



INFORMATION FOR INDIVIDUAL MEMBERS OF THE PUBLIC WISHING TO TRAVEL TO SOUTH AFRICA FOR THE FIFA WORLD CUP 2010™ WITH THE ASSISTANCE OF A PARTICIPATING TOUR OPERATOR

For the 2010 FIFA World Cup™, FIFA has established a Tour Operator Programme in order to facilitate travel to the matches for the largest possible number of fans, and make the best possible use of available accommodation, ground and air transportation facilities.

Participating Tour Operators (PTOs) that are appointed to sell match ticket inclusive travel packages are permitted to use an authenticating logo, which looks like this:



All Authorized Travel Packages must include match ticket(s), accommodation, and transport to and from South Africa (for PTOs based outside of South Africa). Other services may be added to the package at the discretion of the Participating Tour Operator.

Match tickets have been made available for sale via this programme and consumers can purchase packages through these operators, secure in the knowledge that they are buying packages from a tour operator which has been given an allocation of genuine match tickets, and that the operator is licensed by the relevant authorities in each market for which they have been approved, where required by law.

A list of such operators is available on the website via the following [link](#).

Customers who do not find an operator listed for their market may choose to purchase tickets directly via FIFA.com and then seek the assistance of travel providers in their home market to secure travel and accommodation services. Please note the restriction of 4 tickets per match per household applies to individual purchases. The approval process is ongoing, so it is recommended that individual customers check the website regularly for the appointment of additional tour operators in each country.

Customers interested in purchasing packages that include day-of-match on-site hospitality services in South Africa should either request this via their chosen tour operator or contact Match Hospitality directly via the following address [link](#)

Please note: it is expected that there will be high demand for accommodation and internal travel services in South Africa over the 2010 FIFA World Cup™ period. We strongly recommend you have purchased both before leaving your home country.



2010 FIFA World Cup™ Tour Operator Programme FAQs – For Individual Customers

What is a Tour Operator?

A Tour Operator is a company that is in the business of creating and selling travel packages that include air travel to/from the country to be visited, accommodation and, typically, transfers and other services at the destination for sale at an inclusive price, either via travel agencies or directly to the general public. Tour Operators may be required to hold certain licences and registrations to operate legally in their chosen market.

What is a Participating Tour Operator (PTO)?

This is a tour operator as described above who has applied and been approved to join the 2010 FIFA World Cup™ Tour Operator Programme (TOP) for a specific market.

What is an Authorised Travel Package in respect of the 2010 FIFA World Cup™ in South Africa?

These are specific packages **including match tickets** that are being offered for sale by Participating Tour Operators (PTOs) which have applied for and been selected to be part of the 2010 FIFA World Cup™ Tour Operator Programme (TOP). PTOs are permitted to use an authenticating logo in their promotional materials to indicate that they have legitimate access to match tickets to include in packages. Companies offering ticket inclusive travel packages which do not use the authenticating logo do not have legitimate access to match tickets.

What is the advantage for me in purchasing an Authorised Travel Package?

An Authorised Travel Package offers the security that the PTO has been allocated an allocation of match tickets to include in packages, and that the PTO has successfully completed the application and selection process established for the 2010 FIFA World Cup™ Tour Operator Programme.

Can I purchase travel arrangements to South Africa from other travel providers or tour operators in my country?

Yes. There will be many offers of travel packages to South Africa in 2010 and any customer who has match tickets may use whomever he chooses to arrange his travel. However, only PTOs who are part of the 2010 FIFA World Cup™ Tour Operator Programme are permitted to sell match ticket inclusive travel packages. Companies offering match ticket inclusive travel packages, which do not use the authenticating logo, do not have legitimate access to match tickets.

Will PTOs in my country be able to sell tickets to matches of the team of another country?

Generally, PTOs request and receive tickets for the team of the market in which they are selling packages. However, there is no rule that would prohibit a PTO from requesting tickets to follow a different team, and from receiving an allocation if there were sufficient demand. Contact your preferred PTO for more information.

When will Authorised Travel Packages be available for sale?

As soon as a PTO has completed the full application and approval process they will be permitted to put Authorised Travel Packages on sale in the market for which they have received approval.

How do I find a PTO in my country?



PTOs are being appointed on an ongoing basis. To contact a PTO in your area, click on the link identified below. If no PTO has been appointed in your area yet, check back periodically because this list is updated frequently.

Does MATCH sell packages?

MATCH is not acting as a tour operator to the World Cup in South Africa™ and cannot sell you an Authorised Travel Package. Please find a PTO in your country by following this [link](#). Alternatively, you can apply for tickets through www.FIFA.com, and if successful, make your travel and accommodation arrangements with any tour operator you choose.

How can I get match tickets for the 2010 FIFA World Cup™?

There are several different legitimate sales channels for the public to purchase tickets to the 2010 FIFA World Cup™.

1. Buy a match ticket inclusive Authorised Travel Package from a PTO in your country ([List of Participating Tour Operators](#)).
2. Apply for [match tickets](#) via FIFA.com.
3. If you are affiliated with one of the participating team's member associational/football federations, you can access tickets allocated for their official fans.
4. Purchase a hospitality package, which is a special programme that includes some of the highest quality match tickets, combined with exclusive on-site match-day [hospitality](#).

There is no PTO listed for my country. What should I do?

You can purchase [match tickets](#) directly from www.FIFA.com and then contact a travel company of your choice in your country to organise your travel and accommodation. Or contact MATCH Hospitality who offers packages including tickets and match day hospitality.

Please note: It is expected that there will be high demand for accommodation and internal travel services in South Africa over the 2010 FIFA World Cup™ period – we strongly recommend you have purchased both before leaving your home country.