



**Conditions of sale:**

- The total number of customers allowed per booking is four. This is as per 2010 FIFA World Cup South Africa™ regulations.
- Once the customer selects to follow a national team, they will not be able to change to follow a different national team.
- If the team fails to qualify, the customer is entitled to a refund of the amount paid, minus 10% of the value of the package. Customers paying by Visa receive a refund of the amount paid, minus 5% of the value of the package.
- If the team is eliminated and Team Specific Series includes rounds after the team has been knocked out, the customer can follow the winning team.
- Travel documents, including Emirates air tickets, transfer and accommodation vouchers will be sent by e-mail approximately four weeks prior to travel.

**Fulfilment procedures:**

- The customer is to quote the flight reference number (booking reference).
- EMD is auto-populated on booking confirmation. Retrieve booking in MARS/EasyMARS and follow local fulfilment procedures.
- Once payment is received, an EMD is automatically linked to Ocean file. In circumstances where the existing EMD is changed or void, the new EMD information must be forwarded to FIFA support. This will manually link the booking to Ocean file.
- Send payment confirmation – go to 2010 FIFA World Cup South Africa™ booking home page. Retrieve the package information and click on resend confirmation or print out the payment confirmation e-mail, along with a copy of the Terms and Conditions.

**Points to remember:**

- Online payment (PGE) via EasyMARS is not permitted. Collection of payment must be face-to-face, via our EK ticket offices. In regulated markets, booking and collection of payment must be via an EK appointed tour operator or travel agent.
- To identify a 2010 FIFA World Cup South Africa™ booking, customers will find an OSI EK DEAL FIFA10 auto-stamped.
- In the case of credit card payment, the lead customer must be the payment cardholder.
- All packages must be paid in full. Part payment is not permitted.
- Customers must not make any changes to bookings in MARS/EasyMARS. The 2010 FIFA World Cup South Africa™ inventory is in the Ocean system and any changes could cause a mis-match.



**Alterations, cancellations and refunds:**

Payment:

Online payment failed? (For customers who book online)	EK offers support
Value added services, e.g. meals (Can be booked after January 2010)	Hold

Amendments to booking:

Can I add a package to an existing package?	No, this is not permitted.
Can I change a flight number?	Yes, with EK support. Send a request to the FIFA support team.
Can I change a departure airport?	No, this is not permitted.
Can I change cabin class?	No, this is not permitted.
Can I change travel class?	Yes. There's a service fee of USD100 per person, subject to flight availability. The amendment fee applies to changes made following the 2010 FIFA World Cup South Africa™ final draw, taking place on 4th December 2009. Before this, customers can make amendments to flights at no cost. Send a request to the FIFA support team.
Can I stopover in Dubai?	Yes. Send a request to the FIFA support team.
Can I change accommodation room type?	No, this is not permitted.
Can I change accommodation room category?	No, this is not permitted.
Can I change accommodation property?	No, this is not permitted.
Can I change base camp?	No, this is not permitted.
Can I make a name change (on the booking?)	Yes, in the event of a spelling mistake. Send a request to the FIFA support team.

Cancellations:

Can I make a total cancellation and refund?	Yes. Send a request to the FIFA support team.
Can I make a partial cancellation, i.e. where one or more passengers within a group package will not travel?	Yes. Send a request to the FIFA support team.
Can I make a partial name change, i.e. where one or more passengers within a group package will be replaced by another passenger or passengers?	Yes. Send a request to the FIFA support team.

NOTE: For booking cancellation, the lead name of the booking must give notice in writing for any travel companions. The charges shown below will apply from the actual date notice is received from FIFA\_Support@emirates.com

**Refund policy / Team elimination & cancellation by customer as per below:**

Refund policy / Team elimination & cancellation	Cancellation charge
Team booked under Team Specific Series package fails to qualify	10%
Cancellation of FIFA World Cup™ Package on or before 4th December 2009	25%
Cancellation of FIFA World Cup™ Package on or before 31st January 2010	50%
Cancellation of FIFA World Cup™ Package on or before 30th April 2010	75%
Cancellation of FIFA World Cup™ Package on or before 30th April 2010	100%



2010 FIFA World Cup South Africa™ Clue Card.  
Follow your team with Emirates.



Emirates is offering our customers an unforgettable 2010 FIFA World Cup South Africa™ experience. This reference guide will help you ensure all customers receive the information they need.

### What do the packages include?

- Return First Class, Business Class or Economy Class airfares to and from South Africa.
- 2010 FIFA World Cup South Africa™ match ticket(s).
- 2, 3, 4 or 5-star accommodation at customer's chosen base camp.
- Transfers to and from the airport, accommodation and stadium transfers by bus or plane.

NOTE: None of these components can be sold separately. Number of match tickets may vary depending on the package.

### Where will I be staying? / What is the base camp concept?

- Customers have the choice of three South African destinations – Johannesburg, Cape Town or Durban, as a base camp for the 2010 FIFA World Cup South Africa™.
- Customers can stay in a range of accommodation, depending on individual needs. They will be transferred to and from their accommodation, regardless of which stadium a chosen match is being played at.

### What teams are there to choose from?

Argentina 	Greece 	Serbia 
Australia 	Holland 	Slovakia 
Brazil 	Ireland 	South Africa 
Denmark 	Italy 	South Korea 
England 	Japan 	Spain 
France 	New Zealand 	Switzerland 
Germany 	Russia 	USA 

### What types of packages are available?

#### Team Specific

Team Specific packages allow customers to follow their chosen team's matches. The Group Match stages fall into one of three possible sets of dates.

Three possible sets of dates*			
Team Specific Series	Set 1	Set 2	Set 3
TSS1 (Group Match 1)	10-15 Jun	11-16 Jun	12-17 Jun
TSS1 (Group Match 2)	15-20 Jun	16-21 Jun	17-22 Jun
TSS1 (Group Match 3)	20-25 Jun	21-26 Jun	22-27 Jun
TSS2 (Group Match 1 & 2)	10-20 Jun	11-21 Jun	12-22 Jun
TSS2 (Group Match 2 & 3)	15-25 Jun	16-26 Jun	17-27 Jun
TSS3 (Group Match 1, 2 & 3)	10-25 Jun	11-26 Jun	12-27 Jun
TSS5 (GM 1, 2, 3, Round of 16, Quarter Final)	10 Jun-05 Jul	11 Jun-06 Jul	12 Jun-07 Jul
TSS7 (GM 1, 2, 3, Round of 16, Quarter final, semi final & final)	10 Jun-12 Jul	11 Jun-13 Jul	12 Jun-14 Jul

\*Exact dates and full group match schedule will be determined once FIFA's final draw takes place on the 4th December 2009.

#### Match Specific

Match Specific packages mean customers can choose between knockout phase matches. These include tournament stages ranging from Round of 16 through to the final. Dates for Match Specific packages are set and will not change.

Match Specific	Dates
1 Round of 16	25-30 Jun
1 Quarter Final	30 Jun-05 Jul
Semi finals (both matches)	05-09 Jul
Semi finals (both matches) & final	05-12 Jul
	09-12 Jul
Final	10-13 Jul

### Where will I be sitting in the stadium?

Emirates 2010 FIFA World Cup South Africa™ packages provide CAT01 tickets for all matches, at any of the participating stadiums. Customers will have a full view of the action and excitement in some of the best seats available.



### Further information

#### Validity of prices

- The price of a package covers all pre-defined accommodation (excluding meals), airport and stadium transfers, match tickets and flights.
- Regardless of which stadium team matches are played in, transfers from accommodation by bus, plane or both will be available.
- All taxes are included in the package, however, if any increases via municipality and/or airport taxes occur at any time before travel, the customer will be liable to pay for them in full, prior to departure.

#### Booking procedures

##### Determine the customer has:

- Read the Terms and Conditions. A copy should be provided to the customer.
- Provided passport information for all travellers.
- Ensured that the person making the booking is a minimum of 18 years old.
- Provided a home address (must be a street address, not a P.O. Box) and contact details (e-mail and a mobile/cell number). **An e-mail address is vital.**

##### Identify departure and arrival point:

- Sales will be available only from airports shown in the drop down menu. For regulated markets, refer customers to their country's Emirates website for more information.
- Select the departure/arrival point. Arrival will be one of the three base camps in Johannesburg, Cape Town and Durban.

##### Determine customer's requirements:

- Does the customer want a Team Specific package or Match Specific package? Select 'Team' to follow a team or choose 'Any' and select a preferred match. These are all pre-determined and cannot be customised.

##### Determine travel and accommodation class:

- A combination class of travel is not permitted.
- Accommodation ranges from 2 to 5 star properties. A list will be shown, based on availability and starting price. The actual price will be confirmed after accommodation is selected.

NOTE: Accommodation cannot be extended or shortened. Additional nights will incur extra charges and unused nights will be forfeited.

##### Amending flights:

- Packages feature pre-arranged flight dates, once a package is defined. The customer has the option to amend flight dates; however airport transfer(s) will not be available on arrival and/or departure.

##### Update customer information:

- This includes all travellers. Review summary of services booked. Make sure to read information back to customer.
- Advise the customer of the auto-stamped time limit of five days from the date of booking. Booking confirmation will be sent to the e-mail address provided, or a copy can be printed and handed to the customer, along with the Terms and Conditions and privacy policy.