



## FAQ FOR SOUTH AFRICAN TOUR OPERATORS AND SERVICE PROVIDERS IN CONNECTION WITH THE 2010 FIFA WORLD CUP SOUTH AFRICA™

**How do I apply to have my company “registered” for the 2010 FIFA World Cup™ Tour Operator Programme if I am not a tour operator, but I am a ground service provider?**

The 2010 FIFA World Cup™ Tour Operator programme was established to allow qualified and experienced tour operators to provide accommodation, transportation and other related travel services in travel packages of their own creation, to be sold under their own terms of business, together with tickets sold on behalf of FIFA. The goals of the programme are to facilitate safe and effective travel to the matches for the largest possible number of fans from countries around the world, and make the best possible use of available accommodation, ground and air transportation facilities.

Given the goals of the tour operator programme, ground service providers do not provide the services required for the TOP. However, we encourage all South African companies to find ways to participate in opportunities presented by the 2010 FIFA World Cup South Africa™.

For example, through this website, you can find the identity of the Participating Tour Operators selected for the 2010 FIFA World Cup™ Tour Operator programme from around the world. You could contact them and offer your services to them.

Through this website you can also identify the hospitality sales agents who will have clients travelling to South Africa. You could also contact them and offer your services to them.

We would also recommend that you contact the Tourism Enterprise Partnership (TEP) who may be able to direct you to destination management companies who have clients coming to South Africa for the event.

**What match tickets will I get if I am an approved PTO for South Africa?**

At present, we are allocating team series tickets to interested Participating Tour Operators, and in general, the team series tickets being offered are for the team of the country in which the tour operator is based.

**Can I offer my accommodation and/or ground transport services to MATCH to fulfill its transportation and accommodation requirements?**

Please contact MATCH Accommodation Office at this [link](#).

**If I register for the TOP is there any further action taken by MATCH if I do not then go on to complete the application process?**

Registering does not constitute an application, and no further action will be taken by MATCH apart from an automatically generated acknowledgement, unless you complete the application form. We may periodically send you notices that may be of interest to you, unless you request to unsubscribe from our mailing list.

If you wish for a specific reply to queries but are not going to apply for the TOP, please contact at [touoperatorinfo@match-ag.com](mailto:touoperatorinfo@match-ag.com)

### REMINDERS

1. To apply for the 2010 FIFA World Cup™ Tour Operator programme your company must already be a tour operator (i.e. in business selling packages at an inclusive price comprising



flight/ground transport accommodation and other services and licensed as required in the country of sale ).

2. Participating Tour Operators have to pay USD 30,000 to be part of the programme per country in which their customers commence their journey.
3. A significant aim of the programme is to service foreign supporters who wish to purchase match ticket inclusive packages **including travel to/from their country of residence**, to come to South Africa for the 2010 FIFA World Cup™.
4. Tour Operators will have to commit to and pay for a specific ticket order to participate.
5. South African tour operators will not be permitted to sell outside the South African market unless they apply for, are licensed appropriately and qualify for, and pay a 30,000 USD for, each other country where they would like to secure customers. This requirement is the same in all markets and all tour operators.
6. At present, through the 2010 FIFA World Cup™ Tour Operator programme we are only allocating tickets as part of team series packages to follow the team of choice ( of the country where the PTO is selling ).