Ticket Refund Policy

Last Update: 11 August 2021



Table of Contents

1.	Scope of Applicability.....	3
2.	Eligibility for Refund.....	3
3.	Submitting a Ticket Refund request.....	4
4.	Withdrawing a Ticket Refund request	5
5.	Refund Conditions	5
6.	Wheelchair and Accessibility Tickets.....	6
7.	Complaints.....	6



1. Scope of Applicability

The Rugby League World Cup 2021 Ticket Refund Policy and the terms and conditions included within this policy apply to and govern the request for a refund of Rugby League World Cup 2021 match tickets ("Tickets"), purchased by members of the general audience on RLWC2021's Official Ticketing Site (tickets.rlwc2021.com) in accordance with the General Terms and Conditions for the Use of Tickets and Ticket Sales Regulations, for refund using the official Rugby League World Cup 2021 Ticket Refund Platform ("Refund Platform"). The Refund Platform is operated by Rugby League World Cup 2021 Limited - the event organiser ("RLWC2021").

2. Eligibility for Refund

- 2.1. The Refund Platform can only be used by an eligible Ticket Applicant in possession of a ticketing account, who has previously successfully purchased Ticket(s) ("Ticket Purchaser") directly from the Rugby League World Cup 2021 Official Ticketing Site available at tickets.rlwc2021.com ("Website"). Any Ticket Holder that is not the eligible Ticket Purchaser for the respective Ticket is prohibited from submitting a Ticket(s) for refund and must liaise with the Ticket Purchaser.
- 2.2. The Refund Platform is only available for match tickets in the following Price Categories purchased from the Website.
 - Club 21,
 - Premium Seats,
 - Ticket Bundles,
 - Categories A-E including wheelchair tickets.
- 2.3. The following products cannot be submitted for refund on the Refund Platform under this policy:
 - Hospitality tickets (except for Club 21, Premium Seats purchased via the Website)
 - Key worker tickets
 - Tickets obtained from Sponsors/Partners; and/or



- Any other Tickets, which have been made exempt from being refunded on the Refund Platform;

Any person holding such a Ticket is requested to contact the individual or organisation from whom they purchased their ticket such as RLWC2021 Hospitality or Ticketing Customer Care via: RLWC2021@ticketmaster.co.uk

The Refund Platform cannot be used by any individuals who have purchased Ticket(s) from other sources, such as the official RLWC2021 travel and/or hospitality programmes any affiliates or associates of these entities.

- 2.4. The Refund Platform cannot be used by any other individuals who have acquired Tickets in breach of the applicable RLWC2021 General Terms and Conditions for the Use of Tickets, Ticket Sales Regulations and Venue Regulations (which can be found at rlwc2021.com/ticketing-official-documents) such as through third party websites or unofficial ticket exchange/resale platforms.

3. Submitting a request for a Ticket Refund

- 3.1. Subject to this policy, a Ticket Purchaser can use the Refund Platform to request from RLWC2021 a refund of any Ticket(s) they no longer wish to use that have been purchased via the 'Website' and RLWC2021 will issue a refund to the eligible Ticket Purchaser. Refunds will be processed within 30 days of any ticket refund window closing.
- 3.2. An eligible Ticket Purchaser can submit a request to RLWC2021 for a full or partial refund of any Ticket(s) they no longer wish to use by visiting the 'Request Refund' section of the Website, selecting eligible Ticket(s) and clicking the "Request Refund" button. You will then see the status of your ticket has changed from 'Eligible for refund' to 'Refund requested'. Once your refund request has been approved the status will change to 'Refund Approved' then once the refund has been processed, the status will change to 'Refund Processed'.
- 3.3. If you purchased a venue or team ticket bundle, you will be able to request a refund for the whole bundle purchased or you will be able to request a refund for an individual match and the corresponding promotional rate for that match will be refunded. Please note these



promotional rates may not be offered again and if you decide to purchase at a future date, purchases will be at the advertised price at the time.

3.4. RLWC2021 will confirm the refund has been processed by email to the eligible Ticket Purchaser.

4. Withdrawing Tickets from Refund

4.1. An eligible Ticket Purchaser may withdraw Ticket(s) from being submitted for refund on the 'Website' at any time within the 30 days of the refund window closing.

4.2. If you wish to withdraw your ticket(s) from the refund process, login to the 'Website', visit the 'Request Refund' section of the 'Website', select the Ticket(s) and click the 'Keep Ticket' button. This will automatically reinstate your tickets in your account and your tickets will be transferred to the corresponding fixture in 2022. There is nothing more you need to do.

If there are any further subsequent changes to the transferred fixture, you will be able request a refund for that fixture.

5. Refund Conditions

5.1. RLWC2021 will refund any Ticket(s) requested on the Refund Platform. RLWC2021 accepts no liability for any costs or expenses incurred by a Ticket Purchaser, who has not been able to submit their Ticket(s) on the Refund Platform.

5.2. RLWC2021 will refund the Eligible Ticket Purchaser the full face value of the relevant Ticket and any delivery fee paid.

5.3. If you choose a partial ticket refund, and you paid for ticket postage, the delivery fee will not be refunded as the tickets you retain will be automatically transferred to the corresponding fixture in 2022 and be sent to you in the post.

5.4. Other fees and charges paid by the eligible Ticket Purchaser in respect of the purchase of the original Ticket such as the transaction fee, Ticket Plan Ticket Protection fee and any charity donation made at the time of purchase will not be refunded by RLWC2021.



- 5.5. RLWC2021 is not responsible for payment delays caused by banks, payment card processing companies or third parties involved in the transaction process.
- 5.6. If your credit card or bank account details have changed, the refund process time of 30 days will be void. In the case that the refund is unable to be returned due to changed credit card or bank account details. An attempt to contact the customer to confirm new details will occur via email or the eligible ticketholder can contact Ticketmaster Customer Care via RLWC2021@ticketmaster.co.uk.
- 5.7. The refund proceeds will be provided in Great British Pound (GBP). The exchange rates applicable for conversion into other currencies are dependent on the banks or payment card companies involved. RLWC2021 accepts no responsibility in the event that currency fluctuations result in a reduction to the amount of the refund proceeds.

6. Wheelchair and Accessibility Tickets

- 6.1. Wheelchair and Accessibility Ticket(s) can be posted for refund using the Refund Platform.
- 6.2. Wheelchair and Accessibility Ticket(s) cannot be posted for refund without the corresponding complimentary companion Ticket(s). Complimentary companion Tickets cannot be posted for refund without the corresponding wheelchair or accessibility Tickets.

7. Complaints

- 7.1. Any correspondence in relation to this policy and the terms and conditions should be addressed to:

Rugby League World Cup 2021 - Limited
Bonded Warehouse
18 Lower Byrom Street
Manchester
M3 4AP
United Kingdom



- 7.2. This policy and the terms and conditions constitute the entire agreement between the parties in relation to the Refund Platform and no party shall have any claim or remedy against the other party in respect of any statement, representation, warranty or undertaking, made by or on behalf of the other party in relation to the Refund Platform which is not already set out in this policy and terms and conditions. This policy and terms and conditions do not waive or modify the General Terms and Conditions for the Use of Tickets, Ticket Sales Regulations and Venue Regulations.
- 7.3. Tickets purchased using the 'Website' are subject to the applicable General Terms and Conditions for the Use of Tickets, Ticket Sales Regulations and Venue Regulations, availability and RLWC2021 confirmation.
- 7.4. To ensure continuity of application and clarity, to the extent allowed by applicable laws, this policy will be governed exclusively by, and interpreted in accordance with the locally applicable laws.
- 7.5. To the fullest extent allowed by applicable laws, for all disputes regarding and in connection with any rights and obligations deriving from this policy, the parties will seek to resolve such dispute amicably. If RLWC2021 and the Ticket Purchaser, and/or its successor, fail to reach such amicable solution, the exclusive place of jurisdiction shall be England to the extent legally possible. Irrespective hereof and subject to applicable laws, RLWC2021 reserves the right to bring any legal action in relation to this policy in the local court of the domicile or residence of the Ticket Holder, in particular matters concerning ambush marketing and other marketing activities or the unauthorised resale of Tickets.
- 7.6. RLWC2021 reserves the right to amend, change and or modify elements of this policy at its discretion at any time.
- 7.7. Any matters not otherwise provided for in this policy or other RLWC2021 regulatory documents shall be dealt with by RLWC2021 at its discretion.