

1. The Rugby World Cup 2011 (**RWC 2011**) Ticketing Programme is managed by Rugby New Zealand 2011 Limited (**RNZ 2011**) as the RWC 2011 tournament organiser. These RWC 2011 Ticket Sales Regulations apply to your application(s) for packs and tickets (**Tickets**) in the Team and Venue Pool Pack phase of the RWC 2011 Ticketing Programme (**Phase 1**).
2. **Purchase of Tickets:** In order to apply for Tickets, you must be at least 18 years old. If you wish to purchase Tickets in Phase 1, you must complete and submit the application available on www.rugbyworldcup.com/tickets (**Website**) or from the Official Ticket Guide so that RNZ 2011 receives it before the closing date of 5pm May 21 2010. By completing and submitting your application to RNZ 2011, you are offering to purchase the number and category of Tickets specified in your application (or "next best available" if you have ticked the relevant box(es)). RNZ 2011's allocation of Tickets to you and deduction of payment (or a part payment in the case of the RWC 2011 Payment Plan) will be an acceptance of your offer. A handling fee of \$15 is payable per transaction and additional fees may be payable depending on your selected payment and/or delivery method. Tickets are not deemed "purchased" until Tickets have been allocated to you and full and complete payment has been received by RNZ 2011. Ticketek NZ Limited will collect and process payment as RNZ 2011's Ticketing agent. All ticket prices and fees are in \$NZ and include NZ GST at the current rate. RNZ 2011 reserves the right to increase Ticket prices and any additional fees if the NZ GST rate is increased. RNZ 2011 will not be liable for any lost or misplaced application, or any application made fraudulently or which has been completed incorrectly. Tickets are non-refundable except as set out in the RWC 2011 Ticket General Terms and Conditions or as required by New Zealand law.
3. **Ticket Limits and Restrictions:** An individual may apply for a maximum of 4 Pool Packs for each venue and team (regardless of the number of applications submitted). If you have applied for at least 1 Pool Pack in Phase 1, you may also apply for a maximum of 4 Quarter-final Weekend Packs for Wellington and/or Christchurch and 4 Bronze Final tickets. A child must be aged 16 or under on September 1 2011 to be eligible for Tickets in a Child price category. RNZ 2011 may cancel any applications submitted in breach, or Tickets allocated in excess, of these limits and restrictions.
4. **Ticket Availability:** You are not guaranteed the Tickets you apply for. Tickets are limited and as such demand for some Tickets will exceed availability in Phase 1 in which case applications for those Tickets will be randomly selected. The allocation of Tickets via random selection is final and no correspondence will be entered into. Notification of the outcome of your application will be issued on or before June 30 2010.
5. **Payment:** Payment (if your application is successful/partially successful) will be processed between June 14 and June 25 2010. Once your application has been processed and Tickets have been allocated to you, payment will be charged to your card (in \$NZ). If payment is unable to be processed (for whatever reason), a Customer Services Representative will endeavour to contact you on a minimum of two occasions to arrange alternative payment. If payment is unable to be processed prior to 5pm June 25 2010 your application may be declined and RNZ 2011 may not accept any subsequent orders from you.
6. **RWC 2011 Payment Plan:** The Payment Plan is only available to NZ residents aged 18 years old and over. If you select payment using the Payment Plan, RNZ 2011 will process payment for your Tickets (including the handling fee and any additional delivery fee) in monthly instalments over six months. A non-refundable administration fee of \$25 is payable for this service. The first of six instalments (plus the administration fee) will be charged to your card between June 14 and June 25 2010 and each subsequent instalment will be charged on the same day of the month thereafter (or the next business day) for the remaining five months. You must ensure your credit card has sufficient funds available to make each of the six payments and has an expiry date that is valid beyond the last payment date. If the first or any subsequent instalment is unable to be processed (for whatever reason), a Customer Services Representative will endeavour to contact you on a minimum of two occasions to arrange alternative payment. If the first instalment is unable to be processed prior to 5pm June 25 2010 your application may be declined. If any subsequent instalment is unable to be processed within 10 days of the due date, your application may be cancelled and RNZ 2011 may not accept any subsequent orders from you. In the case of cancellation, RNZ 2011 will retain the \$25 administration fee and may retain some or all of the payments you have made to cover its losses and expenses as reasonably determined by RNZ 2011 - RNZ 2011 will refund the balance (if any) once it has had a reasonable time to quantify its losses and expenses. Your Ticket purchase is not complete until RNZ 2011 has received full and complete payment for the Tickets allocated to you (including the handling fee and any additional delivery fee).
7. **Seat Location and Ticket Delivery:** Allocation of Tickets does not guarantee any specific seat location or that all seats in your application will be located together. Seat allocation will take place between March 2011 and late May 2011 unless otherwise advised by RNZ 2011. Tickets will be dispatched or made available for collection in late May 2011. General Admission (Cat GA) tickets will not be mailed. You may be required to provide identification and/or sign to receive or collect Tickets. It is your responsibility to advise RNZ 2011 of any change to your Ticket delivery address by notice in writing to helpdesk@rwc2011ticketing.com. RNZ 2011 will not be liable for the replacement or refund of Tickets which are delivered to an incorrect address or which are not received following dispatch via your selected delivery method.

8. **Ballots:** RNZ 2011 will run ballots in order to allocate available public tickets for the semi-finals and Final at Eden Park. The ballots will be a random draw for the option to purchase tickets to the semi-finals and/or the Final. If you elect to enter the ballots, you will receive one entry into each ballot selected for each ticket applied for or two entries into each ballot selected if you apply for your Tickets using your MasterCard. Applicants in Phase 2 (individual tickets) will also have the chance to enter the ballots. If your name is drawn in a ballot, you will be notified and given the option to purchase tickets for the relevant match. The ballot decisions are final and no correspondence will be entered into. Tickets may be for a specified price category and ticket limits will apply. Further information will be published on the Website in late 2010.
9. **Ticket Conditions:** All Tickets are issued subject to the RWC 2011 Ticket General Terms and Conditions which apply to the purchase, possession and use of Tickets. Tickets are non-transferable except as set out in the Ticket Conditions. Tickets cannot be used for commercial or promotional purposes or re-sold for more than their original sale price.
10. **Reservation of Rights:** RNZ 2011 reserves the right to rectify any errors or omissions in the Official Ticket Guide and on the Website (including in relation to pricing). RNZ 2011 further reserves the right to reject any incomplete or illegible application or any application it believes may have been fraudulently made or made to acquire Tickets for re-sale, or for commercial or promotional purposes. RNZ 2011 reserves the right to change the ticket application and/or sales process and change ticket prices at any time.
11. **Privacy:** The Ticket application process requires you to provide RNZ 2011 with certain personal information to enable RNZ 2011 (and its agents) to process your application and payment, coordinate delivery of Tickets and correspond with you regarding ticketing and RWC 2011 related matters. Your personal information (excluding any credit/debit card details) may be disclosed to RWC 2011 Commercial Partners where you have won a ticket related competition or requested to receive offers from those parties; and RWC 2011 stakeholders in order to send you rugby or major event related information that may be of interest to you. You may request a copy of and correct the personal information you provide by contacting the Privacy Officer, RNZ 2011, PO Box 1178, Wellington 6140, New Zealand; email: info@rugbynz2011.com. RNZ 2011's full privacy statement is available on the Website.
12. **General:** To the fullest extent permitted by law, all implied representations or warranties are excluded. Your application and these regulations will be governed by and interpreted in accordance with the laws of New Zealand. Any dispute arising from or in connection with your application and/or purchase of Tickets will be submitted to the competent Court in New Zealand. In the event that any part of the application or these regulations is declared void, ineffective or unenforceable by any competent court or in breach of any law in any jurisdiction, that part shall be severed to the extent necessary and the validity of the remainder of the application and these regulations will not be affected and shall remain in force.
13. **Residents of other Countries:** If you live outside New Zealand: (i) you must be of legal age in your country to apply for Tickets; (ii) the United Nations Convention on Contracts for the International Sale of Goods (1980) shall not apply to your application or these regulations; and (iii) if any part of the application, the application process, the RWC 2011 Ticketing Programme or these regulations breaches any law or is illegal or unenforceable in your jurisdiction or is declared in breach of any law, illegal, void, ineffective or unenforceable by any competent court in your jurisdiction, you will not be eligible to apply for Tickets and any application you make shall be void and ineffective.