

2010 FIFA World Cup South Africa™ Frequently Asked Questions

Packages

Q. How do the packages give me flexibility in choice?

We offer you the choice of three South African destinations - Johannesburg, Cape Town or Durban, as a base camp for the 2010 FIFA World Cup South Africa™. You can choose to stay in a range of accommodation depending on your needs. Regardless of which stadium your team's match is being played at, you will be transferred from your accommodation by bus, plane or both, to the stadium of play. This enables you to stay in the city of your choice and guarantees transfers to where your match is taking place.

Q. When is the right time to buy the package?

Packages will be available on a first-come, first-served basis and we suggest you book as early as possible to avoid disappointment.

Q. Can I buy only part of the package?

Our 2010 FIFA World Cup South Africa™ packages include:

- Return First, Business or Economy Class airfares to South Africa from Heathrow, London Gatwick, Birmingham, Manchester, Newcastle or Glasgow.
- Accommodation in a 2, 3, 4 or 5-star hotel at your chosen base camp
- Transfers to/from airport, accommodation and stadiums by bus or plane
- World Cup match ticket(s)

These components are inclusive and cannot be sold partially or separately.

Q. What information do I need to provide when booking my package?

In all cases, each person on the booking will need to provide the following details:

- Title
- First Name
- Surname
- Date of Birth
- Nationality
- Passport Number

As the Lead Name you will also need to provide the following details:

- Home Address (must be a street address, not a P.O. Box and include your postcode)
- Contact Details (email and telephone number, ideally a mobile number)

Your personal data is required so that we can verify your application with FIFA and enable you to collect your match tickets in resort. It is imperative that you advise us of any changes to your personal details or those of each person on the booking prior to departure.

To book, call 0844 800 0775

Teams

Q. Which teams are taking part?

There will be a total of 32 national teams participating in the 2010 FIFA World Cup South Africa™ including South Africa (the host nation). The remaining 31 teams are determined based on their success in qualifying matches taking place around the world throughout 2009.

The majority of Emirates Tours match ticket allocation in the group stages is for England matches, however we also have a limited number of match tickets for other participating countries, please call for details.

Q. How will I know where my team is playing?

The FIFA World Cup™ final draw will be announced on 4th December, 2009. We will update you with details on where your team will be playing their group level matches. The tournament will be staged at 10 venues across nine South African cities: Bloemfontein, Cape Town, Durban, Nelspruit, Port Elizabeth, Polokwane, Pretoria, Rustenburg, and Johannesburg, which has two stadiums. See the attached/enclosed booklet for the match schedule.

Q. Can I change my team to follow a different national team?

Once you have selected to follow a national team made available under our Team Specific Series packages, you will not be able to move or change to follow a different national team. See the attached/enclosed booklet for the match schedule.

Q. What happens if the team I am following does not make it to the match I have bought tickets for?

If your team fails to qualify for the 2010 FIFA World Cup South Africa™, you will be refunded the amount paid, less 10% of the value of the package you have purchased. Customers who pay with their VISA card receive a 95% refund instead of a 90% refund in the event their team does not qualify. If your team is eliminated and your Team Specific Series Package includes rounds after your team has been knocked out, you will follow the winning team – as indicated below.

TOURNAMENT STAGE	Match Ticket(s) received as per your: TEAM SPECIFIC SERIES	
	Your team participates in this stage	Your team does not participate in this
Group Matches	Ticket(s) included in Group Matches (all qualifying teams will play their corresponding 3 Group Matches)	
Round of Sixteen Match	A ticket for your team's Round of Sixteen	A ticket for the Round of Sixteen match of the winner of your team's group
Quarter-Final Match	A ticket for your team's Quarter-final match	A ticket for the winner of the Round of Sixteen match you attended team's troupe
Semi-Final Match	A ticket for your team's Semi-final match	A ticket for the winner of the Round of Quarter-final match you attended
The Final	A ticket to the final	

Travel

Q. When do I travel to South Africa and how long for?

Emirates World Cup packages are specifically designed to ensure your travel, accommodation, and World Cup Match is spread into the right number of days promising a comfortable and unforgettable experience. All packages feature prearranged dates for Emirates flights, airport transfers, accommodation, and ultimately transport to match stadiums.

Packages which include Group Match stages fall into one of three possible sets of dates, to be determined once FIFA's final draw takes place on the 4th December 2009, revealing full group match schedule.

See chart below illustrating three possible sets of dates corresponding to Team Specific Series packages.

Team Specific Series	Three possible sets of dates		
	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	11-21Jun	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

Match Specific packages include tournament stages ranging from Round of 16 through to the Final. Dates for Match Specific packages are set and will not change.

See chart below illustrating Match Specific dates packages, to remain unchanged:

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

Q. What if we have specific dates we wish to travel?

If you wish to depart for South Africa or return home on different dates, Emirates flights can be tailored to meet your requirements. We cannot shorten the accommodation booked under your chosen package and you would forfeit any unused nights as well as transfers to and from the airport. We can make alternative transfer arrangements for you at an additional charge.



Match tickets, accommodation & transfers are fixed dated as per World Cup packages. However, should you wish to extend your holiday in South Africa or perhaps arrange a stopover in Dubai, please contact our reservations department on 0844 800 1400.

Q. What if we booked our package and now wish to change our travel dates?

The same as above applies, only if you've already booked your World Cup package and wish to change your Emirates flights, passengers will incur a per person GBP200 service fee, subject to flight availability. The amendment fee applies to changes made following FIFA's final draw taking place on 4th December 2009. Amendments to Emirates flights are free of charge prior to FIFA's final draw.

Q. Can we upgrade our flights?

You are permitted to upgrade your Emirates flights to a higher class of travel. For example if you've booked your package to fly Emirates in Economy, then an upgrade to Business or First class is possible, however you must travel in the same class on all sectors. Hence if you fly Business Class to South Africa, you must also travel Business Class on your return sector back from South Africa. Upgrade charges apply when doing so however no service fee will apply. Downgrading to a lower booking class is not permitted.

Accommodation & transfers

Q. What are my accommodation options in South Africa?

Emirates have held a number of hotels ranging from 2-star to 5-star spread across the three Base Camps; Johannesburg, Cape Town and Durban throughout the tournament. The choice is yours; simply decide your preference of accommodation when booking your package.

It is important to note whilst accommodation is offered in all our packages, availability per region or base camp is limited and on a first come first serve basis. Match Specific packages are likely to see a higher demand for accommodation near to a specific stadium; a good example is the World Cup Final, as we already know which venue the match will be held at.

Q. Can I change my Base Camp?

Once you have selected one of three cities (Johannesburg, Cape Town, Durban) as your chosen Base Camp you will not be able to move or change your location (Base Camp) including accommodation booked under the package.

Q. Are meals also included?

All accommodation is on a room only basis. All meals are taken at your own expense.

Q. Will my travel expenses from hotel to stadium be included?

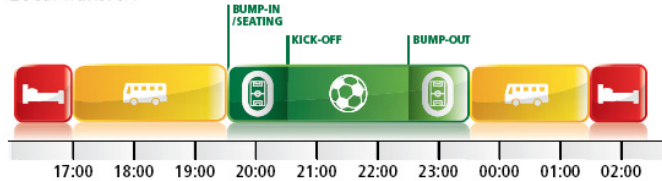
Yes, regardless of which stadium your team's match is being played at, you will be transferred from your accommodation by bus, plane or both, to the stadium of play. This enables you to stay in the city of your choice and guarantees transfer arrangements to any corner of the country

To book, call 0844 800 0775

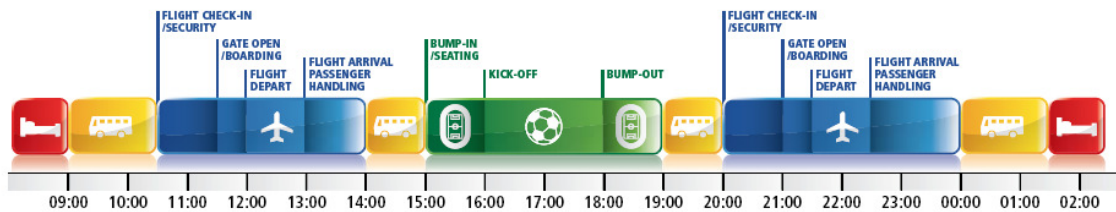
where your team's next match is taking place. For example, if you are based in Cape Town and your team's match takes place in Johannesburg, you will be provided return transfers from your accommodation by plane and bus, to the stadium of play.

Match day travel experience examples:

Local transfer:



National transfer:



Tickets

Q. When do I receive my tickers?

Travel Documents, including Emirates air tickets, transfer & accommodation vouchers will be sent to you to your postal address by e-mail (if you have booked online or given us an e-mail address we may use to contact you) or by e-mail to your travel agent (if you booked via your travel agent in which case all communications will be sent to your travel agent), approximately four weeks prior to travel.

FIFA Match tickets will be made available for collection at the Base Camp Registration Desk located in Cape Town, Johannesburg and Durban. The ticket holders must be physically present at the Registration Desk to collect their match tickets and passports will be required for identification purposes when collecting your match tickets.

The location of the registration desk at each base camp will be communicated by e-mail (if you have booked online or given us an e-mail address we may use to contact you), by post or by telephone (unless you booked via your travel agent in which case all communications will be sent to your travel agent), approximately four weeks prior to travel. Please note, your match tickets can only be collected once in South Africa and will not be sent to you before you depart the UK.

Q. What is the maximum number of match tickets per package?

Our packages will allow a maximum of four tickets per match or four Team Specific Series tickets for the team of your choice. It is not possible to receive tickets to more than one match on the same day.

Q. What type of match tickets are on offer? Are they premium seats within the stadium?

The Emirates 2010 FIFA World Cup South Africa™ packages provide CAT01 tickets for all matches, at any of the participating stadiums. Please see diagram below depicting CAT01 seating in blue:



Q. I want to watch the game but my wife doesn't. Can I buy part of the ticket?

Packages are inclusive of match tickets and can not be sold partially or separately. Emirates offer 13 varieties of World Cup packages to help you choose number of match tickets required to experience the excitement.

Q. How can I assure my match tickets are authentic?

As the official partner of 2010 FIFA World Cup South Africa™ we guarantee:

- All tickets sold by Emirates are guaranteed authentic.
- All tickets sold by Emirates will be delivered in accordance to what specified in the order and in the terms and conditions of purchase.

Payment options & refunds

Q. What is the mode of payment?

We accept most major credit cards and debit cards, and the card holder must be one of the passengers. A non-refundable deposit of 50% for all Packages and Companions is due at time of booking and the final balance must be received no later than 15 March 2010. If you choose to pay online using our online booking and payment facility, full payment (100%) is due for all Packages and Companions at time of booking. At the booking stage we will take your payment details and take a pre-authorisation for the amount of your booking, meaning we will hold the required amount on your card without taking the money from your account. Once your dates are confirmed we will then call you with the confirmation details and collect the full payment.

Q. Can I get a refund in case of an emergency?

If you cancel your FIFA Package you will be refunded as per the timelines mentioned below. After 30th April 2010, any cancellations will be 100% non refundable.

Once a package is cancelled; Emirates flights, accommodation, Match tickets, transfer arrangements can not be utilized and all services will be voided immediately.

See chart below illustrating refund policy relating to cancellations & team specific non qualification:

Refund policy / Non-qualification & Cancellation by You	Cancellation Charge
Team booked under Team Specific Series package fails to qualify	10%*
Cancellation of World Cup Package on or before 4th December 2009	25%
Cancellation of World Cup Package on or before 31st March 2010	50%
Cancellation of World Cup Package on or before 30th April 2010	75%
Cancellation of World Cup Package on or after 1st May 2010	100%

* Customers who pay with their VISA pay a 5% cancellation charge instead of 10% in the event that their team does not qualify.

If you are entitled to a refund, please allow up to five weeks processing time, pending due verification.

Travel insurance providing medical, accident, baggage and cancellation protection in emergency circumstances is strongly recommended.

Q. Do package prices include tax or will I incur further costs?

Yes, all taxes are included in our packages, however, if increases via municipality and/or airport taxes occur any time prior to travel, you will be liable to pay in full, prior to your departure.

Q. What if I buy the package but don't make it to the match? Can I get part-refund?

Match tickets are 100% non refundable, even in non attendance cases.

Q. Is there a reduced Package price for my child?

No. All prices apply to both adults and children.

Q. Can I pay for Package in Installments?

If you choose to pay online using our online booking and payment facility, full payment (100%) is due for all Packages and Companions at time of booking. If you choose to pay via our call centre, a non-refundable deposit of 50% for all Packages and Companions is due at time of booking and the final balance must be received no later than 15 March 2010. Bookings made after 15 March 2010 are payable in full (100%).



Q. Can I use a relative's or friend's payment card to pay for my Package?

The Lead Name on the booking must be the payment card holder.

Passport & visas

Q. What happens if I don't get a visa for South Africa but have already bought the package?

It is your responsibility to ensure that all those travelling with you have a valid passport and any necessary visas to South Africa and/or countries transiting through (if applicable). It is recommended that for travel to South Africa you have at least two consecutive blank pages in your passport. General information on passport and visa requirements should be checked with the South African Embassy or Consulate based in the UK.

If you cancel your FIFA Package as a consequence, there will be no refund after 30th April 2010 and 100% cancellation fees will apply.

Q. Why do I need to provide my passport details?

Due to security reasons it is essential that the name, address and passport number of each ticket user shall be available for the relevant sources and authorities. You must have this information to hand for all passengers when you make your booking or else your booking will not be processed. The following information will be required:

- Name as in passport
- Date of birth
- Passport number
- Nationality

Emirates will forward all information received from its clients to FIFA, Football federation, Organizing committee and/or Police Authorities.

Emirates urges the Client and all ticket holders to carefully read FIFA's terms and conditions for the World Cup 2010 as may be found on www.fifa.com.

Q. What happens if my personal details are incorrect or incomplete?

If your personal details are incorrect or incomplete you may be prevented from entering the stadium - please ensure you have filled all your personal details carefully as possible.

To book, call 0844 800 0775