

England Rugby Travel - Rugby World Cup 2019™, Japan

Ticket Ballot Promise Terms and Conditions

We understand that you will want to guarantee official match tickets during RWC2019 but we also know that you may apply for tickets from Japan Rugby 2019 through their initial public ticket application process and subsequent ballots.

These terms and conditions (“**Terms**”) set out the basis on which we operate our England Rugby Travel Ticket Ballot Promise for the Rugby World Cup 2019, Japan (“**Ticket Ballot Promise**”). You must accept these Terms to take part in the Ticket Ballot Promise. These Terms apply to the use of the Ticket Ballot Promise only. When you purchase one of our Rugby World Cup 2019, Japan Official Ticket Inclusive Travel Packages (“**Packages**”) you will be required to agree to the terms and conditions that apply to the Package you are purchasing.

The Ticket Ballot Promise allows England Rugby Travel clients who purchase a ticket inclusive travel Package for the Rugby World Cup Japan 2019 to remove their Qualifying Ticket from their Package and receive credit against their Package of the face value of any Rugby World Cup Japan 2019 Qualifying Tickets obtained through the Japan Rugby 2019 Ballot.

Japan Rugby 2019 Ballot

- The Ticket Ballot Promise applies to tickets obtained through one of the following Japan Rugby 2019’s ballots (“**Ballots**”):

Ballot:	Supporters Club/Front Row:	General Sale:
Application:	19 May – 26 June 2018	9 September– 12 November 2018
Notification:	10 July 2018	26 November 2018

Qualifying Tickets

- A “**Qualifying Ticket**” includes any ticket obtained through purchasing one of our Packages.
- Qualifying Tickets only apply to Packages purchased after 2 July 2018 and before 12 November 2018.

Japan Rugby 2019 Ballot

- The category of ticket obtained through the Ballots does not affect your ability to take part in the Ticket Ballot Promise. The Ticket Ballot Promise is based on tickets of the same match(es) as your Qualifying Tickets, these do not need to be of the same category.
- The Ticket Ballot Promise only applies to tickets obtained through the Ballots. The Ticket Ballot Promise does not apply to any ticket purchased from another third party or from any other source including but not limited to a:
 - secondary ticket selling website;
 - member of friends and family or RWC 2019 Sponsor;
 - OTA of another country;
 - sub agent of England Rugby Travel; or
 - Rugby Club/Rugby Union.

The Ticket Ballot Promise

- The Ticket Ballot Promise allows a credit of the face value of any Qualifying Tickets obtained through the Ballots that replicate Qualifying Tickets forming part of your Package. You will no longer receive the

Qualifying Ticket(s) if you accept the credit. Where credit is accepted, you are making a request to remove the Qualifying Tickets from your Package. Qualifying Tickets will therefore not be part of your Package and will not be supplied.

- The credit received from the Ticket Ballot Promise will be based on the face value of the category of the Qualifying Ticket(s) in your Package, not the face value of the tickets obtained in the Ballot.
- The Ticket Ballot Promise does not include a refund of the accommodation, travel or any other services included in your Package and these will remain a part of your Package. Should you wish to cancel your Package, the standard cancellation terms set out in your Package Terms & Conditions will apply.
- If you receive confirmation of tickets from the Ballots in different numbers to the number of people you have Qualifying Tickets for, you will only be able to cancel the Qualifying Tickets of the number reflective of the number of tickets you have obtained through the Ballots.
- If you receive confirmation of tickets from the Ballots for only some of the matches in your Package but not all (for example you successfully obtain tickets to Semi-Final One but not Semi-Final Two) you will only be entitled to cancel the duplicated Qualifying Ticket element of the Package and we will only credit the face value of the duplicated tickets to you.

How to Use the Ticket Ballot Promise

- All refund requests made in accordance with the Ticket Ballot Promise should be made in writing to customerservices@englandrugbytravel.com within 14 days of receipt of your official confirmation from Japan Rugby 2019 that you have been successful in receiving tickets through the Ballots.
- You must provide England Rugby Travel with a copy of your official confirmation from Japan Rugby 2019 that you were successful in one of the Ballot’s.
- If any named party member of your Package is successful in one of the Ballots, you may benefit from the Ticket Ballot Promise against the Qualifying Tickets in your Package.
- England Rugby Travel’s decision on how much to credit is final. We will confirm 14 days after submission of your request whether your request is accepted, rejected or we require you to provide further information.
- The credit given will be based on the GBP/JPY exchange rates as published on www.bbc.co.uk on the day of the ballot notification to which the refund request relates.
- Once confirmed by England Rugby Travel, a credit note will be raised against the final balance payable of the original Package booking.
- If the full balance of the Package has been paid England Rugby Travel will refund you the face value of the Qualifying Tickets. England Rugby Travel will aim to process all refunds within 14 working days and will only be refunded to the Lead Booker of the Package through the original payment method.

About Us

- Mike Burton Travel Limited trading as England Rugby Travel whose address is at Carter Court, 8 Davy Way, Quedgeley, Gloucester, GL2 2DE. Our VAT number is 576295400.