

## **MATCH Event Services, including flights and accommodation**

### **Who does MATCH work for and what does it do?**

MATCH is the professional service company appointed by FIFA to provide accommodation, ticketing and event information technology services to FIFA for the FIFA Confederations Cup 2009, 2010 FIFA World Cup, FIFA Confederations Cup 2013 and 2014 FIFA World Cup.

### **What are the benefits of using MATCH?**

Free global marketing on FIFA.com (4,6-billion hits) and free advertising space in the FIFA accommodation book, which will be distributed to all nations featuring in the 2010 FIFA World Cup.

### **Has MATCH fulfilled its obligations in terms of the number of hotel rooms contracted in Cape Town?**

It still requires more rooms in Cape Town.

### **Are there other similar initiatives to MATCH?**

There are other groups offering accommodation, but MATCH is the only official provider of accommodation and the only company that can sell match tickets as well.

### **Does MATCH provide transport to the matches?**

If fans have booked their tickets and accommodation through MATCH, then the company is responsible for getting them to and from their matches.

### **Does MATCH envisage there being a shortage of rooms and will it meet this possible shortage with passenger liners?**

No, it will not contract passenger liners.

### **When will the tickets for phase one for South Africa be available?**

This has already occurred: from February 20, 2009 to March 31, 2009.

### **When will the second-phase ticket sales open?**

The second phase started on Monday, May 4, 2009 and will close on November 16, 2009.

### **How and where can one purchase tickets?**

Online on FIFA.com or with a paper ticket application form, available from all First National Bank branches in South Africa.

### **How are tickets priced?**

The prices vary, depending on the match and the category of seat. This information is available on FIFA.com

**What types of tickets can one purchase?**

There are two types of tickets available for 2010:

1. **Match tickets.** These are individual match tickets and are available for all matches (1-64).
2. **Team-Specific Series.** These are ticket strips that allow you to follow the national team of your choice.

**Is it true that you are only allowed to purchase one ticket using the same identity document?**

Yes – one ticket per match.

**When will the first match take place and where?**

Opening match is at Soccer City in Johannesburg on June 11. Kick-off is at 18h00. There is a match at Cape Town's Green Point Stadium afterwards, at 20h30.

**Is it true that an identity document is required for purchasing a ticket?**

Yes – or your passport.

**Flight and booked tickets information**

**What if plane tickets sell out before clients have bought them?**

If you purchase a package through the tour operator that is selling MATCH packages, your package includes the flight and match ticket.

**Are there enough flights?**

Emirates will increase its flights coming into South Africa as of December 2009.

**Can FIFA and MATCH guarantee that fans will get flights?**

If fans have booked a package through MATCH and the tour operators then they will get a flight on match day.

**Can they resell them?**

No.

**Accommodation**

**How do guest houses and B&Bs get their businesses listed for the 2010 FIFA World Cup?**

The businesses will have to be contracted by MATCH. Contact MATCH on +27 11 567 2700.

**There are so many 2010 accommodation websites – how do we verify which ones are genuine and worth committing to?**

FIFA.com, which MATCH is linked to, is the only official accommodation website.

**How, as an accommodation establishment, can I best capitalise on this huge event, obviously looking for long-term bookings over the whole period as opposed to one-offs?**

The minimum stay for a “Matchville” property is five days and for general sales it is three days. Also, MATCH-contracted properties remain on FIFA.com until December 31, 2010.

**What is the current availability for three- and four-star hotels and guesthouses during the 2010 FIFA World Cup?**

More of these rooms are required.

**How many rooms are still needed in the Cape Town area for the pool stage of the 2010 FIFA World Cup?**

More rooms are required.

**Most guesthouses have three rates – high season, low season and peak season. Which rate will the average guesthouse/self-catering accommodation/B&B be using for the 2010 FIFA World Cup?**

Rates for MATCH are peak season rates for 2010.

**How are businesses communicating on their websites with potential visitors from other countries who don't speak or read English?**

The FIFA.com website is available in many other languages.