

FAW TICKET REFUND POLICY

The following policy applies to requests to refunds for Match tickets in the circumstances set out in this policy.

1. Definitions

In this ticket refund policy, the following terms have the following meanings:

"Ground" means the football ground hosting the Match;

"Match" means any Match staged by the Football Association of Wales Limited ("**FAW**"); and

"Ticket" means a printed paper ticket or digital ticket, (and/or any rights arising out of or in connection with that paper ticket or digital ticket) for admission to a Match and shall include any reissued ticket for a rearranged Match.

2. Postponement of Match before kick-off

In the event of the postponement of a Match before you have entered the Ground, the Ticket will be valid for the rearranged playing of the Match.

Where a Match is postponed after Ticket holder(s) have entered the Ground, but before the Match has kicked-off, entry to the Ground or any substitute Ground for the rearranged playing of the Match shall only be permitted on presentation of the Ticket and subject to compliance with any other requirements announced by the FAW at the time.

Ticket purchaser(s) unable to attend the rearranged playing of the Match shall be entitled to a refund of the face value of Ticket (excluding any booking fee and related transaction charge). The procedure for obtaining such a refund shall be announced by the FAW and more information is set out in paragraph 8 below.

3. Postponement of the Match after kick-off

In the event of the postponement of a Match after kick-off, a Ticket will be valid for the rearranged playing of the Match (subject to compliance with any other arrangements announced by the FAW).

A person unable to attend the rearranged playing of the Match shall be entitled to a refund, save that the refund shall be: (i) 60% of the face value of the Ticket (excluding any booking fee and related transaction charge) if the Match is postponed before the commencement of the second half; or (ii) 40% of the face value of the Ticket (excluding any booking fee and related transaction charge) where the Match is postponed between the commencement of the second half and the completion of the Match. The procedure for obtaining such a refund is set out in paragraph 8 below.

4. Abandonment of a Match (no rearranged playing of the Match)

When a Match is abandoned before kick-off and it is not rearranged, a person shall be entitled to a refund of the Ticket face value (excluding any booking fee and related transaction charge).

Where a Match is abandoned between kick-off and commencement of the second half, the refund shall be 60% of the face value of the Ticket (excluding any booking fee and related transaction charge) if the Match is postponed before the commencement of the second half and 40% of the face value of the Ticket (excluding any booking fee and related transaction charge) where it is postponed between the commencement of the

second half and the completion of the Match. The procedure for obtaining such a refund is set out in paragraph 8 below.

5. **Match played 'behind closed doors'**

In the event that the Match is played without any paying supporters present no Ticket holders shall be entitled to enter the Ground and a person shall be entitled to a refund of the ticket price paid (excluding any booking fee and related transaction charge). The procedure for obtaining such a refund is set out in paragraph 8 below.

6. **Reduction in Capacity**

In the event that the FAW reduces the intended capacity of the Match after the date that Tickets were on sale, the FAW reserves the right to cancel your Ticket and provide a full refund of the ticket price paid (excluding any booking fee and related transaction charge). The procedure for obtaining such a refund is set out in paragraph 8 below.

7. **Match to be played at an alternative Ground**

In the event that a Match is moved to an alternative Ground from the ground which was originally designated to host the Match at the time the Ticket purchaser(s) purchased a Ticket, the Ticket purchaser will be entitled to a refund of the face value of the ticket (excluding any booking fee and related transaction charge). The procedure for obtaining such a refund is set out in paragraph 8 below.

8. **Procedure for obtaining a refund**

If any of the above circumstances apply then the FAW will announce the procedure for applying for a refund, including, if applicable, the address to send such applications and other documentation to. All refund applications must be received within 28 days of the day of the announcement by the FAW regarding the process of applying for a refund.

Refund requests which fall outside the circumstances listed above should be sent to tickets@faw.co.uk at least 24 hours prior to the Match. Any refunds provided outside of the circumstances listed above will be at the sole and absolute discretion of the FAW.

Please allow 60 days for a refund to be processed. Refunds will only be made to the original purchaser of the Ticket and will generally be made through the same payment method as the Ticket was originally purchased.

The FAW shall not be liable in any event for any other costs incurred by the Ticket holder whatsoever including, for example, but without limitation, any hotel and/or travel expenses.

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