



INDIVIDUAL TICKET APPLICATION FORM

**APPLICATIONS OPEN 9AM SEPTEMBER 10
AND CLOSE 5PM OCTOBER 8 (NZT)**

Apply online at www.rugbyworldcup.com/tickets or

Complete and return this application form to:

Processing Centre, PO Box 6944, Wellesley Street, Auckland 1141.

We must receive your application by 5pm October 8 2010 (NZT).

If you wish you may deliver your application by courier to:

RWC 2011 Processing Centre, AMI Building, Level 4, 63 Albert St, Auckland.

STEP 1. INDIVIDUAL TICKET APPLICATION

Write your ticket choices in these columns

You may apply for a maximum of four tickets per match

I will accept tickets in the next best available category should tickets in my selected category not be available for some or all matches (recommended)

Match	Teams	Match Date	Venue	CAT A Price per ticket	Number of tickets	CAT B Price per ticket	Number of tickets	CAT C Price per ticket	Number of tickets	CAT D Price per ticket	Number of tickets	CAT D Child** Price per ticket	Number of tickets	CAT GA* Price per ticket	Number of tickets	CAT GA* Child** Price per ticket	Number of tickets	Total Tickets	Total Cost (\$NZ)	
1	New Zealand v Tonga	Fri Sept 9	Eden Park	NA	NA	\$358	NA	\$225	NA	NA	NA	NA	NA	-	-	-	-	-	-	
2	Scotland v Play-off Winner	Sat Sept 10	Invercargill	NA	NA	NA	NA	-	-	-	-	-	-	\$31	-	\$15	-	-	-	
3	Fiji v Namibia	Sat Sept 10	Rotorua	\$72	NA	NA	NA	-	-	-	-	-	-	\$31	-	\$15	-	-	-	
4	France v Japan	Sat Sept 10	North Harbour	\$97	NA	\$77	NA	\$51	NA	\$41	NA	\$20	NA	-	-	-	-	-	-	
5	Argentina v England	Sat Sept 10	Christchurch	\$256	NA	\$194	NA	\$143	NA	NA	NA	NA	NA	-	-	-	-	-	-	
6	Australia v Italy	Sun Sept 11	Christchurch	\$153	NA	\$123	NA	\$97	NA	NA	NA	NA	NA	-	-	-	-	-	-	
7	Ireland v USA	Sun Sept 11	New Plymouth	NA	NA	\$77	NA	-	-	\$41	NA	\$20	NA	\$31	-	\$15	-	-	-	
8	South Africa v Wales	Sun Sept 11	Wellington	\$358	NA	\$296	NA	\$194	NA	NA	NA	NA	NA	-	-	-	-	-	-	
9	Samoa v Namibia	Wed Sept 14	Rotorua	\$72	NA	NA	NA	-	-	-	-	-	-	\$31	-	\$15	-	-	-	
10	Tonga v Canada	Wed Sept 14	Whangarei	NA	NA	\$61	NA	-	-	-	-	-	-	\$31	-	\$15	-	-	-	
11	Scotland v Georgia	Wed Sept 14	Dunedin***	NA	NA	\$77	NA	\$51	NA	\$41	NA	\$20	NA	-	-	-	-	-	-	
12	USA v Russia	Thu Sept 15	New Plymouth	\$72	NA	\$61	NA	-	-	\$41	NA	\$20	NA	\$31	-	\$15	-	-	-	
13	New Zealand v Japan	Fri Sept 16	Hamilton	NA	NA	\$194	NA	NA	NA	NA	NA	NA	NA	\$61	-	\$31	-	-	-	
14	Argentina v Play-off Winner	Sat Sept 17	Invercargill	NA	NA	NA	NA	-	-	-	-	-	-	\$31	-	\$15	-	-	-	
15	South Africa v Fiji	Sat Sept 17	Wellington	\$153	NA	\$123	NA	\$97	NA	\$66	NA	\$34	NA	-	-	-	-	-	-	
16	Australia v Ireland	Sat Sept 17	Eden Park	NA	NA	NA	NA	\$194	NA	NA	NA	NA	NA	-	-	-	-	-	-	
17	Wales v Samoa	Sun Sept 18	Hamilton	\$123	NA	\$97	NA	\$61	NA	NA	NA	NA	NA	\$31	-	\$15	-	-	-	
18	England v Georgia	Sun Sept 18	Christchurch	\$97	NA	\$77	NA	\$51	NA	NA	NA	NA	NA	-	-	-	-	-	-	
19	France v Canada	Sun Sept 18	Napier	NA	NA	NA	NA	NA	NA	-	-	-	-	\$31	-	\$15	-	-	-	
20	Italy v Russia	Tue Sept 20	Nelson	NA	NA	\$61	NA	-	-	\$41	NA	\$20	NA	\$31	-	\$15	-	-	-	
21	Tonga v Japan	Wed Sept 21	Whangarei	NA	NA	\$61	NA	-	-	-	-	-	-	\$31	-	\$15	-	-	-	
22	South Africa v Namibia	Thu Sept 22	North Harbour	NA	NA	\$77	NA	\$51	NA	\$41	NA	\$20	NA	-	-	-	-	-	-	
23	Australia v USA	Fri Sept 23	Wellington	\$97	NA	\$77	NA	\$51	NA	\$41	NA	\$20	NA	-	-	-	-	-	-	
24	England v Play-off Winner	Sat Sept 24	Dunedin***	NA	NA	NA	NA	\$51	NA	\$41	NA	\$20	NA	-	-	-	-	-	-	
25	New Zealand v France	Sat Sept 24	Eden Park	NA	NA	\$358	NA	\$225	NA	NA	NA	NA	NA	-	-	-	-	-	-	
26	Fiji v Samoa	Sun Sept 25	Eden Park	\$123	NA	\$97	NA	\$61	NA	NA	NA	NA	NA	-	-	-	-	-	-	
27	Ireland v Russia	Sun Sept 25	Rotorua	NA	NA	NA	NA	-	-	-	-	-	-	\$31	-	\$15	-	-	-	
28	Argentina v Scotland	Sun Sept 25	Christchurch	\$153	NA	\$123	NA	\$97	NA	NA	NA	NA	NA	-	-	-	-	-	-	
29	Wales v Namibia	Mon Sept 26	New Plymouth	\$97	NA	\$77	NA	-	-	NA	NA	NA	NA	\$31	-	\$15	-	-	-	
30	Canada v Japan	Tue Sept 27	Napier	NA	NA	NA	NA	NA	NA	-	-	-	-	\$31	-	\$15	-	-	-	
31	Italy v USA	Tue Sept 27	Nelson	NA	NA	\$77	NA	-	-	\$41	NA	\$20	NA	\$31	-	\$15	-	-	-	
32	Georgia v Play-off Winner	Wed Sept 28	Palmerston North	NA	NA	\$61	NA	-	-	\$41	NA	\$20	NA	-	-	-	-	-	-	
33	South Africa v Samoa	Fri Sept 30	North Harbour	NA	NA	\$97	NA	\$61	NA	\$41	NA	\$20	NA	-	-	-	-	-	-	
34	Australia v Russia	Sat Oct 1	Christchurch	\$97	NA	\$77	NA	\$51	NA	NA	NA	NA	NA	-	-	-	-	-	-	
35	France v Tonga	Sat Oct 1	Wellington	\$153	NA	\$123	NA	\$97	NA	\$66	NA	\$34	NA	-	-	-	-	-	-	
36	England v Scotland	Sat Oct 1	Eden Park	NA	NA	NA	NA	\$194	NA	NA	NA	NA	NA	-	-	-	-	-	-	
37	Argentina v Georgia	Sun Oct 2	Palmerston North	NA	NA	\$77	NA	-	-	\$41	NA	\$20	NA	-	-	-	-	-	-	
38	New Zealand v Canada	Sun Oct 2	Wellington	\$256	NA	\$194	NA	\$143	NA	NA	NA	NA	NA	-	-	-	-	-	-	
39	Wales v Fiji	Sun Oct 2	Hamilton	\$153	NA	\$123	NA	\$97	NA	NA	NA	NA	NA	\$41	-	\$20	-	-	-	
40	Ireland v Italy	Sun Oct 2	Dunedin***	NA	NA	NA	NA	\$97	NA	NA	NA	NA	NA	-	-	-	-	-	-	
KNOCK-OUT MATCHES																				
QF 1	Winner Pool C v Runner-Up Pool D	Sat Oct 8	Wellington	NA	NA	NA	NA	\$296	NA	NA	NA	-	-	-	-	-	-	-	-	
QF 2	Winner Pool B v Runner-Up Pool A	Sat Oct 8	Christchurch	NA	NA	NA	NA	\$296	NA	NA	NA	-	-	-	-	-	-	-	-	
QF 3	Winner Pool D v Runner-Up Pool C	Sun Oct 9	Wellington	NA	NA	NA	NA	\$296	NA	NA	NA	-	-	-	-	-	-	-	-	
QF 4	Winner Pool A v Runner-Up Pool B	Sun Oct 9	Christchurch	NA	NA	NA	NA	\$296	NA	NA	NA	-	-	-	-	-	-	-	-	
SF 1	Winner QF 1 v Winner QF 2	Sat Oct 15	Eden Park	Those successful in the ballot will be notified in early 2011																
SF 2	Winner QF 3 v Winner QF 4	Sun Oct 16	Eden Park	Those successful in the ballot will be notified in early 2011																
BF	Runner-Up SF 1 v Runner-Up SF 2	Fri Oct 21	Eden Park	NA	NA	\$296	NA	\$194	NA	\$97	NA	\$49	NA	-	-	-	-	-	-	
Final	Winner SF 1 v Winner SF 2	Sun Oct 23	Eden Park	Those successful in the ballot will be notified in early 2011																
																		TOTALS		

Please note not all price categories are available at each venue. NA – at time of print, tickets are not available in these price categories. **LIMITED** Number of tickets currently available for these matches are extremely limited. *GA category refers to standing positions on either terraces or grass embankments. **A child must be aged 16 or under on September 1, 2011. ***Successful applications for Dunedin matches will be fulfilled for either Carisbrook or the new Otago Stadium depending on which venue is confirmed. For match times please visit rugbyworldcup.com/tickets

STEP 2. BALLOTS FOR SEMI-FINALS AND FINAL TICKETS

If you apply for one or more Individual Tickets, you may elect to enter the ballots for the option to purchase tickets for the semi-finals and the Final. It is expected that the ballots will take place in February/March 2011.

PLEASE TICK WHICH TICKET BALLOTS YOU WISH TO BE ENTERED INTO:

Semi-final 1 Semi-final 2 Final

STEP 3. PERSONAL DETAILS

First Name(s):

Last Name:

Mailing Address: (must be a physical address if courier or international delivery is required)

NUMBER

STREET OR PO BOX

SUBURB

TOWN/CITY

POSTCODE

COUNTRY

HOME

Telephone:

WORK

MOBILE

Email Address:

Please tick the following boxes if you wish to receive information regarding:

RWC 2011 Ticket Alerts TWENTY11 Newsletter

RWC 2011 Commercial Partner Offers

Your privacy is important to RWC 2011. Our privacy policy is summarised in the RWC 2011 Ticket Sales Regulations (attached).

STEP 4. CHOOSE YOUR DELIVERY OPTION

- NZ Post ParcelPost Tracked* (Included within the handling fee)
- Collection (Included within the handling fee) – for collection at a range of locations around NZ
- International Mail* (Add \$20.00 to your application)
- New Zealand Metro Courier (Add \$12.00 to your application)
- New Zealand Rural Courier (Add \$13.50 to your application)

Tickets will be dispatched/available in late May 2011. RWC 2011 Ticketing will notify you in writing when and where your tickets will be available for collection if relevant. Please visit www.rugbyworldcup.com/tickets for more information on ticket delivery.

* If you are allocated GA category tickets, your tickets will not be mailed but will be made available for collection.

STEP 5. RWC 2011 PAYMENT PLAN

RWC 2011 Ticketing offers New Zealand residents, who are successful in their ticket applications, the opportunity to pay for their tickets (including handling fee and any additional delivery fees) in monthly instalments over three months. A non-refundable administration fee of \$25 will be payable for this service. **Please see the RWC 2011 Ticket Sales Regulations for full details.**

- YES I require the RWC 2011 Payment Plan. (Add \$25 to your application)

STEP 6. PAYMENT DETAILS

SALES TOTAL (from step 1)	\$
HANDLING FEE	\$ 15.00
ADDITIONAL DELIVERY FEES (IF APPLICABLE FROM STEP 4)	\$
PAYMENT PLAN FEE (\$25) (IF APPLICABLE FROM STEP 5)	\$
TOTAL AMOUNT PAYABLE*	\$

* Please note that the Total Amount Payable is payable in \$NZ and includes GST at the applicable rate.

Payment method (please tick one option only).

RWC 2011 Ticketing prefers MasterCard®.



MasterCard VISA Amex Diners

Name on Card:

Card Number:

Expiry Date: /

STEP 7. ACCEPTANCE OF TERMS

I acknowledge that my application as set out above is subject to the terms outlined in this form and the RWC 2011 Ticket Sales Regulations (attached) and that my purchase, possession and use of tickets is subject to the RWC 2011 Ticket General Terms and Conditions (also attached).

I acknowledge that I am at least 18 years old and have read and understood the terms and conditions on which this application is made.

I authorise RWC 2011 Ticketing (via Ticketek NZ Limited) to charge the Total Amount Payable above (or such lesser amount as applicable) to my card (the details of which I have supplied above) on the processing of my application and allocation of tickets.

Please sign below to confirm your acceptance of the above.

Signature:

Date: DAY MONTH YEAR

STEP 8. SUBMITTING YOUR APPLICATION

Complete and return this application form in an envelope by **5pm Friday October 8, 2010 (NZT)**.

Post to:
Processing Centre, PO Box 6944, Wellesley Street, Auckland 1141.

OR Courier to:

RWC 2011 Processing Centre, AMI Building, Level 4, 63 Albert Street, Auckland 1010.

RWC 2011 Ticket Sales Regulations (Phase 2)

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 tickets (Tickets) in the Individual Ticket phase of the RWC 2011 Ticketing Programme (Phase 2).
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 2, you must complete and submit the application available on www.rugbyworldcup.com/tickets (Website) so that RNZ 2011 receives it before the closing date of 5pm October 8 2010 (NZT). 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 applicable rate. 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 Tickets for each match (regardless of the number of applications submitted). 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 2 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 November 12 2010.
5. Payment: Payment (if your application is successful/partially successful) will be processed between October 20 and October 30 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 November 30 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 three months. A non-refundable administration fee of \$25 is payable for this service. The first of three instalments (plus the administration fee) will be charged to your card between October 20 and October 30 2010 and each subsequent instalment will be charged on the same day of the month thereafter for the remaining two months. You must ensure your credit card has sufficient funds available to make each of the three 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 November 30 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 1 (team and venue pool packs) also had the chance to enter the ballots. If your name is drawn in a ballot, you will be notified and given the option to purchase two tickets in a specified price category for the relevant match. The ballot decisions are final and no correspondence will be entered into. 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 any ticketing collateral 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.

RWC 2011 Ticket General Terms and Conditions

These Conditions govern all Tickets issued for the Tournament and the subsequent admission to any Venue to attend any Match. All capitalised terms used herein shall have the meanings given to them in paragraph 35 of these Conditions. All Tickets are issued by RNZ 2011, the Tournament organising committee, pursuant to authority granted by RWCL, the Tournament owner and the "major event organiser" (as defined in the MEMA). Any person who purchases, possesses and/or uses or attempts to use any Ticket shall be deemed to have fully and irrevocably accepted and agreed to comply with these Conditions. These Conditions will be printed in abbreviated form on each Ticket. In the case of any conflict or ambiguity between these Conditions and the abbreviated form printed on a Ticket, these Conditions will prevail.

Venue Regulations

1. These Conditions incorporate the Venue Regulations, a copy of which is available at www.rugbyworldcup.com/tickets. If you fail to comply with the applicable Venue Regulations, you may be refused entry to or evicted from the Venue. In the case of any conflict or ambiguity between any term(s) of these Conditions and any term(s) of the Venue Regulations, the terms of these Conditions will prevail.

Ticket Purchase

2. Tickets may only be purchased through RNZ 2011 (directly or via the Official Ticketing Agent), or through the Authorised Agents, or through any other sale or transfer mechanism authorised in writing by RWCL. A full list of Authorised Agents is available at www.rh2011.com. Tickets are non-transferable except as set out herein and are only valid for use by a Permitted Purchaser, and not by any other person.
3. The sale or other issuance of any Ticket is final and non-refundable except as outlined in paragraphs 19-24 of these Conditions or as required by applicable New Zealand law. RNZ 2011 reserves the right to not replace or accept any Ticket that has been lost, stolen, forgotten, damaged or forged, or any Ticket which is unreadable or incomplete.

Ticket Use & Prohibitions on Transfers

4. It is an essential condition of the issuance of each and every Ticket and the right of admission to a Venue that **THE TICKET MUST NOT BE SOLD OR OFFERED, EXPOSED OR MADE AVAILABLE FOR SALE, OR TRANSFERRED OR OTHERWISE DISPOSED OF, EXCEPT WHERE ALL OF THE FOLLOWING CRITERIA ARE MET:**
 - a) the sale, transfer or disposal must not be for a value greater than the Original Sale Price of the Ticket; and
 - b) the Ticket must not be offered publicly (including on any website) and the sale, transfer or disposal must not take place in the course of any business or for the purpose of facilitating a third party's business; and

- c) the sale, transfer or disposal must be made strictly subject to these Conditions (and the transferee's acceptance thereof) which shall be binding upon the transferee in full as if the transferee was the Ticket Purchaser, save only that such transferee shall have no right to transfer the Ticket under this paragraph 4 nor any right to a refund under paragraphs 19-24 of these Conditions; and
 - d) the transferee is a natural person, who is known to the Ticket Purchaser personally and who did not become known to the Ticket Purchaser through the sale, transfer or disposal of the Ticket, and the Ticket must be for the transferee's personal use only.
5. Notwithstanding paragraph 4 above, it is an essential condition of the issuance of each and every Ticket and the right of admission to a Venue that, the Ticket must not be:
 - a) transferred, used or otherwise disposed of in the course of any business or for the purpose of facilitating a third party's business; and/or
 - b) transferred, used or otherwise disposed of:
 - i. 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 or a charity or otherwise); or
 - ii. to enhance the demand for any other goods or services; and/or
 - c) transferred or otherwise disposed of to any person who agrees to buy any good(s) or service(s) in return for the Ticket; and/or
 - d) transferred, used or incorporated as part of any hospitality or travel package; and/or
 - e) bundled with any other good(s) or service(s) (including as part of any hospitality or travel package), in each case without the prior express written authorisation of RWCL.
 6. The Ticket Holder must, upon request by RNZ 2011, RWCL or any Authorised Person, give a full explanation as to how, from whom (including full contact details) and from where his/her Ticket(s) have been obtained and at what price. If a Ticket Holder fails to provide a satisfactory, or any, explanation, RNZ 2011 may, in its absolute discretion, cancel the Ticket(s) immediately.
 7. Any Ticket offered for sale, sold, transferred, used or disposed of in breach of paragraphs 4 or 5 of these Conditions may be cancelled and any person seeking to use the Ticket may be refused admission to or evicted from the Venue without refund or compensation, even if the Ticket Holder did not have prior notice of these Conditions or the breach thereof. Further, RNZ 2011 and/or RWCL may pursue any other remedies available in relation to the breach.
 8. The Tournament has been officially declared as a "major event" under the MEMA and for such purposes RWCL has been officially declared as the "major event organiser" (as defined in the MEMA) with regard to the Tournament. The unauthorised sale or trade of a 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. Without prejudice to any other remedy RNZ 2011 and/or RWCL may have in relation to any breach of paragraphs 4 or 5 of these Conditions, RNZ 2011 (acting under authority from RWCL) or RWCL itself may inform the Police (or any Enforcement Officer) if it becomes aware that any Ticket is being sold illegally and may press for charges to be brought under the MEMA (and/or RWCL may itself commence proceedings under the MEMA).

Venue Entry & Requirements

9. Admission to a Venue will only be authorised upon presentation of a valid Ticket (one Ticket will be required for each person, regardless of age) and, upon request, proof of identity with valid photograph and signature. A valid Ticket permits the Ticket Holder to occupy, at the relevant Match, the position indicated on that Ticket or such other alternative position as RNZ 2011 may allocate acting reasonably. Any Ticket Holder leaving a Venue will not be re-admitted and no pass-outs will be permitted.
10. Admission to a Venue will be refused to any person noticeably under the influence of alcohol, narcotics or any behaviour-modifying substance, or to any person behaving, or considered by any Authorised Person likely to behave, violently, harmfully or in a manner contrary to public order and/or safety. Admission may be refused to any person who attempts to bring any Prohibited Item into a Venue.
11. It is an essential condition of issuance of any Ticket and the right of admission to a Venue that a Ticket Holder is expressly prohibited from:
 - a) bringing into a Venue any Prohibited Item including (without limitation) bottles, glass, cans, weapons, fireworks, hard cool boxes, compressed gas containers, flares, air horns, smoke bombs and/or flag sticks; alcohol and/or illegal substances; food and drink other than small amounts for personal consumption; banners, signs or materials displaying political, religious, offensive or race-related messages, slogans or images; any item that is dangerous, hazardous and/or illegal or that may be used as a weapon or a missile or that may compromise or otherwise interfere with the enjoyment, comfort or safety of (or pose a hazard to) any person or security at the Venue; and/or any camera or other type of photographic or recording device (of any nature whatsoever and whether capturing still or moving pictures) other than for personal use. Prohibited Items may be removed, confiscated and/or destroyed at the discretion of any Authorised Person;
 - b) possessing, bringing into, or using within a Venue any sponsorship, promotional or commercial items or materials (of whatever nature) without the prior written authorisation of RWCL and/or RNZ 2011 (the Ticket Holder may be asked to deliver up a copy of any such authorisation upon entry to or whilst within any Venue);
 - c) whilst within any Venue, engaging in any form of ambush marketing (whether by invasion or intrusion, as referred to in the MEMA, or otherwise), gambling, conducting any commercial activity whatsoever, or offering (either for free or for sale), selling or possessing items with intent to sell (including, without limitation, drinks, food, souvenirs, clothes, promotional and/or commercial items and literature), in each case without the prior written authorisation of RWCL and/or RNZ 2011. Any such items may be removed, confiscated and/or destroyed at the discretion of any Authorised Person;

- d) whilst within any Venue, engaging in disruptive, dangerous or violent behaviour including (without limitation) throwing, casting, thrusting or propelling any object (including, without limitation, onto the Playing Surface), instigating violence, racism or xenophobia, behaving in a way that any reasonable person may interpret as provocative, threatening, discriminatory and/or offensive, creating or posing any threat to the life or safety of themselves or any other person(s), or harming any other person(s) in any way; and/or
- e) whilst within any Venue, entering or circulating in restricted access areas or other areas where that person is not permitted, including (without limitation) the Playing Surface, climbing lighting masts, fences, roofs and other apparatus or constructions, or standing on seats.
12. No Ticket Holder shall be permitted to enter, attend or remain in attendance at any Venue where that person is banned by any competent authority and/or sports governing body from attending the Venue or the Match (or rugby matches more generally) and/or from receiving any Ticket (or tickets generally in respect of rugby matches).
13. EACH TICKET HOLDER ADMITTED TO A VENUE ACKNOWLEDGES THAT HIS/HER PRESENCE AND/OR MOVEMENT IN AND AROUND THE VENUE IS AT HIS/HER OWN RISK AND THAT TO THE MAXIMUM EXTENT PERMITTED BY LAW, NEITHER RNZ 2011 (INCLUDING THE OFFICIAL TICKETING AGENT) NOR RWCL NOR ANY AUTHORISED PERSONS ARE LIABLE FOR ANY LOSS, DAMAGE AND/OR HARM, INCLUDING (WITHOUT LIMITATION) BODILY OR MENTAL HARM, PERSONAL PROPERTY DAMAGE OR LOSS, OR ANY OTHER LOSS AND/OR HARM ARISING FROM AND/OR OCCURRING DURING HIS/HER ATTENDANCE AT THE VENUE AND, WITHOUT LIMITATION TO THE FOREGOING, EACH TICKET HOLDER AGREES THAT NO CLAIM, COMPLAINT OR PROCEEDING WILL BE BROUGHT IN RELATION TO THE FOREGOING.
14. EACH TICKET HOLDER SHALL INDEMNIFY AND HOLD RNZ 2011 (INCLUDING THE OFFICIAL TICKETING AGENT), RWCL AND ALL AUTHORISED PERSONS HARMLESS FROM AND AGAINST ALL LOSS, DAMAGES AND LIABILITIES (INCLUDING BUT NOT LIMITED TO THE COSTS OF ENFORCEMENT OR ATTEMPTED ENFORCEMENT OF THESE CONDITIONS) SUFFERED OR INCURRED BY ANY OF THEM IN CONNECTION WITH, RESULTING FROM, OR ARISING OUT OF, A BREACH BY THE TICKET HOLDER OF ANY OF THESE CONDITIONS.
15. For the purposes of safety, security and/or checking compliance with these Conditions, each Ticket Holder shall, if requested by any Authorised Person, co-operate and comply fully with the instructions and guidelines of such Authorised Person (including by producing a valid Ticket and proof of identity with valid photograph and signature). A Ticket Holder may be requested to submit to a body check and/or a search of his/her possessions for the purposes of locating and removing any Prohibited Item, and any refusal by the Ticket Holder may result in refusal of admission to or eviction from the Venue.
16. The Ticket Holder acknowledges that he/she is individually responsible for his/her own property brought to and into a Venue (including Prohibited Items) and that there is no storage available at a Venue for any such items.

Media & Recordings

17. Photographs or any other recordings of sound or images taken by a Ticket Holder within a Venue may be used for personal, private, non-commercial and non-promotional purposes only. It is forbidden for the Ticket Holder to disseminate at any time, over the internet, radio, television and/or any other current and/or future form or type of media, any sound, image, description or result and/or statistics of a Match (in whole or in part), or to assist any other person(s) in the conduct of such activities. The Ticket Holder is also forbidden from making or distributing broadcasts, commentary, news reports and/or statistics in respect of the whole or any part of a Match, by any means and in any format or media, including (without limitation) any such content made, recorded or captured in still or moving form by mobile phones or by any other form of wireless and/or portable device.
18. Each Ticket Holder attending a Match:
- acknowledges that he/she is likely to be recorded in a number of media and publicly disseminated;
 - agrees that perpetual use may be made, free of charge, of his/her voice, image and likeness captured whilst present at or about the Venue (by means of live or recorded video display, broadcast, transmission or other dissemination or recording, photographs or any other current and/or future media technologies) and waives, on an irrevocable, worldwide, perpetual basis, all rights to object to such recording and the broadcasting, transmission or other dissemination thereof in any current and/or future media technologies;
 - acknowledges and agrees that RWCL is the sole legal and beneficial owner of the copyright and any other intellectual property rights of any nature whatsoever in and to any recordings of sound or images taken within a Venue (including future rights to such recordings or to any works derived from such recordings) and waives, on an irrevocable, worldwide and perpetual basis, all rights (including moral rights) in and to any such recordings; and
 - hereby unconditionally and irrevocably grants to RWCL a perpetual, exclusive, freely assignable and royalty-free licence to use, adapt, distribute and/or exploit, by any means and in any current and/or future form or type of media or format, any recordings taken by the Ticket Holder within a Venue in breach of paragraph 17 of these Conditions.

Refund & Cancellation

19. RNZ 2011 does not guarantee that the Match for which a Ticket is issued will take place at the date, time and Venue indicated on the Ticket. RNZ 2011 (acting in conjunction with RWCL) reserves the right to make alterations to the time, date and Venue of any Match or other details governed by any Ticket in the event of unforeseen or other circumstances, including (without limitation), force majeure, safety and security concerns or decisions from any Authorised Person or other competent authority. In the event of such alteration, neither RNZ 2011 (including the Official Ticketing Agent) nor RWCL will be liable to the Ticket Holder or any other person for any costs, expenses or other losses resulting from such alteration, except to the extent set out in paragraph 20 of these Conditions.

20. Subject to paragraphs 22, 23 and 24 of these Conditions, in the case of each Ticket, RNZ 2011 shall only be required to refund the Face Value to a Ticket Purchaser on application, in any one of the following circumstances:
- if the Ticket is for a Match which is cancelled and cannot be rescheduled; or
 - if the Ticket is for a Match which is rescheduled to another date and/or another Venue subject to the Ticket Purchaser's election under paragraph 21 of these Conditions; or
 - if the Tournament is cancelled; or
 - if the Ticket Purchaser is otherwise entitled to a refund under applicable New Zealand law.
21. If a Match is rescheduled, the Ticket Holder may elect to either:
- use the existing Ticket for the rescheduled Match if the Match is rescheduled for another date but is still to be staged at the same Venue;
 - subject to availability of Tickets, exchange the Ticket with RNZ 2011 for a Ticket of the same or lower price category for the rescheduled Match if the Match is rescheduled to be staged at a different Venue; or
 - if there are insufficient Tickets available for the Match rescheduled to be staged at a different Venue, or the Ticket Holder is unable to attend any rescheduled Match, the Ticket Purchaser shall be entitled to apply for a refund pursuant to sub-paragraph 20(b) of these Conditions.
22. RNZ 2011 shall not be required to refund any fees or charges paid in addition to the Face Value of the Ticket (for example, any Handling Fee or postage or courier charges) except where required by applicable New Zealand law. No interest or costs will be payable in respect of any monies refunded. Neither RNZ 2011 nor RWCL will be liable for any associated costs, expenses or losses (including, without limitation, any indirect and/or consequential loss, such as for travel to the Venue or any accommodation costs).
23. Where paragraph 20 of these Conditions applies, only the original Ticket Purchaser may apply for a refund. If RNZ 2011 initiates a refund process under sub-paragraphs 20(a), (b) or (c) of these Conditions, the Ticket Purchaser will be advised of the process and the prescribed deadline for refund applications, through the media or via direct communication, within 10 working days of the cancellation or rescheduling of the Match or the cancellation of the Tournament. The Ticket Purchaser must follow the prescribed process and deadline and produce the original Ticket in order to be eligible for a refund. To avoid any doubt, RNZ 2011 shall not be required to issue a refund in relation to any Ticket which it reasonably believes has been the subject of a sale, transfer or disposal in breach of paragraphs 4 or 5 of these Conditions.
24. A Ticket will not be exchanged or refunded if:
- after a Match has started, it is cancelled for any reason, including, without limitation, inclement weather; or
 - on the date of a Match, the kick off is delayed for any reason; or
 - the kick off time of a Match changes after the date the Ticket was purchased.

General

25. Information about a Ticket Purchaser is gathered and stored to identify the Ticket Purchaser and for administration, communication, enforcement and access control purposes. The Ticket Purchaser has a right of access to, and correction of, his/her personal information.
26. In the event that any provision(s) of these Conditions is declared void, ineffective or unenforceable in any respect by any competent court in any jurisdiction, that provision(s) shall be severed to the extent necessary in that jurisdiction, and the remainder of these Conditions will remain in effect as if such provision(s) had not been included and the validity, enforceability and/or legal effect of such remaining Conditions shall not in any way be affected or impaired thereby.
27. RNZ 2011 RESERVES THE RIGHT TO MAKE AMENDMENTS TO THESE CONDITIONS FROM TIME TO TIME AT RNZ 2011'S SOLE DISCRETION AND WITHOUT NOTICE (INCLUDING BY AMENDING OR SUPPLEMENTING THE VENUE REGULATIONS). A full copy of the latest version of the Conditions (as amended, if appropriate) will be available at www.rugbyworldcup.com/tickets and, upon request, from RNZ 2011 at the address set out in paragraph 28 of these Conditions.
28. Any information requests or other correspondence in relation to these Conditions should be addressed to: Ticketing Manager, Rugby New Zealand 2011 Limited, PO Box 1178, Wellington 6140, New Zealand.
29. If Tickets are acquired for the purposes of a business, or the Ticket Purchaser holds him/her or itself out as acquiring Tickets(s) for the purposes of a business, the provisions of the Consumer Guarantees Act 1993 will not apply to these Conditions or the supplies made under it.
30. These Conditions will be governed by and interpreted in accordance with the laws of New Zealand. Any dispute arising from or in connection with these Conditions or a Ticket Holder's attendance at a Match will be submitted to the competent Court in New Zealand. Notwithstanding the foregoing, RNZ 2011 and/or RWCL reserve the right to pursue any legal proceedings in a competent court in the defendant's domicile, which proceedings shall be governed by and interpreted in accordance with the laws of New Zealand.
31. Any breach of any Condition set out herein may, in addition to any other remedy that RNZ 2011 and/or RWCL may have (including claiming under the indemnity provided in paragraph 14 of these Conditions), and even if the Ticket Holder did not have prior notice of the Condition or the breach, result in the cancellation of the Ticket, the refusal of admission to the Ticket Holder to the Venue, or his/her eviction from the Venue, in each case without refund or compensation. No failure or delay by RNZ 2011 and/or RWCL to exercise any right (in whole or in part) under these Conditions shall constitute a waiver of that right, nor restrict any further exercise of that right.
32. All Tickets (and the copyright in all Tickets) remain the property of RNZ 2011 and/or RWCL. In the event of any breach of any of these Conditions by a Ticket Holder, Tickets must, upon the request of

any Authorised Person, be delivered up to that Authorised Person. Such actions are without prejudice to other remedies which may include a fine and/or legal action.

33. For the purposes of the Contracts (Privity) Act 1982, the Ticket Holder and RNZ 2011 acknowledge and agree that these Conditions confer a benefit on, and are intended to be enforceable by, RWCL.
34. To the fullest extent permitted by law, all implied representations or warranties are excluded.

Definitions

35. When used in these Conditions, the following capitalised terms shall have the following meanings:
- "Authorised Agents" means the Official Corporate Hospitality Agents and Official Travel Agents appointed by or on behalf of RWCL and which are legally and contractually entitled to sell Tickets as part of hospitality and travel packages respectively;
- "Authorised Person(s)" means collectively all Tournament management, Venue management, Police, New Zealand Government and local Government agencies responsible for safety and security in connection with the Tournament, each Venue and each Match, and their respective staff, officials, representatives, officers and volunteers, including (without limitation) any Enforcement Officers;
- "Conditions" means these conditions and the Venue Regulations which are incorporated into these Conditions by reference, together with any amendments or updates to the same issued by or on behalf of RNZ 2011 from time to time;
- "Enforcement Officer(s)" means those persons appointed under the MEMA as enforcement officers and holding a warrant of appointment;
- "Face Value" means the specified price of the Ticket only, and excludes any Handling Fee (or part thereof) or other fees or charges paid by the Ticket Purchaser in respect of that Ticket (including postage or courier charges);
- "Handling Fee" means the fee payable per Ticket transaction or order, charged in addition to the Face Value of the Ticket, for the processing and delivery of Tickets in that transaction or order;
- "Match" means a game of rugby union forming part of the Tournament, the particulars of which are indicated on the Ticket;
- "the MEMA" means the Major Events Management Act 2007 (New Zealand);
- "Official Ticketing Agent" means the official appointed ticket agent of RNZ 2011, acting as agent for RNZ 2011;
- "Original Sale Price" means the specified price of each Ticket plus any Handling Fee (or part thereof) and other charges necessary to effect the sale or trade of that Ticket (including postage or courier charges);
- "Permitted Purchaser" means any Ticket Purchaser, any person who has obtained a Ticket in accordance with the restrictions and mechanisms outlined in these Conditions, and any other person with the prior express authorisation of RWCL;
- "Playing Surface" means the area within the Venue on which the Match is played, together with any adjacent areas required for the purposes of the Match;
- "Prohibited Item(s)" means any prohibited item(s) listed in full at www.rugbyworldcup.com/tickets and includes (without limitation) those items specified in sub-paragraph 11(a) of these Conditions;
- "RNZ 2011" means Rugby New Zealand 2011 Limited of PO Box 1178, Wellington 6140, New Zealand;
- "RWCL" means Rugby World Cup Limited of 1st Floor, Huguonot House, 35-38 St Stephen's Green, Dublin 2, Ireland;
- "Ticket" means a ticket giving right of entry to a particular Match at a particular Venue in accordance with the details indicated thereon;
- "Ticket Holder" means any individual possessing, holding or using a Ticket, including (without limitation) the Ticket Purchaser or any person to whom the Ticket was issued or transferred;
- "Ticket Purchaser" means the individual with legal capacity who has purchased a Ticket or Tickets through the Tournament's official ticket programme and/or through any Authorised Agent(s);
- "Tournament" means the IRB Rugby World Cup 2011;
- "Venue" means the entire premises of a stadium where a Match is scheduled to take place (and/or any replacement stadium to which a Match is rescheduled) and to which a Ticket is required to gain access, including all entrance and exit gates as well as all other official installations and areas; and
- "Venue Regulations" means the security protocols and the public order and safety conditions of admission to each Venue hosting a Match, including as the same may be amended, supplemented or replaced from time to time.