



**BELUGA MARKETING (PTY) LTD t/a BELUGA HOSPITALITY  
RUGBY WORLD CUP™ 2027 TERMS AND CONDITIONS**

**NOTICE OF CONDITIONS TO ALL CLIENTS**

These Event Specific Terms and Conditions apply to all Clients (“the Client / “you”) purchasing a Rugby World Cup™ 2027 Official Travel Package (“the Package”) through Beluga Hospitality. Beluga Hospitality is an authorised, non-exclusive Official Sub-Travel Agent (“OTA”) of Edusport (Silverton Travel t/a Edusport Travel), appointed by Rugby World Cup Experiences (“RWCE”) for the sale of official travel packages to the Rugby World Cup 2027 tournament (“the Tournament”) in Australia.

By booking, the Client acknowledges and accepts that Beluga Hospitality acts as an intermediary for RWCE and that all match tickets and tournament-related components are governed by World Rugby’s official ticketing terms and RWCE’s OTA Agreement.

Beluga Hospitality acts as an authorised but non-exclusive reseller of official RWC 2027 packages. Availability and pricing are controlled by RWCE/World Rugby and may change without notice. Beluga Hospitality is not liable if match ticket pricing changes or becomes unavailable.

**1. GENERAL CONDITIONS**

Beluga Hospitality

- 1.1 Reserve the right to accept or reject any of the passengers who are booked to participate on this package;
- 1.2 Shall be entitled to make any arrangements for the issue of any ticket or for transport, conveyance, or accommodation at their discretion in the best interests of the package;
- 1.3 Shall not, under any circumstances whatsoever and whether in contract or delict, be liable for any direct or indirect damage, injury (including death), loss, delay or inconvenience of any sort which shall be caused to any passenger whether directly or indirectly, whilst on the tour or journey or while a temporary resident in any foreign country as a result of any failure by Beluga Hospitality to make satisfactory arrangements and whether or not caused through any act or omission of the Beluga Hospitality
- 1.4 Shall act as agents only and shall not in any way be liable as principals in issuing or obtaining the issue of any air ticket or coupon or making any arrangements for transport or accommodation;
- 1.5 Confirm that their representatives have no authority or permission to refund any money paid or to give any right to claim a refund from Beluga Hospitality
- 1.6 Are not responsible for obtaining refunds on lost or unused transportation tickets, although every reasonable effort will be made by Beluga Hospitality to claim settlement on behalf of passengers;

- 1.7 Reserve the right to cancel, abandon or modify the package or part thereof. In such event, all or part of the money paid, as the case may be, will be refunded, less any expenses, disbursements or other commitments incurred by Beluga Hospitality on behalf of the passengers and in such event no further liability whatsoever will attach to Beluga Hospitality
- 1.8 May appoint overseas agents, operators of the tours and their cooperating agents, who will act only in the capacity of sub agents for the passenger in all matters relating to hotel accommodation, sightseeing tours and transportation whether by train, motor-bus, motor-car, boat, aeroplane or by any other means, and as such are held free of responsibility for any harm, loss or damage occasioned from any cause whatsoever. Beluga Hospitality shall not be responsible for any direct or indirect loss, damage, expense or inconvenience caused by late transportation, or by any change of schedule or other conditions, nor shall they be responsible for the loss and/or damage to any property of the passenger;
- 1.9 Reserve the right, in the event that insufficient bookings are received for the package, to either cancel the package or to adjust prices according to the final number of Tour –Clients, on the basis that each Package cost is calculated on a minimum number of Clients;
- 1.10 Reserve the right to amend the Package cost at any time due to any revaluation or devaluation in the Rand, the Australian Dollar, or any other relevant currency prior to the date of travel;
- 1.11 Notify the Client that:
  - 1.11.1 It is compulsory for the Client and/or each of the passengers to take out adequate medical, cancellation, curtailment and public liability insurance (“Insurance”) in respect of each package, notwithstanding the terms and conditions of the Standard Booking Terms and Conditions signed by the Client. Should the Client and/or any of the passengers fail to take out any or adequate insurance, the Client and/or the relevant passenger indemnifies Beluga Hospitality in their entirety in respect of any losses, expenses or claims arising in connection with any death or injury, or any loss or damage to property, which are not covered by the Insurance or which are not insured.
  - 1.11.2 The Travel Insurance Policy must be obtained timeously as the cover only takes effect once passengers’ names are confirmed and the policy has been issued. Policies that extend to the entire group on a Tour may require that the names of all passengers be provided before such policies will become effective. Additional insurance to cover extended return dates will be billed accordingly by Beluga Hospitality.
  - 1.11.3 Passengers over 60 years of age may require additional top up travel insurance and any conditions stipulated by The Insurance Company will apply. Supplementary policy fees will be billed accordingly.
  - 1.11.4 It is each passenger’s responsibility to ensure that his or her passport has sufficient validity for the relevant country of destination, which is normally a minimum period of 6 months after the date of travel, as well as a sufficient number of blank pages available in their passport prior to departure. Beluga Hospitality accepts no responsibility for passengers

who cannot travel due to transgression of this clause. It is also the responsibility of each passenger to ensure that the relevant visa(s) for the countries are obtained. Beluga Hospitality shall not be held responsible for inadequate travel documentation.

- 1.11.5 Clients are required to have a travel mechanism (flights and/or accommodation) as part of their package as match tickets cannot be sold on their own.

## **2. LIABILITY**

- 2.1 Beluga Hospitality acts as an intermediary, and its liability is limited to the amount paid for the Rugby World Cup™ 2027 package.
- 2.2 Clients indemnify Beluga Hospitality against any claim, penalty, or cost resulting from breach of event rules, misuse of tickets, or product causing loss to RWCE or third parties.
- 2.3 In the unlikely event Beluga Hospitality's appointment is suspended or terminated by the event organisers, Beluga Hospitality's obligations to the client shall cease, and refunds will be limited to funds successfully recovered from RWCE or suppliers. No further compensation will be payable. The Client hereby consents to and authorises the novation or assignment of this Agreement (and all rights and obligations under it) to RWCE or its nominee in the event that Beluga Hospitality's appointment as an Official Travel Agent is suspended or terminated for any reason. Upon such novation or assignment, RWCE (or its nominee) shall assume all of Beluga Hospitality's rights and obligations under this Agreement, and the Client agrees to perform all obligations under this Agreement for the benefit of RWCE (or its nominee) as if RWCE (or its nominee) had been the original party to this Agreement. The Client waives any right to object to such novation or assignment.

## **3. PAYMENT CONDITIONS**

- 3.1 Payments for Rugby World Cup™ 2027 Travel Packages is to be made as follows:
- 50% non-refundable deposit on booking
  - 50% balance due by 01 April 2027
  - Airport taxes will be invoiced 30-days prior to departure and is subject to rate of exchange.
- 3.2 Please note that the final package price is subject to exchange rate fluctuations until full payment has been received. Any variance resulting from exchange rate movements will be reflected and charged to the Client in the final invoice.
- 3.3 If you would prefer to lock the rate of exchange in, you may pay in full at the time of booking.
- 3.4 Payments must be made electronically to Beluga Hospitality's designated account.
- 3.5 No payments or guarantees of payment shall be made to service providers before receipt of the first deposit.
- 3.6 All quotations are valid for a specified period of time, and services will not be confirmed until the signed booking forms, together with payment and passport copies are received by Beluga Hospitality.

- 3.7 Travel documentation will only be sent to you upon receipt of full payment of your package and completed booking forms and travel documentation (if applicable) by Beluga Hospitality.
- 3.8 Any default in payment will constitute a breach of this agreement and shall entitle Beluga Hospitality to cancel this agreement without refund.
- 3.9 The deposit amount will vary according to when the booking is made as per the above payment dates.
- 3.10 Should flights be reserved as part of your travel package, airport taxes are invoiced separately and at the time the air tickets are issued.

#### **4. CANCELLATION POLICY**

- 4.1 All match ticket payments are non-refundable.
- 4.2 If you cancel before 01 September 2026, you will incur a cancellation charge of 60% of your initial payment.
- 4.3 If you cancel between 01 September and 01 March 2027, you will incur a cancellation charge of 80% of your payment to date.
- 4.4 Any cancellation on/after 01 April 2027 will incur a 100% cancellation fee of all moneys paid by the client and received by Beluga Hospitality.
- 4.5 No refunds will be made for no-shows, or any unused services irrespective of whether they form part of the basic inclusive tour price, or whether they are in respect of pre-booked or optional arrangements.
- 4.6 Cancellation penalties that are levied shall not restrict any rights you may have at law.
- 4.7 In the event that the RWCE Australia 2027 is cancelled by the event organisers, refunds will be determined based on the recoveries Beluga Hospitality obtains from our service providers.

#### **5. TRAVEL SERVICES**

- 5.1 Your Rugby World Cup™ 2027 package includes travel services arranged by Beluga Hospitality and its trusted suppliers. These may include flights, accommodation, transport, and other ground arrangements.
- 5.2 Beluga Hospitality acts as an agent for airlines, hotels, and service providers and cannot be held responsible for changes or issues beyond its control.
- 5.3 All travel services are offered in good faith, based on the information and conditions supplied by third parties at the time of booking. Beluga Hospitality will always act in the best interests of its clients, but cannot guarantee the performance of any independent supplier.

#### **6. PACKAGE PRICING**

- 6.1 Host cities and venues for the Follow South Africa Travel Package, as well as all packages including Quarter Finals are yet to be confirmed.

- 6.2 Due to the venues still being confirmed, package pricing remains provisional and may be subject to change once hotel allocations and details are finalised.
- 6.3 Should the travel package price increase once further information has been confirmed, the Client will be invoiced for the applicable price difference, which will be payable accordingly.

## **7. AIRLINE CONDITIONS**

- 7.1 Airline reservations are subject to confirmation of airline, airfare, and routing until flights come into booking range. Flights come into booking range from 01 September 2026. Beluga Hospitality, in its capacity as an Official Sub-Travel Agent, will endeavour to secure optimum flights requested by the client, suitable for the proposed travel dates.
- 7.2 Airfares are subject to the prices and conditions quoted by the airlines and cannot be guaranteed by Beluga Hospitality. Beluga Hospitality Travel Packages include a standard net airfare provided by the respective airline. Such airfares exclude airport taxes and fuel surcharges as levied by the airlines, unless otherwise specified.
- 7.3 All group air ticketing will be issued at least four weeks before the tour departure date, unless otherwise specified, once flights are secured, and any name changes after the air tickets have been issued will be subject to airline rules and agency penalties.
- 7.4 All advertised itineraries are based on optimum flight departure dates from South Africa and return dates from Australia. Actual flight details will be advised once flights are finalised after they are within system range, which will occur after 01 September 2026, and can only be confirmed once clients have paid non-refundable deposits and such deposits have been paid to the airlines. Consequently, the actual flight requests can only be confirmed on receipt of such confirmation from the airlines. Flight costs (including airfare and taxes) included in the itinerary are estimated and are subject to change.
- 7.5 In conjunction with the above, all packages and costs are subject to change until final airline confirmations are received and deposits are paid, and any difference in airfare quoted will be invoiced to the Client.
- 7.6 Airline refunds, if applicable, are governed by the airline's own policies and specific contracts for the event.
- 7.7 Airlines will charge breakaway and extensions fees (where applicable), and group booking restrictions apply to each flight ticket.
- 7.8 Airport taxes will be invoiced accordingly 30-days prior to departure and is subject to rate of exchange.
- 7.9 In the case where a passenger selects to purchase flights directly from our reservations system (that were not included in Beluga Hospitality's standard travel package), passenger names and full payment for flights and taxes will be required immediately in order to secure and issue the airline tickets. The applicable airline penalties will apply.
- 7.10 In the case of flight delays or disruptions, onward international or domestic flights will not be the responsibility of the airline where these flight connections are missed and are not issued in the same booking/air ticket. Beluga Hospitality will endeavour to assist

with arrangements where possible; however, any costs incurred will be for the traveller's account. Beluga Hospitality shall not be held responsible for any delay or disruption to the Tour caused by the airlines.

- 7.11 Passenger names for flights are required by 31 August 2027. Any delays in providing passenger names and/or any name changes after the required date will incur penalties.

## **8. ACCOMMODATION**

- 8.1 Whilst every endeavor will be made to comply with our passengers' accommodation requests, we cannot be held responsible if you are not satisfied with the selections made.

- 8.2 Hotel bookings are subject to availability at the time of confirmation.

- 8.3 Prices listed are subject to availability at the time of deposit receipt. Should a hotel listed in the package inclusions be sold out, then it will be replaced by a similar standard hotel, which could result in an increase in the package price, which you will be notified of, and at this time, you may accept or decline this offer. If you accept this, you will be invoiced for the difference.

- 8.4 Passenger names for accommodation are required by 31 August 2027. Any delays in providing passenger names and/or any name changes after the required date may incur penalties.

## **9. OTHER SERVICES**

- 9.1 Transfers, tours and additional services are subject to availability and local operating conditions.

- 9.2 Beluga Hospitality reserves the right to amend itineraries if necessary, ensuring replacements are of a comparable standard wherever possible.

- 9.3 No refunds for unused services, no-shows, or early departures once the package has commenced.

- 9.4 Where a supporter Tour has been booked (joining a group of people booked for the same package through Beluga Hospitality separately), a minimum number of bookings is required for a program to operate. The Organiser's obligation to provide that program shall be contingent upon the Organiser receiving and maintaining that minimum number of bookings. If the Organiser does not receive the minimum number of bookings or that number is reduced by reason of cancellations by the clients, the Organiser shall be entitled to cancel or curtail the relevant program at any time up to 4 weeks prior to the departure date, and the Client shall not be entitled to make a claim for loss arising as a consequence or curtailment in these circumstances.

- 9.5 The client may elect to book an alternative travel package which may result in additional charges.

## **10. CURATED EXPERIENCES**

- 10.1 Curated Experiences are a compulsory component of all Rugby World Cup™ 2027 Official

Travel Packages. You may not separate the Curated Experience or any part thereof and dispose of it in any way to any third party.

- 10.2 Each travel package must include an associated Curated Experience as stipulated by RWCE. These experiences are provided and controlled exclusively by RWCE and may not be amended, substituted, or withdrawn without prior notice.
- 10.3 All curated experiences are subject to availability. Beluga Hospitality cannot guarantee that your first choice of Curated Experience will be available.
- 10.4 No refunds or compensation shall apply for any change to the nature, timing, or content of Curated Experiences, and Beluga Hospitality accepts no liability for any such changes or alterations.
- 10.5 Clients will receive a list of available experiences, including pre-match functions, welcome events, and sightseeing options, which can be chosen from.
- 10.6 The final price of the selected Curated Experience(s) is subject to change based on the choices made by the client. Any difference in cost will be charged and reflected on the final invoice. All amounts are also subject to fluctuations in the applicable exchange rate.
- 10.7 Additional information relating to the booking, timing, and arrangements of the Curated Experience(s) will be communicated to the clients at a later stage.

## **11. OFFICIAL TRAVEL PACKAGES AND PACKAGE PRICING**

- 11.1 Packages are sold as a combination of services; no component may be removed, exchanged or booked separately. This includes all flights, transfers, and accommodation aspects of the Rugby World Cup 2027 Official Travel Packages. Beluga Hospitality reserves the right to amend accommodation, flight, or transfer arrangements should suppliers alter availability. Clients may not on-sell or change packages.
- 11.2 Beluga Hospitality expressly reserve the right to amend price quotations in the event of unforeseen increases in supplier tariffs, taxes and other Government levies, tourism levies, fuel prices, other taxes of whatever nature or other factors beyond their control.

## **12. RUGBY WORLD CUP™ 2027 MATCH TICKETS TERMS AND CONDITIONS**

- 12.1 All payments for Rugby World Cup™ 2027 match tickets and administration fees are strictly non-refundable and non-transferable. Should individuals or corporate groups have name changes after they have submitted personal details to Beluga Hospitality, then such changes can only be accepted up to 4 weeks before departure.
- 12.2 Beluga Hospitality will only release match tickets for Clients on satisfactory provision of the following client details: name, physical and postal address, passport number, details of matches to be attended and flight PNR's, and/or alternative travel mechanism, including arrival and departure date. Consequently, it is a condition of this contract that such details must be provided timeously by the client.
- 12.3 Match ticket requests, including the position of the seats and category of seat required, are

strictly subject to availability. No guarantee can be made as to where such seats are located. Special requests are subject to availability and to be confirmed by RWCE.

- 12.4 Beluga Hospitality cannot guarantee specific seat locations or that all members of a booking will be seated together. Every reasonable effort will be made to secure adjacent seating where possible; however, this remains entirely at the discretion of RWCE.
- 12.5 Seating categories and positions within the stadium are determined and may be amended by RWCE at any time. Beluga Hospitality accepts no liability for seating categories, seating positions, or the grouping of seats.
- 12.7 All match tickets are supplied by RWCE and are subject to World Rugby's official ticketing terms and conditions.
- 12.8 The match ticket terms and conditions of World Rugby are to be adhered to at all times, and any transgression thereof without permission of World Rugby may lead to the cancellation of match tickets. These match ticket terms and conditions can be viewed upon request with Beluga Hospitality.
- 12.9 Match tickets may not be transferred, resold, or used for Prizes, Competitions, or Sweepstakes, and any such action will render the ticket void with no refund or compensation payable.
- 12.10 Clients may not resell, offer, expose, dispose of any Match Tickets or make available by any means to another party.
- 12.11 Match ticket prices are subject to change with or without prior notice.
- 12.12 Incorporation of World Rugby Official Ticketing Terms and Conditions
- 12.12.1 The World Rugby Official Ticketing Terms and Conditions (available at <https://media.ticketmaster.co.uk/tm/en-gb/img/static/pdf/2027/rwc/tandcs.pdf> ) are hereby incorporated into and form an integral part of this Agreement.
- 12.12.2 By confirming your booking and making payment (whether deposit or full payment), you formally accept and agree to be bound by and to comply with the World Rugby Official Ticketing Terms and Conditions in their entirety. Your acceptance of these terms is a material condition of the sale of Match Tickets to you.
- 12.12.3 No deposits shall be accepted, and no sales shall be concluded, unless and until you have formally accepted and agreed to be bound by the World Rugby Official Ticketing Terms and Conditions.
- 12.12.4 You acknowledge that any breach of the World Rugby Official Ticketing Terms and Conditions (including, for the avoidance of doubt, the prohibitions on resale, transfer, and commercial use of Match Tickets) may result in the immediate cancellation of the relevant Match Tickets without refund or compensation.
- 12.12.5 Where you provide an Official Travel Package (including Match Tickets) to any guest or third party, you must inform such person of the World Rugby Official Ticketing Terms and Conditions, and such person, by accepting the Official Travel Package from you, formally accepts and agrees to be bound by and to comply with the World Rugby Official Ticketing Terms and Conditions.

### **13. RUGBY WORLD CUP™ 2027 LOGOS AND PROMOTIONAL CONDITIONS**

All Rugby World Cup™ 2027 branding, logos, and marks are protected under World Rugby's commercial rights. As an authorised sub-agent, Beluga Hospitality must comply strictly with these rights, and all Clients agree to do the same.

#### **13.1 BRANDING AND PROMOTIONAL USE**

13.1.1 Rugby World Cup™ 2027 logos, marks, or imagery may not be used in any personal, corporate, or promotional material without prior written approval from World Rugby.

13.1.2 No Client or company may reproduce or use these marks alongside their own logo on clothing, gifts, or marketing materials.

13.1.3 Corporate companies cannot make unauthorized use of the Rugby World Cup™ 2027 marks and logos and nor can Tour packages be used to promote sales to the public through competitions on any electronics, TV, or printed media. Ambush marketing is strictly prohibited.

13.2.4. Any apparel or promotional items linked to the Rugby World Cup™ must be produced only by licensed suppliers.

#### **13.2 COMPETITIONS AND MARKETING RESTRICTIONS**

A Client shall not, and shall ensure that each guest shall not, before, during, and after Rugby World Cup™ 2027:

13.2.1 use Beluga Hospitality's packages or any component thereof for any marketing, advertising or promotional purposes, including, but not limited to, use as a prize in competitions, games, lotteries, sweepstakes, or any other similar activity;

13.2.2 conduct any promotional, advertising, or marketing activity in connection with the Rugby World Cup™ 2027 or any ancillary event, any national team, player or official participating in the Rugby World Cup™ 2027 or any other affiliated body or event;

13.2.3 conduct any activity which World Rugby reasonably believes may lead to an association between the Customer, its Guests and/or the Customer's or its Guests' name, services or products and the Rugby World Cup™ 2027 or ancillary event, any national team, player or official participating in the Rugby World Cup™ 2027 or any other affiliated body or event.

### **14. AMBUSH MARKETING**

14.1.1 The client may not bring or cause to have brought any promotional, advertising, or commercial items of any kind whatsoever into a stadium or hospitality facility, including but not limited to, any banner, sign or leaflet for the purpose of display or distribution.

14.1.2 By way of illustration only, the Client and each of its guests shall refrain from wearing, in any stadium or hospitality facility, any clothing materials which prominently features the name and/or logo and/or any other trademark of the Client and/or its guests and which is intended to be worn as part of a group wearing the same or similar clothing in a way which may be regarded as the conduct of a promotional, advertising, or commercial activity.

- 14.1.3 The Client may not and shall procure that each of its guests shall not, promote, sell, display, or distribute any promotional, advertising or commercial items or services at any stadium or hospitality facility, including but not limited to, drinks, food, souvenirs, clothing and flyers. All such items are subject to removal or confiscation by the Beluga Hospitality or at the entrance of and within the hospitality facility, and any person engaging in such activities shall be subject to ejection from the stadium and/or hospitality facility.
- 14.1.4 Any breach of these rules may result in ticket cancellation, removal from the venue, and loss of booking rights without refund.

## **15. BREACH**

- 15.1 Upon breach of this agreement by the Client, Beluga Hospitality shall be entitled to cancel the agreement and the relevant package or Tour with immediate effect and without any refund whatsoever.
- 15.2 Payments shall be made on the dates set out in clause 4 of this agreement. All payments already made by the Client to Beluga Hospitality will be forfeited should Beluga Hospitality cancel this agreement due to a breach by the Client.
- 15.3 The Client shall remain fully liable for any services or products, notwithstanding cancellation of the agreement by Beluga Hospitality due to breach.

## **16. FORCE MAJEURE**

- 16.1 A Force Majeure Event means any event or circumstance beyond the reasonable control of Beluga Hospitality, including but not limited to acts of God, natural disasters, fire, flood, drought, earthquake, explosion, war, terrorism, civil commotion, strikes, lockouts, industrial action, epidemic or pandemic, government or authority restrictions, airline schedule changes, flight cancellations, failure or delays to scheduled transportation and closure of airports or ports, governmental and administrative actions (including closure of borders and travel warnings and restrictions), visa denials, border closures, or any delay, change, or cancellation made by RWCE, World Rugby, or the Tournament Organisers.
- 16.2 Exemption from Liability: Beluga Hospitality shall not be liable for any delay in, or failure to perform, its obligations (including the delivery of any Package or component thereof) arising from or attributable to a Force Majeure Event.
- 16.3 Suspension of Obligations: In the event of a Force Majeure Event, Beluga Hospitality's obligations shall be suspended for the duration of such event, and any additional costs incurred as a result shall be borne by the Client.
- 16.4 Refunds: In circumstances where a Force Majeure Event results in the alteration, postponement, or cancellation of the Rugby World Cup™ 2027 or any related match or event, any refund shall be strictly limited to funds successfully recovered by Beluga Hospitality from RWCE or other relevant suppliers.
- 16.5 Acknowledgement and Insurance: The Client acknowledges that the possibility of a Force Majeure Event forms part of the basis of this contract and undertakes to obtain comprehensive travel insurance covering all risks associated with the cancellation, postponement, or curtailment of the Rugby World Cup™ 2027 tournament or related travel arrangements.

## **17. TOURNAMENT CHANGES AND SCHEDULE ADJUSTMENTS**

- 17.1 Match dates, venues, kick-off times, and seating allocations are subject to change by World

Rugby, WRED, the LOC, or the Tournament organisers at any time and for any reason. Such changes do not constitute a material alternation or cancellation of this Agreement or the Official Travel Package.

- 17.2 In the event of postponement, relocation, or rescheduling of any Match: (i) your Match Ticket will remain valid for the rearranged Match; (ii) no refund shall be due other than amounts (if any) successfully recovered by Beluga Hospitality from RWCE or other suppliers; and (iii) the Client shall be solely responsible for, and shall bear all costs associated with, attending the rearranged Match, including but not limited to additional or replacement flights, accommodation, ground transportation, visa extensions (if required), and any other expenses arising from the postponement, relocation, or rescheduling.
- 17.3 Beluga Hospitality accepts no liability for any costs, expenses, losses, or inconvenience arising from any postponement, relocation, or rescheduling of a Match.

## **18. RATE OF EXCHANGE**

- 18.1 All payments to Beluga Hospitality shall be made in South African Rand, calculated at the prevailing exchange rate of the Australian Dollar on the date of payment or invoice, as determined by Beluga Hospitality. Any fluctuations in exchange rates, as well as all bank charges, transfer fees, or currency conversion costs, shall be borne solely by the Client.
- 18.2 In the event of late or failed payment, Beluga Hospitality reserves the right to cancel the booking without refund.
- 18.3 All ground services in Australia are inclusive of a 10% Goods and Services Tax (GST). Should the applicable GST rate change before or during the travel period, the Client shall be responsible for settling any resulting in difference in cost.

## **19. ENTITLEMENT AND TERRITORY**

- 19.1 Beluga Hospitality is authorised by Edusport / RWCE to offer Rugby World Cup™ 2027 Official Travel Packages (“Packages”) exclusively to Travel Clients whose permanent and primary residential address and billing address are located within the Republic of South Africa (“the Territory”).
- 19.2 For the avoidance of doubt, a Travel Client shall be deemed to be located within the Territory only if their billing address corresponds to their permanent and primary residential address in South Africa. Beluga Hospitality reserves the right to request documentary proof of residency or billing address at any time. Failure to provide valid verification may result in the cancellation of the booking without refund.
- 19.3 The Client warrants that all booking information provided, including residential and billing address, is true and accurate. Any misrepresentation or booking made in violation of these territorial restrictions shall constitute a material breach of contract, entitling Beluga Hospitality to cancel the booking without refund and to recover any resulting loss or penalty imposed by RWCE.
- 19.4 Prohibited Sales Territories:
- 19.4.1 Beluga Hospitality is not authorised to sell Official Travel Packages to Travel Clients whose permanent and primary residential address and billing address are located in any of the following territories (the ‘Prohibited Territories’): (i) South America (all countries); (ii) Australia; (iii) European Union (all Member States); (iv) United Kingdom; (v) Ireland; (vi) Japan; and (vii) New Zealand.

- 19.4.2 Any booking made by a Travel Client located in a Prohibited Territory, or any booking where the Travel Client has provided false information regarding their residential or billing address for the purpose of circumventing this restriction, shall constitute a material breach of this agreement.
- 19.4.3 Upon discovering that a Travel Client is located in a Prohibited Territory, Beluga Hospitality shall be entitled to: (i) immediately cancel the booking without refund; (ii) cancel or void any Match Tickets issued to the Travel Client; and (iii) recover from the Travel Client any loss, penalty, or cost imposed on Beluga Hospitality by RWCE or World Rugby as a result of the unauthorized sale.

## **20. TRAVEL DOCUMENTATION AND ENTRY REQUIREMENTS**

- 20.1 The Client is solely responsible for ensuring they possess valid passports, visas, and any other required travel documents for entry into Australia. No refund or compensation will be payable if entry is denied, travel is disrupted, or the Client fails to comply with any government or airline requirements.

## **21. PROTECTION OF PERSONAL INFORMATION ACT ("POPI")**

- 21.1 "Operator" means an operator as defined in the Protection of Personal Information Act, 4 of 2013;
- 21.2 "Personal Information" means personal information as defined in the Protection of Personal Information Act, 4 of 2013;
- 21.3 Protection of Personal Information  
You hereby authorise Beluga Hospitality to collect your Personal Information as it is relevant to this Agreement and/or service which we are providing for you or is deemed to be relevant for the provision of such service.

Beluga Hospitality is committed to the adherence of national legislation and regulations pertaining to the safeguarding of data privacy.

Beluga Hospitality shall use information previously provided by you to perform our services and to amongst other things, process invoices, credit notes, statements and any other document related to the services.

You confirm that we may share your personal information with the following persons, who have an obligation to keep the personal information secure and confidential:

- 21.3.1 Employees of Beluga Hospitality who are required to be informed of the personal information in order to attend to the services supplied and;
- 21.3.2 All third parties who may assist us in supplying the services.
- 21.3.3 By booking, the Client consents to the transfer of personal data (name, contact details, residential address, postal address, passport details and any other information collected under Clause 20.1 to RWCE, World Rugby, World Rugby Events DAC (WRED) and the Local Organising Committee (LOC) for ticket fulfilment, event security, operational purposes, analytics, compliance, crime prevention, regulation of aftermarket ticket sales, and any other purposes set out in clause 19.5. Beluga Hospitality is not responsible for the use of data by these third parties once transferred under legal obligation.

We undertake not to disclose your personal information unless it is legally or contractually required to do so.

We agree to use all reasonable efforts to ensure your personal information in our possession is kept confidential, stored in a secure manner and processed in terms of POPI.

You hereby acknowledge and warrant that:

21.3.1.1 Beluga Hospitality is entitled to process and store any such Personal Information in the manner set out in Beluga Hospitality Privacy Policy, available on the website <https://belugahospitality.co.za/privacy-policy/>

21.3.1.2 Beluga Hospitality is entitled and authorized by you to transfer and Personal Information to any of its Operators; and

21.3.1.3 Beluga Hospitality is entitled to store and back-up your Personal Information on its servers.

21.4 You confirm that you have read and agree to Beluga Hospitality Privacy Policy and hereby provide your consent to Beluga Hospitality to process your personal information and acknowledge that you understand the purpose for which it is required and for which it will be used.

## **22. DATA SHARING FOR TOURNAMENT PURPOSES**

- 22.1 Your personal data, including your name, email address, residential and postal address, telephone number, gender, date of birth and passport details may be shared with (i) the international governing body of rugby union (WR), World Rugby Events DAC (WRED) and Rugby World Cup (Australia 2027) Limited (LÖC), (ii) Rugby World Cup Experiences/ Sports Travel and Hospitality Group, and (iii) the relevant venue operators (VO) for any match ticket and/or travel or hospitality package which you have purchased.
- 22.2 Your personal data will be used by RWCE, WRED, WR, LOC and the relevant VO for the purposes of: (i) administering and allocating your ticket to your requested matches; (ii) enabling ticket delivery; (iii) the prevention of crime and for supporter security purposes; (iv) the regulation of unauthorised aftermarket ticket sales; (v) market research and analytical purposes necessary to develop and improve the Client experience at future events; and (vi) operational, analytics, and compliance purposes.
- 22.3 Your personal data may also be shared with selected IT providers, such as third-party cloud platform providers, in order for RWCE, WRED, WR, LOC and the relevant VO to administer the above purposes.
- 22.4 RWCE, WRED, WR and/or LOC may contact you directly where this is necessary to fulfil your booking.
- 22.5 In carrying out the above purposes, RWCE, WRED, WR and/or LOC may need to transfer your personal data to countries which may not have data protection laws providing the same level of protection as those in the European Economic Area. Where such a transfer occurs, RWCE, WRED, WR and/or LOC shall make sure that your personal data is kept safe by entering into a contractual undertaking which is approved by the relevant data

protection regulator.

- 22.6 Further information about how World Rugby and WRED protect your privacy and personal information can be found by accessing their privacy policy here [Privacy Policy | Men's 2027 Rugby World Cup Experiences](#) and how LOC protects your privacy and personal information can be found by accessing LOC's ticket privacy policy here [privacypolicy.pdf](#)

## 23. MARKETING CONSENTS

By completing this booking form, you agree to receive marketing communications as follows:

- (i) World Rugby Communication  
We will share the details you provided as part of your booking form with World Rugby so that you may receive rugby news, content, promotions, and partner offers by email from World Rugby. A copy of World Rugby's privacy policy can be accessed at <https://www.rugbyworldcup.com/2027/en/privacy-policy>
- (ii) Rugby World Cup Experiences Marketing  
We will share the details you provided as part of your booking form with Rugby World Cup Experiences so that you may receive promotions, news, and the latest information about upcoming events and similar products offered by RWCE.
- (iii) Beluga Hospitality marketing offers:  
We will use your details to send you promotions, news, special offers, and information about sports travel packages and events from Beluga Hospitality.

You may opt out at any time using the "unsubscribe" link in any marketing email. Please note that opting

out of one organisation will not automatically opt you out from the others, as they are independent entities.

## 24. CLIENT DATA COLLECTION OBLIGATION

- 24.1 As a condition of booking and purchasing an Official Travel Package, you must provide Beluga Hospitality with complete and accurate information in respect of yourself and all persons (including guests) for whom you are booking. The following information is mandatory: (i) Full legal name (as it appears on passport); (ii) Email address; (iii) Residential address (permanent and primary); (iv) Postal address (if different from residential address); (v) Company name (where booking is made by or on behalf of a company); (vi) Passport number and passport expiry date; (vii) Date of birth; (viii) Contact telephone number; and (ix) Any additional information reasonably required by Beluga Hospitality or RWCE for the purpose of fulfilling the Official Travel Package requirements, including but not limited to flight details, dietary requirements, accessibility needs, and emergency contact details.
- 24.2 You warrant that all information provided is true, accurate, and complete. You acknowledge that Beluga Hospitality will rely on the information you provide for the purposes of fulfilling your booking and complying with its obligations to RWCE, World Rugby, WRED, and the LOC.
- 24.3 Beluga Hospitality shall be entitled to share the information collected under clause 20.1 with RWCE, World Rugby, WRED, the LOC, and other third parties as set out in clause 19 (Protection of Personal Information Act) for operational, analytics, compliance, security, and ticketing purposes.

- 24.4 Failure to provide the mandatory information set out in clause 20.1, or provision of false, inaccurate, or incomplete information, may result in: (i) Beluga Hospitality being unable to fulfil your booking; (ii) Delays in the delivery of Match Tickets or other components of your Official Travel Package; (iii) Cancellation of your booking without refund; and/or (iv) You being denied entry to Match Venues or travel services.

Beluga Hospitality shall not be liable for any loss, expense, or inconvenience arising from your failure to provide the required information.

By confirming a booking, the Client acknowledges and accepts that:

- Beluga Hospitality operates under RWCE's terms and control.
- Tournament delivery, match schedules, and ticketing logistics are beyond Beluga Hospitality's control.
- The Client bears all risks associated with travel to and participation in the Rugby World Cup 2027