FIFA World Cup 2026™

Ticket Terms of Sale for General Public

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Prior Versions:

October 1, 2025
October 3, 2025
December 10, 2025

1. Purpose and Applicability of these Ticket Terms of Sale

1.1. These FIFA World Cup 2026™ Ticket Terms of Sale for General Public apply to the offer for sale and all purchases of tickets (each, a "**Ticket**") by an individual member of the general public for an official match ("**Match**") of the FIFA World Cup 2026™ football tournament ("**Competition**") organised by Fédération Internationale de Football Association, having its domicile in Zurich, Switzerland ("**FIFA**"), on FIFA's online ticketing platform at www.FIFA.com/tickets and accessible on the FIFA World Cup 2026™ Tournament App ("**Ticketing App"**, and together with the online sales platform, the "**Ticketing Website**"). These Terms of Sale apply to the purchase of Tickets from the Ticketing Website where the Ticket is being sold for the first time on the primary market by an individual ("**you**"). Different terms are applicable to use of our Ticket transfer feature and to enable offering of Tickets on the secondary market in fan-to-fan transactions on FIFA Ticketing's official online marketplace (the "**Marketplace**") which are available **here**.

1.2. These Terms of Sale consist of the General Terms of Sale set forth in Clauses 1-22 below, as supplemented by a country-specific addendum for each of the Competition's Host Countries (each, a "**Host Country Addendum**") found at the end of this document. The General Terms of Sale and the applicable Host Country Addendum are together the "**Terms of Sale**". Each Host Country Addendum applies only to Tickets for Matches located in that Host Country.

1.2.1. Your Tickets to Matches located in the United States of America are subject to the General Terms of Sale supplemented by the FIFA US Addendum.

1.2.2. Your Tickets to Matches located in Mexico are governed by the General Terms of Sale supplemented by the FIFA MEX Addendum.

1.2.3. Your Tickets to Matches located in Canada are subject to the General Terms of Sale supplemented by the FIFA CAN Addendum.

1.2.4. Host Country Addendums may add or modify the General Terms of Sale as to Tickets it governs. If a Host Country Addendum conflicts with these General Terms of Sale, the Host Country Addendum controls solely as to Tickets to Matches in that Host Country.

1.3. Your access and use of the Ticketing Website is also governed by the **Terms of Service**. References to "Terms" in the Terms of Service include these Terms of Sale. Capitalized terms not defined in these Terms of Sale have the definition provided in the Terms of Service.

1.4. By using the Ticketing Website, including by purchasing a Ticket, you acknowledge and agree that FIFA Ticketing may collect, use, and process your personal data as necessary to facilitate the transaction, maintain the integrity of the Ticketing Website, and comply with applicable legal obligations. This may include the disclosure of personal data where required

by applicable law. The processing of personal data shall be governed by and conducted in accordance with FIFA's Data Protection Portal and associated Privacy Notice, which are hereby incorporated by reference into these Terms of Sale. You represent and warrant that any personal data you submit is accurate and that you have obtained all required consents for its use and disclosure in connection with the Ticketing Website. To the extent permitted by law, you hereby exonerate, indemnify, and hold harmless FIFA Ticketing, FIFA and their affiliates, officers, directors, employees, representatives, auxiliaries, and partners from and against any and all claims, liabilities, damages, losses, costs, or expenses arising from your failure to obtain such consents or from any misuse of personal data in connection with your use of the Ticketing Website.

1.5. Your purchase, possession, sale, acceptance, or use of Tickets is subject to these Terms of Sale as well as the **FIFA World Cup 26™ Ticket Terms of Use** applicable to the Host Country of the relevant Match ("**Terms of Use**") and by the rules and regulations governing behaviour and prohibited items applicable to each Stadium ("**Stadium Code of Conduct**"). Each of these documents is incorporated by reference and available to review on the Ticketing Website. PLEASE READ THESE DOCUMENTS CAREFULLY BEFORE PURCHASING ANY TICKETS.

1.6. PLEASE READ THESE TERMS OF SALE CAREFULLY. BY USING THE TICKETING WEBSITE OR PURCHASING TICKETS, YOU AGREE TO BE BOUND BY THESE TERMS OF SALE.

1.7. ARBITRATION NOTICE: TICKETS TO MATCHES LOCATED IN THE UNITED STATES OF AMERICA UNDER THESE TERMS OF SALE ARE SUBJECT TO MANDATORY INDIVIDUAL BINDING ARBITRATION AND A WAIVER OF CLASS AND REPRESENTATIVE ACTION RIGHTS (THE "**ARBITRATION AGREEMENT**") AS DETAILED IN THE FIFA US ADDENDUM (Addendum Clause 4). Please read carefully the provisions titled "WAIVER OF CLASS AND REPRESENTATIVE ACTION" AND "LIMITATIONS OF LIABILITY". These provisions limit our liability to you and affect how disputes are resolved.

2. FIFA Sellers for each Host Country

2.1. The Competition is hosted in Canada, Mexico, and the United States of America (the "**Host Countries**"). Tickets are offered and sold to you by the FIFA subsidiary in the Host Country where the Match is located ("**FIFA Ticket Seller**"), as follows:

2.1.1. For Matches located in the United States of America, the FIFA Ticket Seller is FWC2026 US, Inc. ("**FIFA US**");

2.1.2. For Matches located in Canada, the FIFA Ticket Seller is FWC26 Canada Football Ltd. ("**FIFA CAN**"); and,

2.1.3. For Matches located in Mexico, the FIFA Ticket Seller is FWC2026 MEXICO, S. de R.L. de C.V. ("**FIFA MX**").

2.2. When you buy a Ticket for a Match in a Host Country, you enter into these General Terms of Sale with that Host Country's FIFA Ticket Seller, as supplemented by that country's Host Country Addendum. The applicable FIFA Ticket Seller is the contracting party for the sale and purchase of your Ticket and will receive payment for your Ticket(s). If your purchase includes Tickets for Matches in more than one Host Country, your single checkout creates separate agreements (one per Host Country in which the ticketed Match(es) represented in your order are located) each governed by these General Terms of Sale plus that country's Host Country Addendum. For example:

2.2.1. Match located in Mexico City, Mexico: Buying a Ticket for a Match in Mexico City, Mexico means you and FIFA MX enter into Terms of Sale consisting of these General Terms of Sale as supplemented by the FIFA MX Addendum.

2.2.2. Matches located in Two Host Countries: If you buy one Ticket for a Match in Atlanta, USA and one Ticket for a Match in Vancouver, Canada in a single checkout:

2.2.2.1. You enter into Terms of Sale with FIFA US consisting of these General Terms of Sale + the FIFA US Addendum for the Atlanta Match Ticket; and

2.2.2.2. You enter into Terms of Sale with FIFA CAN consisting of these General Terms of Sale + the FIFA CAN Addendum for the Vancouver Match Ticket.

2.3. References to "**FIFA Ticketing**" in these Terms of Sale refer to the relevant FIFA Ticket Seller for the Host Country of the ticketed Match represented in your order.

3. Ticket Categories

3.1. Tickets are assigned to and sold in different price categories ("**Ticket Category**"). Each Ticket Category is determined based on the location and other characteristics of the seats and sections in the official stadium assigned to that Ticket Category for the relevant Match ("**Stadium**"). Seats are assigned within each Stadium to a Ticket Category on a Match-by-Match basis. The number of seats allocated to each Ticket Category and the boundaries of each Ticket Category within a Stadium may change from Match to Match and are determined by FIFA Ticketing at its sole discretion.

3.2. A particular Ticket Category may comprise seats in different tiers of a Stadium (such as lower and upper tiers). Seats within a Ticket Category may also be located adjacent to seats of another Ticket Category. Any visual representations of Ticket Categories on the Ticketing Website, such as Stadium maps and illustrations, are for guidance purposes only and may not reflect the actual layout and boundaries of a particular Stadium. FIFA Ticketing reserves the right to assign you a seat within an alternative Ticket Category that is comparable to or better than the initial Ticket Category, in our sole and reasonable discretion.

3.3. Each Ticket entitles you to one (1) specific seat in the Stadium. During the LMS (as described in Clause 3.5), seat assignment is made before payment is completed and will be reflected on your Ticket when issued. During other sales phases, seat assignment may be made at a time determined by FIFA Ticketing, including prior to or after a Ticket purchase. FIFA Ticketing attempts, but does not guarantee, to seat together multiple Tickets for a Match that you purchase within a single transaction that are in the same Ticket Category in your Ticketing Account (as defined below) at the time of seat assignment. However, your assigned seats may not be adjacent or near one another and seats assigned within the same Ticket Category may be located in different rows, sections or locations in the Stadium. For some Stadiums and Matches, you may have the opportunity to request to be seated near Tickets purchased under a different Ticketing Account if all Tickets are within the same Ticket Category for a Match. This option may be made available by FIFA Ticketing at certain times prior to the Competition. If this option is made available to you in your Ticketing Account we will request information to identify the other Ticketing Account and relevant Tickets in order to review the request. FIFA Ticketing does not guarantee that it can fulfil your request.

3.4. The seat FIFA Ticketing assigns to your Ticket(s) may be relocated in FIFA Ticketing's sole discretion at any time, including where you selected a specific seat during the LMS, and no such relocation shall entitle you to a refund or any other remedy from FIFA Ticketing provided

that your seat is relocated to either (i) an area of the Stadium allocated to the same or better Ticket Category, or if not applicable, (ii) a seat of comparable or better value. The price you paid for the Ticket (and associated seat) is the price attributable to that individual Ticket and is not affected by any subsequent relocation to a seat that may carry a different individual Ticket price within the same Ticket Category.

3.5. FIFA Ticketing may offer a Last-Minute Sales Phase (**"LMS"**) prior to the start of or during the Competition during which available Tickets are sold on a first-come, first-served basis while availability lasts. During the LMS:

3.5.1. Tickets are sold by individual seat. Each Ticket carries its own individually priced seat;

3.5.2. You may select your seat directly from a Stadium map, or by some alternative method made available by FIFA Ticketing on the Ticketing Website. In all cases during the LMS, a specific seat is assigned to the Ticket before payment is processed;

3.5.3. Tickets sold during the LMS are still categorised in a Ticket Category for orientation purposes. Because Ticket prices are set per individual seat based on the characteristics of each seat, the price of a Ticket in a given Ticket Category (e.g. Category 2) may, at any time, be equal to or higher than the price of a Ticket in a better Ticket Category (e.g. Category 1). For the avoidance of doubt, this means an individual Category 2 Ticket may be priced higher than an individual Category 1 Ticket;

3.5.4. Where FIFA Ticketing determines that a seat has an obstructed view, FIFA Ticketing may offer seats designated as "Obstructed View" within any Ticket Category. This designation will be displayed to you before you add the Ticket to your cart and again at checkout. The Obstructed View designation forms part of the Ticket Description for that Ticket. By completing your purchase of an Obstructed View Ticket, you acknowledge that you have been informed of and accept the characteristic of an obstructed sightline associated with that seat;

3.5.5. You should review your seat selection carefully prior to purchase, as adjacent or consecutive seats may not be available. Once purchased, your seat selection cannot be changed by you (subject to FIFA Ticketing's relocation rights).

4. Sales Phases

4.1. Tickets are made available by FIFA Ticketing for purchase in multiple sales phases. The characteristics of each sales phase may differ, including with respect to accepted payment methods, purchase opportunities and processes, and quantity and types of Ticket Categories and Ticket Products available. At the time of purchase, the details of the then-current sales phase will be described on the Ticketing Website. For certain sales phases, FIFA may offer the opportunity to purchase Tickets through challenges, draws, applications, or other promotions. Your eligibility to participate in these promotions, and the procedures for entry, selection, and any prizes or purchase opportunities offered through a promotion, will be governed solely by the Official Rules or other terms and conditions applicable to it ("**Official Rules**"). These Terms of Sale govern the purchase and use of any Ticket purchased as a result of our promotion. If there is any conflict between the Official Rules and these Terms of Sale, the Official Rules will govern matters relating to entry, selection, and prizes, and these Terms of Sale will govern the terms of any resulting purchase.

4.2. Any indication on the availability of Tickets within a particular sales phase is for guidance purposes only. FIFA Ticketing reserves the right to make available for sale additional and

remove from sale Tickets in any Ticket Category at any time. Tickets may not be continuously available for purchase on the Ticketing Website.

5. Ticket Products

5.1. "**Ticket Products**" include Ticket Packages, Conditional Supporter Tickets, Supporter Tickets, and other Ticket related offerings by FIFA Ticketing, in each case as they may be identified and described on the Ticketing Website from time to time. FIFA Ticketing, in its sole discretion, determines the availability, content, features, inclusions, quantities, eligibility criteria, and pricing of any Ticket Products. Ticket Product offerings may be added, modified, substituted, or discontinued at any time prior to or following your purchase.

5.2. FIFA Ticketing may sell Ticket packages on the Ticketing Website comprising Tickets to multiple qualifying Matches sold as a set and purchased within a single order transaction ("**Ticket Packages**"). The characteristics of Ticket Packages may differ and will be described in detail on the Ticketing Website. Ticket Packages may include the following types of packages:

5.2.1. **"Venue-Specific Packages"** require purchase of at least one (1) Ticket to each Match of a given set of Matches occurring at a Stadium within one or more stages of the Competition.

5.2.2. **"Team-Specific Packages"** require purchase of at least one (1) Ticket to each Match of a given set of Matches within one or more stages of the Competition for which a specific team representing a Participant Member Association ("**Team**") may or will participate. If, at the time of your Team-Specific Package purchase, your identified Team has not yet qualified for the Competition, or has not yet advanced to a relevant stage of the Competition, you select the Team-Specific Package on the condition that one or more Tickets are only issued if the selected Team qualifies, advances, or an Opening Match Premium (defined below) is paid, as applicable. In the event that the Team for which a Team-Specific Package was purchased does not qualify for the Competition or does not advance to the relevant Match or stage of the Competition, FIFA Ticketing will issue a refund for the Team-Specific Package (for failure to qualify) or relevant Match(es) (for failure to advance). Where per-Ticket prices for Matches within a Team-Specific Package are not itemized at the time of purchase, refunds will be issued on a pro-rata basis. Unless otherwise prohibited by applicable law, FIFA Ticketing will retain ten (10) US Dollars, fifteen (15) Canadian Dollars, or two hundred (200) Pesos per Team-Specific Package (for failure to qualify) or per Ticket (if failure to advance), consistent with the original purchase currency.

5.2.3. FIFA Ticketing may offer Team-Specific Packages (as described in Clause 5.2.2 above) before the final draw, subject to a "**Opening Match Premium**." If a Ticket within the Team-Specific Package is designated for an opening Match of the Competition (an "**Opening Match**" being any one (1) of the three (3) first Competition Matches played in the Host Countries (that have been respectfully allocated Match numbers 1, 3 and 4) during the final Competition draw, you must pay the additional Opening Match Premium amount listed on the Ticketing Website and/or communicated to you by FIFA Ticketing to retain any and all Tickets within the Team-Specific Package. The Opening Match Premium is payable by you in addition to the original Team-Specific Package price. The Opening Match Premium shall be set at FIFA Ticketing's discretion and may vary by (i) Opening Match and (ii) by Ticket Category for the same Opening Match, as long as such amount is equal to or less than one hundred and forty percent (140%) of

the original, total Team-Specific Package price. Failure to make payment in accordance with FIFA Ticketing's instructions will result in cancellation of all Tickets in the Team-Specific Package (whether or not such Tickets are designated to an Opening Match) and you will be paid a refund for the Ticket-Specific Package for the amount originally paid consistent with the original purchase currency. An Opening Match Premium will not be charged on Team-Specific Packages of Teams representing the Host Countries.

5.3. Ticket Products may also include the following types of Tickets:

5.3.1. **"Supporter Tickets"** are individual Tickets to a group stage Match available for purchase on the Ticketing Website by eligible supporters of a Team. Access to Supporter Tickets is subject to purchaser eligibility requirements that will be defined by the applicable Team in collaboration with FIFA. Eligibility requirements for Supporter Tickets for each applicable Team may be further described on the Ticketing Website or you can contact the applicable Participating Member Association. FIFA Ticketing may, but is not obligated to, assign seats to Supporter Tickets in an area of the Stadium designated for supporters of the respective participating Team.

5.3.2. During certain sales phases, FIFA Ticketing may also sell individual Tickets to single Matches for a Team that are identified as Conditional Supporter Tickets on the Ticketing Website. "**Conditional Supporter Tickets**" are Tickets (a) sold in advance of the Team(s) having advanced to the relevant stage of the Competition, and (b) where, at the time of purchase, you select the Ticket on the condition that the Ticket is only issued if the selected Team(s) advance to the relevant stage of the Competition. Conditional Supporter Tickets will become available exclusively during dedicated sales phases, and are tied to a specific, limited inventory allocated to each Team. FIFA Ticketing may, but is not obligated to, assign seats to Conditional Supporter Tickets in an area of the Stadium designated for supporters of the respective participating Team. These Conditional Supporter Tickets are subject to the same purchase and use terms and conditions as Supporter Tickets, provided that they are subject to refund in the event that the identified Team does not participate in the relevant Match or stage of the Competition. Only a Ticket identified on the Ticketing Website as a Conditional Supporter Ticket will entitle you to this additional right to a refund. If a refund of a Conditional Supporter Ticket becomes due, FIFA Ticketing will retain ten (10) US Dollars, fifteen (15) Canadian Dollars, or two hundred (200) Pesos per refunded Conditional Supporter Ticket, consistent with the currency of the original Conditional Supporter Ticket purchase, and refund the remainder of the purchase price. If a refund of a Conditional Supporter Ticket becomes due, it will be processed by FIFA Ticketing in accordance with Clause 16 below.

5.3.3. If the Team for which Supporter Tickets or Conditional Supporter Tickets were sold does not qualify for the Competition, those tickets will not be issued and will be subject to refund. If a refund becomes due, FIFA Ticketing will retain ten (10) US Dollars, fifteen (15) Canadian Dollars, or two hundred (200) Pesos per refunded ticket, based on the currency of the original Ticket purchase, and refund the remainder of the purchase price. Refunds will be processed by FIFA Ticketing in accordance with Clause 16 below.

5.3.4. Supporter Tickets and Conditional Supporter Tickets will become available exclusively during dedicated sales phases, and are tied to a specific, limited inventory allocated

to each Participating Member Association by FIFA Ticketing. On this basis, Supporter Tickets and Conditional Supporter Ticket may be subject to additional and/or different conditions than generally available Ticket Products. You shall be responsible for ensuring compliance with any varied conditions imposed on Supporter Tickets and Conditional Supporter Tickets that may be communicated to you by FIFA Ticketing from time to time.

5.4. Certain Ticket Products may be subject to restrictions on your ability to resell and transfer Tickets, including timing restrictions prior to certain events and restrictions on sale of individual Tickets that form part of a Ticket Product.

5.4.1. Any Ticket Products that are Team-specific (including Conditional Supporter Tickets and Team-Specific Packages) where the Ticket Product is purchased: (a) prior to the final Competition draw to be held on 5 December 2025, no Tickets in the Ticket Product are permitted to be transferred or resold or exchanged prior to the final Competition draw; and (b) on the condition of advancement to a Match or a stage of Competition, no Tickets subject to that condition in the Ticket Product (if individual Tickets are permitted to be resold) are permitted to be transferred or resold or exchanged prior to confirmation of requisite advancement.

5.4.2. Clause 5.4.1 above does not apply to those Team-Specific Packages which include only group stage Matches for Teams representing the Host Countries, being Teams that have qualified for the Competition as Host Countries and for which group stage matches are assigned prior to the final Competition draw.

5.5. If you purchase a Ticket Product before the Stadium for a Match in the Ticket Product is determined, the Host Country Addendum applicable at the time of purchase is the Host Country Addendum associated with the residential address then listed in your Ticketing Account on the following basis:

5.5.1. if your residential address is located in Canada, the FIFA CAN Addendum applies at the time of purchase;

5.5.2. if your residential address is located in Mexico, the FIFA MX Addendum applies at the time of purchase; and

5.5.3. if your residential address is located in the United States of America or any other country other than Mexico or Canada, the FIFA US Addendum applies at the time of purchase.

5.6. Once the Stadium for the relevant Match is identified, if that Stadium's applicable Host Country Addendum differs from the Host Country Addendum that applied at purchase, you agree that your agreement for the affected Tickets is deemed automatically amended so that the contracting party is the applicable FIFA Ticket Seller for the Host Country of the identified Stadium. The Host Country Addendum for the identified Stadium will supplement, and, in the event of conflict, supersede, the prior Terms of Sale for those Tickets.

5.7. The Ticketing Website is the sole authoritative source for what Ticket Products are available at any time. The description of the Ticket Product shown on the Ticketing Website at the time you place your order (together with these Terms of Sale and any applicable Host Country Addendum) controls. If there is any conflict between the Ticketing Website and any other description or communication (including third-party listings or cached pages), the Ticketing Website controls.

6. Ticket Pricing

6.1. Prices are stated on the Ticketing Website in the currency that you will be charged upon purchase. The currency displayed to you for a Ticket may not be the currency of the Host Country in which the relevant Match is located. Unless stated otherwise at checkout, the displayed currency is determined by the residential address associated with your Ticketing Account (as defined below) and, for your convenience, your payment will be charged in that same displayed currency.

6.1.1. If your residential address is located in Mexico, the display and charge currency is Mexican pesos (MXN).

6.1.2. If your residential address is located in Canada, the display and charge currency is Canadian dollars (CAD).

6.1.3. If your residential address is located in the United States of America or any other country other than Mexico or Canada, the display and charge currency is United States dollars (USD).

6.2. FIFA Ticketing shall set the prices of all Tickets at its discretion. Each Ticket is priced individually on a per-Ticket basis. Ticket prices are variable, and Ticket prices for the same seat, Match and Ticket Category may increase or decrease over time based on demand and availability for that Match. Ticket prices are established through a process based on fixed pricing factors determined by FIFA Ticketing and are not influenced by any one individual purchaser's personal data, browsing history, or purchasing behavior.

6.3. During the LMS (as defined in Clause 3.5 above), the price of a Ticket reflects the characteristics of the specific seat (including, without limitation, its location, row, aisle or centre position, and obstructed or unobstructed sightline).. Two seats within the same Ticket Category may therefore carry different prices.

6.4. Due to exchange rate differences and fluctuations, Ticket prices for the same Match, Ticket Category or seat may vary by currency. You are not entitled to any form of refund or compensation from FIFA Ticketing (or FIFA) due to Ticket price fluctuations (for the Ticket Category, or same or equivalent seat) before or after your Ticket purchase. While Tickets are in your checkout cart, the price will not change.

6.5. Ticket prices are inclusive of all and any applicable taxes and fees. The FIFA Ticket Seller collects tax as required by local laws.

6.6. FIFA Ticketing is not responsible or liable for any fees or surcharges related to or imposed by your payment method, including any fees or charges related to currency exchange fees, foreign transactions, or exchange fluctuations. Any such third-party fees shall be solely borne by you.

7. Purchasing Tickets

7.1. To purchase Tickets, you must first create a FIFA ticketing account by signing up for a FIFA ID and then following instructions to create a ticketing account on the Ticketing Website ("**Ticketing Account**").

7.2. Ticketing Account holders are required to provide accurate, complete, and verifiable information at registration and must update it promptly when changes occur. The email address linked to your Ticketing Account must be solely owned and controlled by you and

remain accessible to you at the time of purchase and through and after the end of the Competition. FIFA Ticketing uses this email address for time-sensitive matters related to seating, transfers, schedule changes, entry instructions, security alerts, and payment and refund issues. Ticketing Account sharing or assignment is strictly prohibited. You are prohibited from having more than one Ticketing Account at any given time. You are responsible for maintaining the confidentiality of your account and password and for restricting access to your account, and you agree to accept responsibility for all activities that occur under your account or password.

7.3. You represent that you are at least 18 years old (or the age of majority where you reside, whichever is older) and that you are able to form a legally binding contract. You also represent that you have not been banned and are not subject to a ban issued by a competent authority or football governing body in any country from attending football matches.

7.4. You can browse and purchase Tickets by following the steps set out on the Ticketing Website for the applicable sales phase. You cannot purchase Tickets on the Ticketing App.

7.5. For each Ticket, the "**Ticket Description**" identifies the characteristics of the Ticket and are limited to the following attributes: Competition name, Match date, Match number, Stadium, Ticket Category, quantity of Tickets, Accessibility designation (if any), and price. For Tickets that are conditioned upon advancement or qualification for the Competition, the Ticket Description is limited to the Competition name, Ticket Category, quantity of Tickets and price. Other aspects of a Match do not form part of a Ticket Description and are subject to modification by FIFA Ticketing without requiring a refund issue or refund requests permitted, including Match kick-off time, gate/door time, artist performances, seat allocation or adjacency, on-site policies, and Teams participating in the Match ("**Non-Core Attributes**"). You expressly acknowledge and consent that purchases of Tickets on the Ticketing Website are made subject to the condition that the Non-Core Attributes may change upon Notice (defined below) without prompting any right to cancel or seek refund. It is your responsibility (a) to review the Ticket Description as presented on the Ticketing Website during your customer journey prior to checkout carefully, and (b) monitor communications from FIFA Ticketing and your Ticketing Account for operational and other Non-Core Attribute updates. **EXCEPT FOR THE TICKET DESCRIPTION, ALL MATCH DETAILS (INCLUDING NON-CORE ATTRIBUTES) ARE SUBJECT TO CHANGE AND ARE NOT GUARANTEED BY THE TICKETING WEBSITE OR FIFA TICKETING.**

7.6. When completing a Ticket order, you must provide accurate, valid, and verifiable information. All purchases are subject to payment and security verification. It is your responsibility to verify whether your order was successfully placed in the event of errors during the order process.

7.7. You cannot amend, cancel or withdraw a Ticket order after it has been submitted. ALL TICKET PURCHASES ARE FINAL. YOU CANNOT ELECT TO CANCEL A PURCHASE OR RETURN ANY TICKETS FOR ANY REASON AFTER YOUR PAYMENT FOR THE TICKET HAS BEEN SUCCESSFULLY PROCESSED, INCLUDING FOR ANY REASONS OUTSIDE YOUR CONTROL. NO REFUNDS OR EXCHANGES ARE PERMITTED EXCEPT IN LIMITED CIRCUMSTANCES AS PROVIDED HEREIN.

8. Ticket Restrictions

8.1. Tickets for the Competition are revocable licenses that only grant a one-time entry into the Stadium and use of a seat, with no right of re-entry.

8.2. You may only purchase Tickets for your own personal use and for use by bona fide, privately-invited guests with whom you are capable of demonstrating a pre-existing relationship, such as a friend or family member ("**Guest**"). Unless otherwise expressly permitted by FIFA Ticketing, if you send a Ticket to a Guest, you must enter the Stadium and attend the Match with your Guest.

8.3. Each Household may hold no more than of four (4) Tickets per Match, and no more than forty (40) Tickets in the aggregate for the Competition. These maximum quantities refer to the aggregate of all Tickets obtained by a Household, whether purchased on the Ticketing Website, resale Tickets purchased on the Marketplace or elsewhere, or received through a transfer. FIFA Ticketing establishes limits on the number of Tickets in order to prevent unfair and/or illegal ticketing activities, and to ensure that as many football fans as possible have the opportunity to attend Matches. A "**Household**" is defined by the address identified in your Ticketing Account. You are solely responsible for ensuring that the foregoing Household restriction is not exceeded.

8.4. Notwithstanding Clause 8.3 above, Participating Member Associations may impose additional purchase restrictions on the number of Supporter Tickets and/or Conditional Supporter Tickets that may be purchased by eligible supporters of a Team. Any restrictions imposed by the Participating Member Association shall prevail over the Household restrictions imposed by FIFA Ticketing in the event of conflict.

8.5. In order to ensure that all holders of a Ticket for a given Match can enter the Stadium safely and in sufficient time prior to the start of the Match, FIFA Ticketing also establishes rules and restrictions on the number and combination of Matches that individuals can attend on the same day. Each Household is permitted to purchase Tickets to only one Match occurring during a single calendar day (as measured in the time zone of each Match).

8.6. You are prohibited from (directly or indirectly, including by permitting, authorizing, enabling or assisting any other person): (a) circumventing, or attempting to circumvent the restrictions set out in these Terms of Sale, including by using multiple Ticketing Accounts, payment methods, email addresses, addresses or by providing false or misleading information; (b) using any computer program, bot, robot, spider, offline read, search or retrieval application, or automated software, device, tool or process to retrieve, mine, reproduce, or circumvent any technological or security restrictions that control access to or rights in the Ticketing Website or its content, including in connection with any CAPTCHA; (c) using any automated software or system to search Tickets, prepare or submit orders, set-up, login or access Ticketing Accounts, or otherwise purchase Tickets or access the Ticketing Website in any way; (d) concealing, manipulating or disguising your identify, any identifiers or the origin of any interaction on the Ticketing Website or your Ticketing Account; or (e) exhibiting or allowing any activities or conduct that would, in any manner, directly or indirectly prevent or inhibit users from fair or equitable access to Tickets.

8.7. Tickets may not be used (or permitted to be used) by you (or any of your Guests) for advertising, contests, sweepstakes, or other commercial, promotional and marketing activities (including as the prize or award in connection with such activities), unless expressly authorized in writing by FIFA Ticketing. Neither you or any of your Guests may advertise, market, offer, sell, assign, transfer, include, bundle, or otherwise package any Ticket together with any hotel or other lodging, flight or other transportation, hospitality, dining, entertainment, tour, or travel services, unless expressly authorized in writing by FIFA Ticketing.

8.8. Your use, assignment, transfer, exchange and resale of Tickets and your registration and use of your Ticketing Account is further subject to the restrictions identified in the Terms of Use (which are incorporated herein by reference) as well as the Terms of Service, including Clauses 2 and 3 thereof.

8.9. The Ticketing Website is the Competition's only authorized primary ticket sales platform for Tickets available to the general public. Tickets for the Competition are only guaranteed to be valid when purchased through our official ticketing channels, including the Ticketing Website and Marketplace. Tickets obtained from any third-party sources not authorized by FIFA Ticketing may be invalid and are purchased at your risk. DO NOT PURCHASE TICKETS VIA UNAUTHORISED SALES CHANNELS. TICKETS PURCHASED VIA UNAUTHORISED SALES CHANNELS MAY NOT BE VALID OR THEY MAY BE SOLD TO YOU IN BREACH OF APPLICBALE USE RESTRICTIONS. THESE TICKETS MAY BE DECLARED INVALID OR CANCELLED BY FIFA TICKETING AT ANY TIME WITHOUT NOTICE. ONLY THE THIRD PARTIES LISTED ON THE TICKETING WEBSITE ARE AUTHORISED TO SELL TICKETS ON BEHALF OF FIFA.

8.10. FIFA Ticketing may cancel any Ticket without notice and without a right to a refund or other compensation to you or any third party in the event that FIFA Ticketing determines that you have violated, circumvented or attempted to circumvent these Ticket restrictions in this Clause 8 or any other terms or conditions of the Terms of Sale, any terms of conditions of any documents referred to herein, or if FIFA Ticketing determines that you or any of your Guests have violated the Terms of Use or the Stadium Code of Conduct. References to cancellation of Tickets refers to the termination or revocation of the license rights granted by a Ticket.

9. Methods of Payment

9.1. You may purchase Tickets by means of major credit and debit cards, Google Pay, and Apple Pay, or any other accepted method as determined and communicated by FIFA Ticketing from time-to-time. Accepted methods of payment may vary depending on the sales phase. The specific methods of payment accepted for each sales phase will be listed on the Ticketing Website.

9.2. Payment card transactions are conducted by a third-party payment solutions providers subject to FIFA's Data Protection Portal and associated Privacy Notice.

9.3. The payment card used to purchase Tickets must be registered in your name or verified as belonging to you. If FIFA Ticketing determines at any time that a payment card used to purchase a Ticket is registered in another name, FIFA Ticketing reserves the right to cancel the Ticket without notice or refund to you.

9.4. By providing a credit card or other payment method at the time of purchase, you (a) represent that you are authorized to use the designated payment method, and (b) authorize the FIFA Ticket Seller (or our third-party payment processor) to (i) charge your payment method for the total amount of your order (including all applicable taxes), and (ii) re-charge your payment method, or offset against future payments, for any refunds, reversals, or chargebacks that are owed back to us under these Terms of Sale, any other terms between you and us related to your use of the Ticketing Website or Marketplace, or under applicable law.

9.5. When you place an order, you authorize the FIFA Ticket Seller to obtain a preauthorization or authorization hold on your payment card to verify sufficient funds are available to

complete the transaction. The hold may temporarily reduce your available credit or balance, but no final charge will be made until your order is confirmed.

9.6. Full payment for Tickets is due at the time of purchase. If payment is not successful, or full payment is not received for any reason or is recalled by your payment method, your order will either not be processed or, if already processed, it will be subsequently cancelled without notice.

9.7. If your purchase includes Tickets for Matches in more than one Host Country, your payment method may process payment and identify charges for each applicable Host Country and relevant FIFA Ticket Seller separately.

10. Accessibility Tickets

10.1. Subject to availability and Stadium configuration, for each Ticket Category, FIFA Ticketing will make available Tickets for disabled people and people with limited mobility ("**Accessibility Ticket**"). Accessibility Tickets made available by FIFA Ticketing are expressly reserved for individuals with disabilities as defined by applicable local legislation (for example, the American with Disabilities Act 1990) and any other person(s) who accompany such individual with a disability to a Match ("**Companion(s)**"). For any such Tickets purchased, you represent that you or your Guest (to the extent the Guest is using the Accessibility Ticket) is eligible and meet the criteria for an Accessibility Ticket.

10.2. Certain types of Accessibility Tickets may be identified on the Ticketing Website as entitling you to purchase up to three (3) Accessibility Tickets for use by a Companion ("**Companion Ticket**"). Certain Stadium configurations may enable FIFA Ticketing to offer one or more different types of Accessibility Tickets (e.g. specifically for wheelchair users). Please review the Ticketing Website and the Terms of Use for more information on the eligibility for and use of Accessibility Tickets. FIFA Ticketing will ensure that any person eligible for and meeting the criteria for an Accessibility Ticket that must be accompanied by a Companion will be seated next (or in close proximity) to that Companion, provided the corresponding Companion Ticket is purchased in the same Ticket Category as the corresponding Accessibility Ticket in the same transaction. However, if more than one (1) Accessibility Ticket is purchased for use by a Companion, FIFA Ticketing cannot guarantee that all Accessibility Tickets will be seated adjacent to or near one another. In some Stadiums, Tickets for wheelchair users and their Companions may be offered as a separate, dedicated Ticket type as indicated on the Ticketing Website. During the LMS, adjacent or proximate seating may not be readily available at the time of purchase because specific seat assignment is made per individual Ticket based on available inventory. Where a Accessibility Ticket purchaser cannot purchase a Ticket to ensure a Companion is seated next (or in close proximity) to the Accessibility Ticket holder through Stadium seat selection on the Ticketing Website due to inventory availability, FIFA Ticketing will use reasonable efforts to accommodate at least one (1) Companion to be seated in close proximity. Customers requiring this assistance are advised to contact FIFA Ticketing Customer Service via the request form here if this situation arises as soon as possible in advance of the Match , or to approach the Stadium Ticket Office on the day of the Match.

10.3. Accessibility Tickets may be transferred or resold, provided that the Accessibility Ticket remains an Accessibility Ticket and any transfer recipient or resale purchaser must independently be eligible for such Tickets. Accessibility Tickets and Companion Tickets may be resold or transferred separately, and FIFA Ticketing cannot guarantee the availability of Companion Tickets for every Accessibility Ticket transferred or resold. FIFA Ticketing will,

however, use reasonable efforts to accommodate Accessibility Ticket holders who need to purchase a Companion Ticket for a Companion, but are unable to do so through ticket resale or transfer, subject to availability. Customers are advised to contact FIFA Ticketing Customer Service via the request form here if this situation arises.

10.4. In the event of any violation or abuse by you or your Companions of these Terms of Sale or the purchase, possession, use, transfer, or resale of Accessibility Tickets or Companion Tickets, FIFA Ticketing reserves the right to cancel all Tickets associated with your Ticketing Account without notice or refund.

11. Confirmation of Ticket Purchase

11.1. Your successful transaction and purchase of Ticket(s) is only confirmed once an order confirmation email has been sent to the email address associated with your Ticketing Account ("**Ticket Confirmation**"). FIFA Ticketing may not provide notice in the event of an unsuccessful transaction.

11.2. The issuance of the Ticket Confirmation confirms the sale of Tickets to you. No other communications from FIFA Ticketing or any third party, including on-screen order previews or acknowledgment messages, constitute confirmation of Ticket purchase.

11.3. The Ticket Confirmation will include an invoice that specifies the quantity of Tickets purchased, the price paid for each Ticket (with applicable taxes itemized), and the Ticket Category of each Ticket, and except where identified in Clause 11.4, the Match number and Stadium. Such invoice will also be available in your Ticketing Account.

11.4. Depending on the sales phase of a Ticket purchase and for Ticket Products that are Conditional Supporter Tickets, the corresponding Ticket Confirmation and invoice may not indicate (a) the Stadium in which the Match will take place, (b) the Match number, (c) the specific date and start time on which the Match will take place, (d) the specific seat assigned to the Ticket, (e) the teams participating in the Match, and/or (f) the form or delivery method of the Ticket. Such information will be made available in your Ticketing Account prior to each Match.

12. Ticket Delivery and Seat Assignment

12.1. Tickets and seat assignments (other than for Tickets purchased under the LMS) for the Ticket will be issued to you prior to the day of the Match for which the Ticket was purchased. You are responsible for periodically checking your Ticketing Account and the email account registered with the Ticketing Account for updates and notifying FIFA Ticketing of any issues.

12.2. FIFA Ticketing shall determine the form of each Ticket. Each Ticket will be issued as a mobile Ticket, unless FIFA Ticketing provides notice of an alternative method.

12.3. To access the Ticket, you must login to your Ticketing Account and follow the instructions provided by FIFA Ticketing on how to access the Ticket. To use your Ticket to enter the Stadium, you will be required to:

12.3.1. confirm that you have a compatible mobile device necessary to support the Ticketing App;

12.3.2. download and install the Ticketing App on a compatible device;

12.3.3. log in to your Ticketing Account in order to access the Ticket; and

12.3.4. ensure that the Ticket is displayed correctly on the device when accessing the Stadium or at any other time while attending a Match (including ensuring you have access to the internet).

12.3.5. Further information on compatible devices and the use of mobile Tickets will be made available in the FAQs on the Ticketing Website.

12.4. FIFA Ticketing reserves the right to issue some or all Tickets by alternative methods, including print-at-home Tickets and paper Tickets. In that event, FIFA Ticketing will notify you and provide further access instructions. Only Tickets issued in the form designated by FIFA Ticketing will grant access to the Stadium. No other confirmations, screenshots or any other communications from FIFA Ticketing or any third party will be deemed a valid substitute for a Ticket.

12.5. Please make sure your delivery details are correct and that you can receive your Tickets in the form issued by FIFA Ticketing. FIFA Ticketing is not responsible and no refunds will be given if you cannot locate or access your mobile Ticket because you cannot access the email address associated with your Ticketing Account, your device or Ticketing App was not compatible or set-up completely or correctly, or you did not open and confirm the accuracy of and access to your Tickets as displayed in the Ticketing App prior to the day of the Match.

13. Sending Tickets to Guests

13.1. You may send Tickets to Guests via the Ticketing App. You are responsible for ensuring that your Guest understands, accepts and complies at all times with the Terms of Use and Stadium Code of Conduct.

13.2. You are encouraged to send Tickets to Guests via the Ticketing App unless age restrictions or other limitations prevent the Guest from using the Ticketing App. The minimum age to sign up for and use the Ticketing App is sixteen (16). If your Guest is under the age of sixteen (16), you will have to retain your Guest's Ticket and enter the Stadium with your Guest. In cases where a Guest cannot use the Ticketing App due to any other limitations, you will have to retain your Guest's Ticket and enter the Stadium with your Guest.

13.3. Guests are not permitted to transfer, resell or further assign Tickets sent to them under any circumstances. Your Guest can return a Ticket to you and you can revoke a Ticket from and re-send a Ticket to a Guest at any time before the Ticket is accepted by your Guest via the Ticketing App or, if you retain your Guest's Ticket, at any time before the Ticket is first scanned or collected by the Guest to gain admission to the Match. Only you are permitted to send a Ticket to an alternative Guest. Guests are not eligible to request or receive any refunds from FIFA Ticketing.

13.4. If FIFA Ticketing determines that assignment to a Guest was procured fraudulently or that you or your Guest have violated these Terms of Sale, the Terms of Use, or Stadium Code of Conduct, FIFA Ticketing may cancel the Ticket that you assigned as well as all other Tickets associated with your Ticketing Account without advance notice or refund.

14. Transferring, Reselling, and Exchanging Tickets

14.1. FIFA Ticketing operates the Marketplace, an official web browser-based, online, fan-to-fan marketplace on the Ticketing Website that facilitates the option to transfer Tickets to other users. On the Marketplace, transferring a Ticket means conveying the revocable license to and possession of the Ticket to a designated recipient without any payment, monetary exchange or other consideration between you and the designated recipient on the

Marketplace. You are responsible for your election to transfer a Ticket. Once completed, transfers cannot be reversed or cancelled. Each Ticket transferred remains subject to the Terms of Use and Stadium Code of Conduct, which govern the transfer recipient's possession and use of the transferred Ticket. Seating adjacency requests associated with a Ticket under Clause 3 remain attached to the Ticket and are not automatically extinguished by the transfer of the Ticket. Each recipient of a Ticket transfer must create a Ticketing Account on the Ticketing Website to accept and access the Ticket.

14.2. Depending on your jurisdiction, the Marketplace will also offer you the option to use the Marketplace to either (a) offer for exchange eligible Tickets with other eligible users on the Marketplace at the original price paid or at any lower price, or (b) offer eligible Tickets for resale directly to other eligible users and complete resale purchase transactions directly with other users facilitated on the Marketplace.

14.2.1. If the residential address associated with your Ticketing Account is located in Mexico, the Marketplace available to you will allow you to exchange eligible Tickets with other eligible users on the Marketplace at the original price paid or any lesser price, governed by the **Ticket Transfer and Exchange Terms**.

14.2.2. If your residential address associated with your Ticketing Account is located in any other country other than Mexico, the Marketplace available to you will allow you to offer eligible Tickets for resale directly to other eligible users and to complete resale purchase transactions directly with other users facilitated on the Marketplace, governed by the **Ticket Transfer and Resale Terms**.

14.3. You are responsible for your election to resell or exchange (as applicable) Tickets on the Marketplace or elsewhere. You are further responsible for any prices and fees you advertise or authorize, amounts charged or collected, collection and payment of any taxes (if required), providing refunds, and complying with all other applicable laws governing the transactions whether occurring on the Marketplace or elsewhere. Where a Ticket you resell or exchange is for a seat with an obstructed view, you are required to disclose the obstructed view to any prospective purchaser or exchange recipient prior to completing any such transaction, whether on the Marketplace or through any other channel. The Obstructed View designation shall be passed through to and displayed in any resale or exchange listing on the Marketplace without alteration. You may not remove, obscure, or omit the Obstructed View designation in any resale or exchange listing or communication. Nothing in these Terms of Sale authorizes resale of Tickets that would otherwise violate then-applicable laws, including any laws restricting solicitation for or resale of Tickets in physical proximity to a Stadium. Each Ticket, whether resold or exchanged on the Marketplace or elsewhere, remains subject to the Terms of Use and Stadium Code of Conduct.

14.4. Any Ticket that is transferred, resold or exchanged will be, upon completion of that transaction, removed from your Ticketing Account. All subsequent notices and updates regarding that Ticket (including any seat assignment) will be solely provided to the recipient on the recipient's Ticketing Account, unless FIFA Ticketing is required to contact you for any reason. You are responsible for ensuring that any communications or notifications related to the Ticket received by you prior to a transfer, exchange or resale are provided to the Ticket recipient.

14.5. If FIFA Ticketing determines that you have violated these Terms of Sale, the Terms of Use, Stadium Code of Conduct, or the terms governing your use of the Marketplace in connection with your transfer, exchange or resale (or attempted transfer, exchange or resale) of Tickets

on the Marketplace or elsewhere, FIFA Ticketing reserves the right to cancel all Tickets then-connected to your Ticketing Account (including any remaining Tickets after the transfer, exchange or resale) without advance notice or refund.

15. Match Changes and Cancellation

15.1. The seat assigned to your Ticket may be relocated in FIFA Ticketing's sole discretion, and no such relocation shall entitle you to a refund or any other remedy provided that your seat is relocated to an area allocated to the same or better Ticket Category, or if not applicable, a seat of comparable or better value. FIFA Ticketing is not liable to you or any third party for fees or costs associated with travel, accommodations, hospitality, or any other expenses incurred by you or any Accompanying and Related Persons (defined below) in connection with any cancellation or rescheduling under Clause 15 or modifications to Non-Core Attributes, and your sole and exclusive remedy is to receive a Refund if and as expressly permitted herein. Applicable laws may vary by Stadium. As a result, certain Tickets may be subject to different or additional rights regarding cancellation, refund, or exchange. We are not required to apply a uniform policy across all Matches.

15.2. It is your responsibility to check your Ticketing Account and email address associated with your Ticketing Account for any notifications that a Match has been cancelled, postponed, or rescheduled. In the event that a Match is postponed, rescheduled, or cancelled, if your Ticketing Account is then-connected to the Ticket, FIFA Ticketing will notify you at the email address associated with the Ticketing Account or by notification within the Ticketing Account ("**Notice**"). If you have resold, exchanged or transferred the Ticket, you will not receive a Notice.

15.3. Immaterial Changes to the Time. In the event of immaterial changes to a Match (including changes to the Non-Core Attributes as defined above), we will provide Notice of the change. Tickets for the impacted Match remain valid for the revised time.

15.4. Material Changes to the Ticket Description. In the event of material changes to a Match's Ticket Description (including relocating the Stadium or rescheduling Match date), we will provide Notice of the change. Tickets for the impacted Match may remain valid (at FIFA's discretion) for the revised venue, date, and/or time. In the event of material changes, the Notice will identify if the Tickets remain valid, and also identify whether and how (if required by applicable law or if stated in the Notice), you may request a Refund (defined below) for the relevant Ticket(s) or you may be offered the opportunity to exchange the Tickets for a comparable Match during the Competition. We may place reasonable deadlines for receipt of refund requests, including where the impacted Match date is within seven (7) calendar days of the date of Notice, as well as procedures to request a Refund. If FIFA Ticketing cancels your Ticket(s) to a Match under this Clause 15.4, FIFA Ticketing will automatically Refund your Ticket(s) in accordance with Clause 16 below.

15.5. Changes to the Ticket Description due to Force Majeure Event. In the event of changes to a Match's Ticket Description where such changes are due to a Force Majeure event, we will provide Notice of the change. Tickets for the relevant Match may remain valid (at FIFA's discretion) for the revised venue, date, and/or time. In the event of a Force Majeure Event, the Notice will identify if the Tickets remain valid, and also identify whether and how (if required by applicable law or if stated in the Notice) you may request a Refund (defined below) for the relevant Ticket(s) or be offered the opportunity to exchange the Tickets for a comparable Match during the Competition. We may place reasonable deadlines for receipt of refund or exchange requests, including where the impacted Match date is within seven

(7) calendar days of the date of Notice. If FIFA Ticketing cancels your Ticket(s) to a Match under this Clause 15.5, FIFA Ticketing will automatically Refund your Ticket(s) in accordance with Clause 16 below.

15.6. Cancellation of the Match. In the event that a Match is cancelled (and not rescheduled), FIFA Ticketing will automatically Refund your Ticket(s) for that Match in accordance with Clause 16 below.

15.7. Other Circumstances. When required by applicable law, a full refund (including taxes and fees), FIFA Ticketing will provide a Refund.

15.8. Requests. For any requests for Refunds permitted under this Clause 15, you must submit a written request from the email address registered in your Ticket Account, along with valid proof of the eligible Ticket purchase (as required by FIFA Ticketing), to the email address identified in the Notice or, if no such address, to fwc2026.ticketing.enquiries@fwc2026.org. Notwithstanding anything to the contrary, any request for Refund or exchange that is not received within the applicable deadline, or that is submitted after the applicable Ticket has been presented or scanned for entry to the relevant Match, shall be deemed invalid, null and void, and will not be processed.

15.9. Suspension of Match. Delays in the start or continuation of a Match may occur, including due to inclement weather, player injury, technical reasons, and other reasons outside the control of FIFA Ticketing. If a Match (that is ongoing, or for which your Tickets have been scanned for entry) is delayed, paused, suspended or not completed for any reason, no Refunds will be due or issued. In all other instances, whether Refunds issue is addressed in Clauses 15.1 - 15.7.

16. Refund Policy

16.1. FIFA Ticketing will issue a Refund in the event that:

16.1.1. a Match Ticket is cancelled by FIFA Ticketing under Clauses 15.4 or 15.5 above; or

16.1.2. a Match is cancelled (and not rescheduled) under Clause 15.6 above; or

16.1.3. changes to a Match's Ticket Description entitle you to request a refund and you have timely requested a refund; or

16.1.4. where FIFA Ticketing is required to reduce Stadium capacity for safety, security, or any other reason deemed appropriate by FIFA Ticketing and your Ticket is cancelled; or

16.1.5. where these Terms of Sale expressly provide for, or applicable law requires a refund.

16.2. Any refunds due for Tickets that you purchased on the Ticketing Website will be issued to you at the price and in the currency that you paid (including any taxes and fees, unless fees are expressly excluded) to FIFA Ticketing for the Ticket on the Ticketing Website ("**Refund**"). Refunds will be issued to your original form of payment. If FIFA Ticketing cannot issue a Refund to the original form of payment for any reason, FIFA Ticketing will contact you to arrange an alternative method. If a Refund is due for Tickets that were transferred by you to another user via the Marketplace you are solely responsible for any refund that may be due to a transfer recipient. If you resold or exchanged the Tickets subject to a Refund (a) on the Marketplace, FIFA Ticketing will issue the Refund to you as the primary market purchaser and the terms governing your use of the Marketplace identify how any refunds to subsequent Ticket holders are handled; (b) in any external channel, FIFA Ticketing will issue

the Refund to you as the primary market purchaser and you are solely responsible for any refund that may be due to third parties.

16.3. Refunds will be issued within sixty (60) calendar days or such shorter period as required by applicable law, unless FIFA Ticketing cannot issue a refund to the original form of payment for any reason in which case FIFA Ticketing shall not be responsible any additional delay.

17. Limitation of Liability; Indemnity

17.1. IN NO EVENT WILL FIFA, FIFA TICKETING, ITS AND THEIR AFFILIATES, AND THEIR RESPECTIVE AGENTS, SUCCESSORS, ASSIGNS, OFFICERS, DIRECTORS, EMPLOYEES, SPONSORS, OR CONTRACTORS (COLLECTIVELY, "**FIFA PARTIES**") BE LIABLE TO YOU OR ANY THIRD PARTY FOR LOSS OF PROFITS, REVENUE OR INCOME, OR FOR ANY INDIRECT, PUNITIVE, SPECIAL, EXEMPLARY, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY TYPE INCLUDING ATTORNEYS' FEES. IN NO EVENT WILL FIFA TICKETING'S TOTAL AGGREGATE LIABILITY ARISING OUT OF OR RELATING TO THESE TERMS OF SALE OR YOUR USE OF THE TICKETING WEBSITE, WHETHER BASED ON BREACH OF WARRANTY, CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE, EXCEED THE GREATER OF ONE HUNDRED DOLLARS ($100.00) OR THE FEES PAID BY YOU TO FIFA TICKETING FOR THE RELEVANT TICKET(S).

17.2. **RELEASE, WAIVER & COVENANT NOT TO SUE.** You, for yourself and on behalf of Accompanying and Related Persons, acknowledge that you are attending a public sporting and entertainment event and you voluntarily assume all risks incidental to the Match for which you are issued, hold or use a Ticket, including in connection with attending a Match at a Stadium and partaking in any events and activities in and around the Stadium. You, for yourself and on behalf of Accompanying and Related Persons, voluntarily waive, release, discharge, and covenant not to sue with respect to any and all claims for personal injury, disablement or death in connection with attending a Match at a Stadium and partaking in any events and activities in and around the Stadium that you or Accompanying and Related Persons may have against FIFA Parties, or against any member association or confederation that is part of FIFA, the owner and operator of any Stadium, any artists or performers, and the officers, directors, members, shareholders, employees, elected and appointed officials of each of the foregoing entities. The acknowledgements and express assumptions of risk, waivers of claims, and releases of liability contained herein are intended to be binding and full waivers of claims and releases of liability, and interpreted to be as broad and inclusive as is permitted by law. YOU UNDERSTAND THAT YOU ARE RELEASING AND WAIVING CERTAIN POTENTIAL RIGHTS HELD BY YOU AND YOUR ACCOMPANYING AND RELATED PERSONS. **"Accompanying and Related Persons**" means your heirs, assigns, executors, administrators, next of kin, anyone attending the Match with you (which persons you represent have authorized you to act on their behalf for purposes of agreeing to the Terms of Sale, including the release herein), your Guests, any minors accompanying you at the Match (for which minors you represent to act as their parent or guardian or as the authorized agent of their parent or guardian), and other persons acting or purporting to act on your or their behalf.

17.3. The limitations of liability in this Clause 17 shall only apply to the extent permitted by law (including any prohibitions on limiting or disclaiming liability for gross negligence or wilful misconduct).

18. Communications with You. FIFA Ticketing may communicate with you in your Ticketing Account or by using the contact details provided by you in your Ticketing Account or at the time of the Ticket transaction. It is your responsibility to monitor these contact channels and to inform FIFA

Ticketing of any changes or errors in that information or if you do not receive a Ticket Confirmation or Tickets as expected. If we are unable to reach you for any reason to confirm or correct any information related to processing your transaction, we may cancel the applicable Ticket or order transaction without notice or liability to you.

19. **Governing Law.** The governing law and venue are set forth in the applicable Host Country Addendum.

20. **Mandatory Arbitration.** The dispute resolution terms are set forth in the applicable Host Country Addendum.

21. **Default Governing Law and Dispute Resolution.** In the event that no Host Country Addendum applies, the governing law and dispute resolution provisions that apply to your agreement to these Terms of Sale and your use of the Ticketing Website (regardless of whether you have purchased a Ticket), are as follows: FIFA CAN Addendum governs if your residential address associated with your Ticketing Account is located in Canada, FIFA MEX Addendum applies if your residential address associated with your Ticketing Account is located in Mexico, and FIFA US Addendum governs if your residential address associated with your Ticketing Account is located in any country other than Canada or Mexico. If you purchase a Ticket, then the provisions regarding governing law and dispute resolution in the applicable Host Country Addendum shall apply to you in place of the foregoing default.

22. Miscellaneous

22.1. Although these Terms of Sale may be displayed or distributed in multiple languages, the English version shall control in the event of any dispute or in the event of any conflict or ambiguity between the different versions.

22.2. FIFA Ticketing may update these Terms of Sale (and any terms and policies incorporated by reference) at any time and will notify you of such changes by updating the last updated date above. Changes will be binding on you when you agree to the updated Terms of Sale, by accessing the Ticketing Website or placing Ticket purchases after the changes become effective. If you do not agree to the new terms, you must cease use of the Ticketing Website. To the extent updated, the most recently accepted version of these Terms of Sale supersedes and governs over any prior version.

22.3. FIFA Ticketing strives to display accurate information (including pricing) on the Ticketing Website; however, we may, on occasion, make inadvertent typographical errors, inaccuracies, or omissions, including related to pricing, availability, Ticket Confirmation and displayed on the Ticket. We reserve the right to correct any errors, inaccuracies, or omissions at any time and to cancel any orders arising from such occurrences.

22.4. FIFA Ticketing reserves the right to suspend or terminate access to or withdraw or modify all or part of the Ticketing Website for any reason without notice, including for business or operational reasons, such as improving the appearance or functionality of the Ticketing Website, content updates, periodic maintenance, or to resolve any issues that we become aware of.

22.5. Although it may be possible to access the Ticketing Website from other countries outside of Canada, Mexico, and the United States of America, FIFA Ticketing makes no representation that our Ticketing Website is compliant with any legal requirements in force in any other jurisdiction, or that the content available on or Tickets available or transactions completed via the Ticketing Website will be appropriate for users in other countries or states. If you

access the Ticketing Website from outside these jurisdictions, you do so on your own initiative and are responsible for compliance with local laws.

22.6. FIFA Ticketing may assign any or all of its rights or obligations under these Terms of Sale to FIFA or any other FIFA-affiliated entity, providing that such assignment does not adversely affect your rights.

22.7. These Terms of Sale do not and are not intended to confer any rights or remedies upon any person other than you.

22.8. Certain provisions of these Terms of Sale may be restated in a condensed version on a Ticket. In the event of any ambiguity or inconsistency between the condensed version and the full-form version of the Terms of Sale set out herein, the full-form version shall always govern.

22.9. If any portion of these Terms of Sale is held invalid, illegal or unenforceable by a competent court, the invalid, illegal or unenforceable terms shall be severed from these Terms of Sale and the remainder of these Terms of Sale shall remain in effect.

22.10. Nothing in these Terms of Sale (including any Host Country Addendum) limits non-waivable consumer protections that apply to you.

22.11. Neither FIFA Ticketing, FIFA, nor any of its affiliates will be liable to you or any third party for failure to perform any obligation under these Terms of Sale to the extent that the failure is caused by Force Majeure, in our sole and reasonable determination. "**Force Majeure**" means any cause beyond our control including, without limitation, act of God, war, insurrection, riot, civil disturbances, acts of terrorism, fire, explosion, flood, theft of essential equipment, malicious damage, strike, lock out, weather, public health orders, public safety orders, utility failures, third party injunction, national defense requirements, acts or regulations of national or local governments. Where applicable law affords you greater rights, those rights control over any Force Majeure limitation.

22.12. For general queries relating to Tickets, please first review the FAQs available on the Ticketing Website. Any other information requests relating to Tickets may be addressed to FIFA Ticketing by using the contact details listed on the Ticketing Website.

22.13. Notwithstanding any other rights set out in these Terms of Sale or FIFA Ticketing's failure or delay to enforce any right or remedy under these Terms of Sale, such exercise of rights or failure or delay in exercising rights shall not constitute a waiver of that right, and FIFA Ticketing expressly reserves its right to take any further actions against you arising under these Terms of Sale, Terms of Use, Stadium Code of Conduct or any other terms between you and us applicable to your possession, use, transfer or resale of Tickets. Nothing in these Terms of Sale limits or restricts any rights or remedies available to FIFA Ticketing or FIFA under the Terms of Service, including as to suspension or termination of your Ticketing Account or access to the Ticketing Website.

22.14. Except as expressly stated in these Terms of Sale, any obligations of FIFA Ticketing under the Terms of Use or Stadium Code of Conduct either (a) requiring FIFA Ticketing to provide notice to or receive approvals from a Ticket Purchaser or Ticket Holder (as defined in the Ticket Terms of Use), or (b) obligating FIFA Ticketing to issue refunds or credits, do not bind FIFA Ticketing or otherwise apply to interactions between FIFA Ticketing and you in connection with the Terms of Sale or any Tickets purchased on the Ticketing Website. FIFA Ticketing satisfies all such notice obligations by providing Notice where required.

22.15. In the event of any conflict between these Terms of Sale and any other terms between you and FIFA Ticketing, FIFA or its affiliates in connection with the purchase, possession, sale, acceptance, or use of Tickets that is not otherwise addressed in these Terms of Sale, the following descending order of precedence shall apply: the applicable Host Country Addendum, General Terms of Sale, Terms of Service, Ticket Terms of Use, Stadium Code of Conduct, followed by any other applicable additional terms. To the extent any such other terms identify an affiliate of FIFA Ticketing as the applicable contractual party, for the purposes of application to and incorporation into these Terms of Sale in connection with the Ticketing Website, the affiliate shall be deemed to include FIFA Ticketing.

FIFA US ADDENDUM

This FIFA US Addendum supplements the Terms of Sale and applies solely to Tickets offered and purchased for a Match located in the United States of America. FWC2026 US, Inc. is the FIFA Ticket Seller for all such Tickets. Capitalized terms used in this Addendum, and not otherwise defined, shall have the meanings set forth in the Terms of Sale.

1. **FIFA US Identification.** FWC2026 US, Inc. is a Delaware corporation located at 396 Alhambra Circle, Suite 400, Coral Gables, FL 33134.

2. Additional Waiver. The following provision is added to the end Clause 17 of the General Terms of Sale.

   2.1. IF YOU ARE A CALIFORNIA RESIDENT, YOU WAIVE CALIFORNIA CIVIL CODE § 1542, WHICH SAYS: "A GENERAL RELEASE DOES NOT EXTEND TO CLAIMS THAT THE CREDITOR OR RELEASING PARTY DOES NOT KNOW OR SUSPECT TO EXIST IN HIS OR HER FAVOR AT THE TIME OF EXECUTING THE RELEASE AND THAT, IF KNOWN BY HIM OR HER, WOULD HAVE MATERIALLY AFFECTED HIS OR HER SETTLEMENT WITH THE DEBTOR OR RELEASED PARTY."

3. **Governing Law.**

   3.1. These Terms of Sale and any disputes arising from or in relation to them or any documents they refer to, whether contractual or non-contractual, shall be governed by and construed in accordance with the laws in the State of New York, without giving effect to any choice or conflict of law provision or rule. You and FIFA Ticketing agree that Clauses 3 and 4 of this Addendum shall control over and supersede any conflicting terms in the Terms of Service (including Clause 15.5 of the Terms of Service), Terms of Use, or Stadium Code of Conduct. If you properly send the opt-out notice, or in any circumstances where the Arbitration Agreement permits either you or us to litigate any dispute in court, then the Arbitration Agreement will not apply to either party, and both you and FIFA Ticketing agree that the state and federal court sitting in and for the New York County, New York shall have exclusive jurisdiction over any claims or disputes arising from or in relation to these Terms of Sale, and you and we consent to such exclusive jurisdiction. The United Nations Convention on Contracts for the International Sale of Goods does not apply to these Terms of Sale or the Ticketing Website.

4. **Mandatory Arbitration.** This Clause 4 shall be referred to as the "Arbitration Agreement."

   4.1. PLEASE READ THIS CLAUSE CAREFULLY. IT AFFECTS YOUR RIGHTS, INCLUDING THE RIGHT TO A JURY TRIAL OR TO PARTICIPATE IN A MASS OR CLASS ACTION.

   4.2. THIS ARBITRATION AGREEMENT IS INTENDED TO BE A COMPLETE AND EXCLUSIVE STATEMENT OF YOUR AND OUR AGREEMENT WITH RESPECT TO THE SUBJECT MATTER HEREOF, AND SUPERSEDES ALL PRIOR OR CONTEMPORANEOUS COMMUNICATIONS, REPRESENTATIONS, OR AGREEMENTS, WHETHER ORAL OR WRITTEN.

   4.3. **Informal Resolution.** Other than for the grounds set forth in Clause 4.8 below (Exceptions to Arbitration Agreement), before filing an arbitration demand, either party must first send a written notice ("**Claim Notice**") and allow the other party a reasonable opportunity, not less than thirty (30) days, to resolve such matter. Each Claim Notice must (a) identify the claimant by name, address, email address, and telephone number; (b) explain the nature of the claim and the relief demanded; and (c) be submitted only on the claimant's on behalf. The claimant must reasonably cooperate in providing any information about the claim that the other party reasonably requests. All offers, promises, conduct, and statements made in

the course of the informal dispute resolution process by any party, its agents, employees, and attorneys are confidential and not admissible for any purpose in any subsequent proceeding, provided that evidence that is otherwise admissible or discoverable shall not be rendered inadmissible or non-discoverable as a result of its use in the informal dispute resolution process.

4.3.1. Any Claim Notice to FIFA Ticketing shall be sent by mail to FWC2026 US Inc., Attn: Legal Department, Re: Ticket Claim Notice, 396 Alhambra Circle, Suite 400, Coral Gables, FL 33134, USA.

4.3.2. Any Claim Notice to you will be provided to the residential address identified in your Ticketing Account.

4.4. **Scope of Arbitration.** If a dispute is not resolved under Clause 4.3 within a period of thirty (30) days from receipt of the Claim Notice, any claims (other than Exceptions to Arbitration Agreement, below) arising out of or relating to these Terms of Sale, access to or use of the Ticketing Website, or Tickets offered or purchased thereon, seats assigned through the Ticketing Website, or to any aspect of your relationship or transactions with FIFA Ticketing or its affiliates, whether based in contract, tort, statute or otherwise, shall be exclusively resolved by binding arbitration by JAMS under its Comprehensive Arbitration Rules & Procedures subject to the JAMS Policy on Consumer Arbitrations Pursuant to Pre-Dispute Clauses Minimum Standards of Procedural Fairness ("**JAMS Rules**") before one arbitrator. The arbitration seat is Miami, Florida, however, hearings may occur by videoconference or telephone at either party's request. The demand for arbitration shall be made within a reasonable time after the dispute has arisen, and in no event shall any such demand be made after the date when institution of legal or equitable proceedings based on such dispute would be barred by the applicable statute of limitations. The arbitrator shall issue a written, reasoned award. Judgment on the award may be entered in any court having jurisdiction. The arbitrator's award shall not be subject to vacation, modification or appeal, except to the extent permitted by Sections 10 and 11 of the Federal Arbitration Act, the terms of which Sections you and we agree shall apply. This Arbitration Agreement shall not preclude you or us from seeking provisional remedies in an individual capacity in aid of arbitration from a court of appropriate jurisdiction. You and we also agree that for disputes or claims where both injunctive relief and non-injunctive relief are sought, you and we will first submit the dispute or claim for non-injunctive relief to arbitration. The arbitrator will not be permitted to grant injunctive relief (unless the parties mutually agree otherwise). Once the arbitration of the dispute or claim for non-injunctive relief has concluded, you and/or we may seek the injunctive relief in court to the extent permitted by law. Except as required by applicable law or principles of procedural fairness, the arbitration, including its existence, all pleadings, submissions, discovery, hearings, transcripts, orders, and the arbitrator's award, shall be confidential. Neither party may disclose any such information to any third party, except to the extent strictly necessary to seek court confirmation, recognition, or enforcement of the award. Any permitted disclosure must be narrowly tailored, and the disclosing party shall, where practicable, seek to file under seal or obtain a protective order. These confidentiality obligations survive the conclusion of the arbitration.

4.5. **FAA & DELEGATION**. NOTWITHSTANDING ANY CHOICE OF LAW OR OTHER PROVISION IN THIS POLICY, YOU AND WE AGREE AND ACKNOWLEDGE THAT THE TERMS OF SALE EVIDENCE A TRANSACTION INVOLVING INTERSTATE COMMERCE AND THAT THE FEDERAL

ARBITRATION ACT, 9 U.S.C. §1 ET SEQ. ("**FAA**"), WILL GOVERN ITS INTERPRETATION, ENFORCEMENT, AND PROCEEDINGS. YOU AND WE INTEND TO BE BOUND BY THE FAA FOR ALL PURPOSES, INCLUDING INTERPRETATION, IMPLEMENTATION, ENFORCEMENT, AND ADMINISTRATION OF THIS AGREEMENT. THE FAA AND THE JAM RULES SHALL PREEMPT ALL STATE LAWS TO THE FULLEST EXTENT PERMITTED BY LAW. IF THE FAA AND JAMS RULES ARE FOUND TO NOT APPLY TO ANY ISSUE REGARDING THE INTERPRETATION OR ENFORCEMENT OF THIS POLICY, THEN THAT ISSUE SHALL BE RESOLVED UNDER THE LAWS OF THE STATE OF NEW YORK. You and we each agree that the arbitrator, and not any federal, state, or local court or agency, will have exclusive authority to resolve any disputes relating to the interpretation, applicability, enforceability or formation of this Arbitration Agreement, including any claim that all or any part of this Arbitration Agreement is void or voidable. The arbitrator will also be responsible for determining all threshold arbitrability issues, including whether the Arbitration Agreement or these Terms of Sale is unconscionable or illusory and any defense to arbitration, including waiver, delay, laches, or estoppel. This provision does not apply to exceptions set forth in Class and Representative Action Waiver below, which interpretation, applicability, enforceability or formation are to be determined by a court of competent jurisdiction and not the arbitrator. If JAMS is unavailable or a specific JAMS provision is found unenforceable as applied, the arbitration shall proceed and be administered by the American Arbitration Association ("**AAA**") before one arbitrator, and any unenforceable provision will be severed to the narrowest extent necessary, with the remainder enforced. Unless the AAA determines that the dispute concerns a consumer transaction, in which case the AAA's Consumer Arbitration Rules shall apply, the arbitration will be administered in accordance with the AAA's Commercial Arbitration Rules, as modified by this agreement to arbitrate.

4.6. **Costs of Arbitration**. We will pay all JAMS (or AAA) filing, administration, and arbitrator fees beyond the amount you would pay to file a civil complaint. Each party otherwise bears its own attorneys' fees and costs, except as the arbitrator may award under applicable law (including fee-shifting statutes). If the arbitrator finds a claim or relief request was frivolous or brought for an improper purpose (as measured by Fed. R. Civ. P. 11(b)), the arbitrator may award fees and costs accordingly.

4.7. **Award; Remedies; Non-Consolidation**. Other than as expressly stated in Clause 4.6, the arbitrator will have no authority to award attorneys' fees, punitive damages, or any other monetary relief not measured by the prevailing party's actual damages and each of you and us irrevocably waives any claim thereto. The award may include equitable relief. The arbitrator will not make any ruling, finding, or award that does not otherwise conform to these Terms of Sale. The arbitrator may render a summary disposition relative to all or some of the issues, provided that the responding party has had an adequate opportunity to respond to any such application for such disposition. Before making any disclosure permitted by the JAMS Rules, a party shall give written notice to the other party and afford such party a reasonable opportunity to protect its interests. No arbitration or proceeding will be combined, coordinated, or consolidated with another without both parties' written consent, and no award will have precedential effect for non-parties. Further, judgment on the arbitrators' arbitrator's award may be entered in any court having jurisdiction.

4.8. **Exceptions to Arbitration Agreement**. You and we agree that we may (but are not required to), bypass arbitration and go to court to resolve disputes relating to (a) intellectual property claims (e.g., trademarks, trade dress, domain names, trade secrets, copyrights or patents), (b) claims arising from alleged counterfeit, fraudulent, or invalid Tickets or alleged

violations of Clause 8.5 of the General Terms of Sale, or (c) individual claims in small-claims court (or equivalent) within that court's jurisdictional limits.

4.9. **Class and Representative Action Waive**r. TO THE EXTENT PERMITTED BY APPLICABLE LAW, EACH OF YOU AND FIFA TICKETING AGREE TO WAIVE ANY RIGHT TO RESOLVE CLAIMS WITHIN THE SCOPE OF THIS ARBITRATION AGREEMENT ON A CLASS, COLLECTIVE, OR REPRESENTATIVE BASIS. ALL CLAIMS MUST BE BROUGHT INDIVIDUALLY. CLAIMS OF MORE THAN ONE USER CANNOT BE ARBITRATED OR LITIGATED JOINTLY OR CONSOLIDATED WITH THOSE OF ANY OTHER USER. Neither you nor we will seek to have any dispute heard as a class action or in any other proceeding in which either party acts or proposes to act in a representative capacity, and each party hereby waives any right to assert consolidated claims with respect to any disputes subject to arbitration under these Terms of Sale or any disputes between you and us. No arbitration or proceeding will be combined with another without the prior written consent of you and us to all affected arbitrations or proceedings. Disputes about the interpretation, applicability, enforceability, or formation of this Class and Representative Action Waiver shall be decided by a court of competent jurisdiction, not the arbitrator. If a court finally determines any portion of this Clause 4.9 is unenforceable or unlawful, then: (a) any affected class/collective/representative aspects will proceed in court; (b) the enforceable remainder will proceed in arbitration on an individual basis; (c) the unenforceable portion will be severed; and (d) severance will not affect the validity or arbitrability of any remaining claims.

4.10. **Waiver of Jury Trial.** EACH OF YOU AND FIFA TICKETING WAIVE ANY CONSTITUTIONAL AND STATUTORY RIGHTS TO GO TO COURT AND HAVE A TRIAL IN FRONT OF A JUDGE OR JURY. You and FIFA Ticketing are instead choosing to have claims and disputes resolved by arbitration. Arbitration procedures are typically more limited, more efficient, and less costly than rules applicable in court and are subject to very limited review by a court. In any litigation between you and FIFA Ticketing over whether to vacate or enforce an arbitration award, YOU AND FIFA TICKETING WAIVE ALL RIGHTS TO A JURY TRIAL and elect instead to have the dispute be resolved by a judge.

4.11. **Right to Opt Out.** YOU HAVE THE RIGHT TO REJECT THIS ARBITRATION AGREEMENT, BUT YOU MUST EXERCISE THIS RIGHT PROMPTLY. If you do not wish to be bound by this Arbitration Agreement, then you must notify FIFA Ticketing by mailing a written opt-out notice, postmarked within thirty (30) days after first agreeing or becoming subject to this Arbitration Agreement. You must send the request to: FWC2026 US Inc., Attn: Legal Department, Re: Ticket Arbitration, 396 Alhambra Circle, Suite 400, Coral Gables, FL 33134, USA. The request must include your full name and address, Ticketing Account username, the email address used for your account, and the statement "I, [INSERT NAME] reject the Arbitration Agreement contained in the Terms of Sale." If you opt out, all other terms of the Terms of Sale remain in full force and effect as if Arbitration Agreement had not been rejected. Opting out of this Arbitration Agreement has no effect on any other arbitration agreements that you may currently have, or may enter in the future, with us.

4.12. **Survival of Arbitration Agreement**. This Arbitration Agreement will survive the termination of your relationship with FIFA Ticketing. This Arbitration Agreement does not supersede or impact any other agreements to arbitrate contained in the Terms of Service, Terms of Use, Stadium Code of Conduct or any other terms between you and FIFA Ticketing as to claims outside the scope of this Arbitration Agreement. To the extent that this Arbitration Agreement and any other such arbitration agreements between you and us

conflict (including if the nature of the claim could be governed by both agreements), you and we agree that this Arbitration Agreement shall control and govern all such claims.

FIFA MEX Addendum

This FIFA MX Addendum supplements the Terms of Sale and applies solely to Tickets offered and purchased for a Match located in Mexico. FWC2026 MEXICO, S. de R.L. de C.V. is the FIFA Ticket Seller for all such Tickets. Capitalized terms used in this Addendum, and not otherwise defined, shall have the meanings set forth in the Terms of Sale.

1. **FIFA MEX Identification.** FWC2026 MEXICO, S. de R.L. de C.V. is a Mexican corporation located at Avenida Paseo de la Reforma 350, Floor 12, Colonia Juárez, Alcaldía Cuauhtémoc, CDMX.

2. **Additional Obligations.** The following provision is added to the end of Clause 11.3 of the General Terms of Sale.

2.1. **Invoices**. For the specific case of Mexico, if you require a Digital Tax Receipt via Internet (CFDI), you must request it by providing the relevant tax information within forty-five (45) days from the date of purchase to FIFA Ticketing via fwc2026.ticketing.enquiries@fwc2026.org.

3. **Governing Law.** These Terms of Sale and any disputes arising from or in relation to them or any documents they refer to, whether contractual or non-contractual, shall be governed by and construed in accordance with the laws in Mexico City, without giving effect to any choice or conflict of law provision or rule. You and FIFA Ticketing agree that this Clause shall control over and supersede any conflicting terms in the Terms of Service (including Clause 15.5 of the Terms of Service), Terms of Use, or Stadium Code of Conduct. If you properly send the opt-out notice, or in any circumstances where the Arbitration Agreement permits either you or us to litigate any dispute in court, then the Arbitration Agreement will not apply to either party, and both you and FIFA Ticketing agree that the state and federal court sitting in and for Mexico City shall have exclusive jurisdiction over any claims or disputes arising from or in relation to these Terms of Sale, and you and we consent to such exclusive jurisdiction.

4. **Arbitration. This Clause 4 shall be referred to as the "Arbitration Agreement".**

4.1. PLEASE READ THIS CLAUSE CAREFULLY.

4.2. THIS ARBITRATION AGREEMENT IS INTENDED TO BE A COMPLETE AND EXCLUSIVE STATEMENT OF YOUR AND OUR AGREEMENT WITH RESPECT TO THE SUBJECT MATTER HEREOF, AND SUPERSEDES ALL PRIOR OR CONTEMPORANEOUS COMMUNICATIONS, REPRESENTATIONS, OR AGREEMENTS, WHETHER ORAL OR WRITTEN.

4.3. **Informal Resolution**. Before filing an arbitration demand, either party must first send a written notice ("**Claim Notice**") and allow the other party a reasonable opportunity, not less than thirty (30) days, to resolve such matter. Each Claim Notice must (a) identify the claimant by name, address, email address, and telephone number; (b) explain the nature of the claim and the relief demanded; and (c) be submitted only on the claimant's on behalf. The claimant must reasonably cooperate in providing any information about the claim that the other party reasonably requests. All offers, promises, conduct, and statements made in the course of the informal dispute resolution process by any party, its agents, employees, and attorneys are confidential and not admissible for any purpose in any subsequent proceeding, provided that evidence that is otherwise admissible or discoverable shall not be rendered inadmissible or non-discoverable as a result of its use in the informal dispute resolution process.

4.4. Any Claim Notice to you will be provided to the residential address identified in your Ticketing Account.

4.5. **Scope of Arbitration**. If a dispute is not resolved under Clause 4,3 within a period of thirty (30) days from receipt of the Claim Notice, any claims (other than Exceptions to Arbitration Agreement, below) arising out of or relating to these Terms of Sale, access to or use of the Ticketing Website, or Tickets offered or purchased thereon, seats assigned through the Ticketing Website, or to any aspect of your relationship or transactions with FIFA Ticketing or its affiliates, whether based in contract, tort, statute or otherwise, shall be exclusively resolved by binding arbitration by JAMS under its Comprehensive Arbitration Rules & Procedures subject to the JAMS Policy on Consumer Arbitrations Pursuant to Pre-Dispute Clauses Minimum Standards of Procedural Fairness ("**JAMS Rules**") before one arbitrator. The arbitration seat is Mexico City, Mexico, however, hearings may occur by videoconference or telephone at either party's request. The demand for arbitration shall be made within a reasonable time after the dispute has arisen, and in no event shall any such demand be made after the date when institution of legal or equitable proceedings based on such dispute would be barred by the applicable statute of limitations. The arbitrator shall issue a written, reasoned award. Judgment on the award may be entered in any court having jurisdiction. The arbitrator's award shall not be subject to vacation, modification or appeal. This Arbitration Agreement shall not preclude you or us from seeking provisional remedies in an individual capacity in aid of arbitration from a court of appropriate jurisdiction. You and we also agree that for disputes or claims where both injunctive relief and non-injunctive relief are sought, you and we will first submit the dispute or claim for non-injunctive relief to arbitration. The arbitrator will not be permitted to grant injunctive relief (unless the parties mutually agree otherwise). Once the arbitration of the dispute or claim for non-injunctive relief has concluded, you and/or we may seek the injunctive relief in court to the extent permitted by law. Except as required by applicable law or principles of procedural fairness, the arbitration, including its existence, all pleadings, submissions, discovery, hearings, transcripts, orders, and the arbitrator's award, shall be confidential. Neither party may disclose any such information to any third party, except to the extent strictly necessary to seek court confirmation, recognition, or enforcement of the award. Any permitted disclosure must be narrowly tailored, and the disclosing party shall, where practicable, seek to file under seal or obtain a protective order. These confidentiality obligations survive the conclusion of the arbitration.

4.6. **Costs of Arbitration.** We will pay all JAMS (or AAA) filing, administration, and arbitrator fees beyond the amount you would pay to file a civil complaint. Each party otherwise bears its own attorneys' fees and costs, except as the arbitrator may award under applicable law (including fee-shifting statutes). If the arbitrator finds a claim or relief request was frivolous or brought for an improper purpose, the arbitrator may award fees and costs accordingly.

4.7. **Award; Remedies; Non-Consolidation.** Other than as expressly stated in Clause 4.6 the arbitrator will have no authority to award attorneys' fees, punitive damages, or any other monetary relief not measured by the prevailing party's actual damages and each of you and us irrevocably waives any claim thereto. The award may include equitable relief. The arbitrator will not make any ruling, finding, or award that does not otherwise conform to these Terms of Sale. The arbitrator may render a summary disposition relative to all or some of the issues, provided that the responding party has had an adequate opportunity to respond to any such application for such disposition. Before making any disclosure permitted by the JAMS Rules, a party shall give written notice to the other party and afford such party a reasonable opportunity to protect its interests. No arbitration or proceeding will be combined, coordinated, or consolidated with another without both parties' written

consent, and no award will have precedential effect for non-parties. Further, judgment on the arbitrators' arbitrator's award may be entered in any court having jurisdiction.

4.8. **Right to Opt Out**. YOU HAVE THE RIGHT TO REJECT THIS ARBITRATION AGREEMENT, BUT YOU MUST EXERCISE THIS RIGHT PROMPTLY. If you do not wish to be bound by this Arbitration Agreement, then you must notify FIFA Ticketing by mailing a written opt-out notice, postmarked within thirty (30) days after first agreeing or becoming subject to this Arbitration Agreement. You must send the request to: FWC2026 MEXICO, S. DE R.L. DE C.V. Attn: Legal Department, Re: Ticket Claim Notice, Avenida Paseo de la Reforma 350, Floor 12, Colonia Juárez, Alcaldía Cuauhtémoc, CDMX. The request must include your full name and address, Marketplaceaccount username, the email address used for your account, and the statement "I, [INSERT NAME] reject the Arbitration Agreement contained in the Terms of Sale." If you exercise the right to reject the Arbitration Agreement, the other terms of the Terms of Sale shall remain in full force and effect as if Arbitration Agreement had not been rejected. Opting out of this Arbitration Agreement has no effect on any other arbitration agreements that you may currently have, or may enter in the future, with us.

4.9. **Survival of Arbitration Agreement.** This Arbitration Agreement will survive the termination of your relationship with FIFA Ticketing. This Arbitration Agreement does not supersede or impact any other agreements to arbitrate contained in the Terms of Service, Terms of Use, Stadium Code of Conduct or any other terms between you and FIFA Ticketing as to claims outside the scope of this Arbitration Agreement. To the extent that this Arbitration Agreement and any other such arbitration agreements between you and us conflict (including if the nature of the claim could be governed by both agreements), you and we agree that this Arbitration Agreement shall control and govern all such claims.

5. Miscellaneous.

5.1. **Language**. Although these Terms of Sale may be displayed or distributed in multiple languages, the Spanish version shall control in the event of any dispute or in the event of any conflict or ambiguity between the different versions.

FIFA CAN Addendum

This FIFA CAN Addendum supplements the Terms of Sale and applies solely to Tickets offered and purchased for a Match located in Canada. FWC26 Canada Football Ltd. Is the FIFA Ticket Seller for all such Tickets. Capitalized terms used in this Addendum, and not otherwise defined, shall have the meanings set forth in the Terms of Sale.

1. Places of Jurisdiction and Governing Law

1.1. These Terms of Sale, and any dispute or claim arising out of or in connection therewith (each, a "**Dispute**") shall be, subject to Clause 1.3 below, governed by and construed in accordance with the laws of Ontario and the laws of Canada as applicable herein.

1.2. FIFA Ticketing and you each acknowledge that, to the extent that you are acting as a Consumer (as defined below), certain mandatory provisions of the law of the country in which that Consumer is resident may apply (the "**Mandatory Provisions**"). To the extent that any Mandatory Provisions do apply by virtue of applicable law, then the Consumer shall be entitled to rely on and benefit from those Mandatory Provisions. In this Clause 1.2, "Consumer" means a natural person who purchases and/or uses a Ticket for a purpose which can be regarded as being outside their trade or profession, including for personal, family or household use and, in Quebec, includes sole proprietors that are recognized as consumers under the Quebec consumer protection legislation.

1.3. [Does not apply if the Ticket Holder resides in Quebec] FIFA Ticketing (on the one hand) and the Ticket holder (on the other hand) may submit any Dispute to the non-exclusive jurisdiction of the courts of Ontario, in Toronto Canada. In this Clause 1.3, "non-exclusive" means that any of FIFA Ticketing or the Ticket holder may bring any Dispute to the jurisdiction of the courts of Ontario in Toronto Canada but none of FIFA Ticketing or the Ticket holder is required to submit a Dispute to the jurisdiction of the courts of Ontario in Toronto Canada and each may, at their discretion, submit any such Dispute to a competent court in a different jurisdiction to the extent such court accepts jurisdiction.

1.4. Clause 20 Mandatory Arbitration does not apply to Matches located in Canada.

2. Limitations of Liability; Indemnification

2.1. THESE TERMS OF SALE DO NOT ENTITLE ANY TICKET HOLDERS TO ANY REFUNDS OR ANY OTHER FORM OF COMPENSATION UNDER ANY CIRCUMSTANCES EXCEPT WHERE PROVIDED HEREIN OR AS REQUIRED UNDER APPLICABLE LAWS.

2.2. IN THE EVENT THAT A TICKET IS CANCELLED PURSUANT TO THESE TERMS OF SALE, THE ONLY PERSON OR ENTITY THAT MAY BE ENTITLED TO A REFUND IS THE ORIGINAL TICKET PURCHASER (FROM FIFA TICKETING) OF THE CANCELLED TICKET, AND ONLY IF AND TO THE EXTENT THE TICKET PURCHASER IS ENTITLED TO A REFUND UNDER THE APPLICABLE TERMS OF SALE GOVERNING THE PURCHASE OF THE CANCELLED TICKETS OR AS REQUIRED UNDER APPLICABLE LAWS. PROOF OF PURCHASE WILL BE REQUIRED, BEFORE ENTITLEMENT TO ANY REFUND WILL BE ASSESSED. NO OTHER TICKET HOLDER IS ENTITLED TO A REFUND OR ANY OTHER COMPENSATION, UNDER ANY CIRCUMSTANCES, INCLUDING (WITHOUT LIMITATION) IN CONNECTION WITH THE USE, ATTEMPTED USE OR CANCELLATION OF A TICKET OR THE RESCHEDULING, RELOCATION, POSTPONEMENT OR REPLAY OF A MATCH.

2.3. TO THE MAXIMUM EXTENT PERMITTED UNDER APPLICABLE LAWS AND UNLESS YOU ARE A TICKET HOLDER RESIDING IN QUEBEC, IN NO EVENT SHALL ANY RELEASED PARTIES BE LIABLE FOR ANY SPECIAL, CONSEQUENTIAL, INCIDENTAL, INDIRECT OR PUNITIVE DAMAGES

OF ANY KIND. WITHOUT LIMITING ANY OTHER PROVISIONS OF THESE TERMS OF SALE INCLUDING (WITHOUT LIMITATION) Clause 2.1, TO THE MAXIMUM EXTENT PERMITTED UNDER APPLICABLE LAWS, THE MAXIMUM LIABILITY OF ANY RELEASED PARTY TO A TICKET HOLDER SHALL NOT EXCEED THE TOTAL PRICE PAID FOR THE TICKET BY THE TICKET PURCHASER TO FIFA TICKETING.

2.4. EACH TICKET HOLDER SHALL BE FULLY LIABLE FOR ANY ACTS OR OMISSIONS IN VIOLATION OF THESE TERMS OF SALE. EACH TICKET HOLDER FULLY INDEMNIFIES AND HOLDS HARMLESS THE RELEASED PARTIES FOR ANY LOSS SUFFERED BY THEM RESULTING FROM SUCH ACTS OR OMISSIONS.

3. Miscellaneous

3.1. FIFA, FIFA Ticketing and its respective affiliated entities may enforce these Terms of Sale, including the right to cancel Tickets under these Terms of Sale.

3.2. Although these Terms of Sale have been distributed in multiple languages, and unless the Ticket Holder is a Quebec resident, the English version shall control in the event of any dispute or in the event of any conflict or ambiguity between the different versions.

3.3. If you are a Ticket Holder Quebec resident, these Terms of Use are available in both French and English language versions. The Ticket Holder hereby confirms that he or she has requested that these Terms of Sale and all related documents be drafted in English, that he or she has been provided with a French language version of these Terms of Sale and that he or she has agreed to be bound by the English language version of these Terms of Sale. Si vous êtes un détenteur de billet qui réside au Québec, les présentes conditions de vente sont disponibles en français et en anglais. Le détenteur de billet confirme par la présente qu'il ou elle a demandé que les présentes conditions de vente et tous les documents y étant afférents soient rédigés en anglais, qu'il ou elle a reçu une version française des présentes conditions de vente et qu'il ou elle a accepté d'être lié par la version anglaise des présentes conditions de vente.

3.4. FIFA Ticketing shall be free to assign any or all rights and obligations under the Terms of Sale to FIFA or any of its affiliated entities without consent and at any time, at its sole and absolute discretion.

3.5. Subject to applicable laws, FIFA, FIFA Ticketing and Stadium operators may only accept payment products from certain supplier(s) (including credit, debit, prepaid and mobile payments) at the Stadium and may implement a cashless policy (including in relation to the purchase of food and beverages and merchandising products).

3.6. For the delivery of any documents to FIFA, or any of its subsidiaries, in Canada please address to: 1133 Melville Street Suite 3500, The Stack Vancouver, BC V6E 4E5.