

## FAQ - Frequently Asked Questions

### **1. Where are the matches being played?**

All FIFA Beach Soccer World Cup Dubai 2009 matches will take place in the city of Dubai in the United Arab Emirates from November 16 – 22, 2009.

The matches will be played in the purpose built beach soccer complex located on the marvelous sandy beach of Jumeirah Beach, Dubai, located a stone's throw away from the iconic Burj Al Arab - the world's first seven star hotel.

### **2. Where can you buy tickets?**

You can buy tickets to FIFA Beach Soccer World Cup Dubai 2009:

Online at [www.fifa.com/dubai2009](http://www.fifa.com/dubai2009).

By email through [BSTicketing@dubaisc.ae](mailto:BSTicketing@dubaisc.ae)

### **3. Can I buy tickets at the stadium on match days?**

Only if tickets are still available. Being the first time this event ever played outside of Europe and South America, it's expected that it will attract a large crowd. It is recommended that you purchase your ticket(s) prior to arriving at the Stadium to avoid long delays or disappointment.

### **4. If I have booked tickets online where do I collect them?**

At the time of purchase you will be asked to nominate your preferred delivery method from the following options:-

- Personal collection of the tickets from the On Site Box Office.
- Courier delivery to a nominated address for a nominal delivery fee.

### **5. Is there a limit to how many tickets I can book?**

There is no limitation, so you can purchase as many tickets as you like.

### **6. Do children need a ticket?**

Everyone over the age of two requires a ticket. Only children aged two years or younger who will not be occupying a seat are exempt from buying a ticket.

### **7. My husband is in a wheelchair, does he require a ticket? Is there disabled access?**

Yes, all people attending a match require a ticket. There is a special section for Wheelchair spectators plus one friend or family member as wheelchair carer.

### **8. What are seat categories and how do I choose which category I want?**

The stadium seats have been split into two categories, VIP stand and Grand stand.

The VIP stand enjoys the free service of lunch (during group stage), dinner (all days) and soft beverages throughout the playing time.

### **9. Is there a family ticket option and what does it include?**

No, this is not available

**10. Can I buy VVIP seating?**

No, this category is by invitation only.

**11. What are the Fan Zones?**

There will be a 'Fan Zone' at the stadium throughout the duration of the event.

The Fan Zone will be filled with live entertainment and football related activities for the whole family to enjoy. There will be food and beverages available and you will also be able to purchase official FIFA Beach Soccer World Cup 2009 memorabilia.

Your ticket will give you free access to the Fan Zone and it will be open two hours before every match and for a period of time after each match.

**12. Do I have to buy a separate ticket for entry into the Fan Zone?**

No, your ticket provides you with full entry into the Fan Zone which will be open when the venue gates open, two hours before every match.

**13. Where can I find more information on the FIFA Beach Soccer World Cup Dubai 2009?**

Full information on the tournament and tickets is available on [www.FIFA.com/dubai2009](http://www.FIFA.com/dubai2009).

**14. When will I know my seat locations?**

In both classes, a free seating policy is adopted, so you can sit any where you like.

**15. How can I ensure I sit next to my friends?**

Please read point 14 above.

**16. How should I get to the stadium on match day?**

There are no parking spaces on site. However, there are dedicated parking areas within walking distance to the site. It is highly recommended to use the Dubai Metro toward the Dubai Mall Station and thereafter, use the free shuttle service to the site.

**17. How much time should I allow to get to the stadium?**

Access to the site are opened two hours prior to the 1<sup>st</sup> kick off time of the day, however, stadium gates opens only 1 hour before the 1<sup>st</sup> kick off time. There will be plenty of activity and entertainment prior to kick-off. Your ticket will provide you with access into the Fan Zone where you will be able to purchase food and beverages and official tournament merchandise, before the matches.

**18. After making an order and making payment, can I still change my ticket order?**

No changes can be made to ticket orders once payment has been made.

**19. Why is it important to purchase tickets early?**

This is the first time the FIFA Club World Cup UAE 2009 has come to the UAE and demand for tickets will be high. To avoid disappointment we advise that you book your tickets early to guarantee your preference of match days and seating class.

**20. What can't I take with me into the stadium when I go to a game?**

FIFA regulations restrict certain items being taken into the stadiums. Prohibited items are listed in the General Terms & Conditions and on the back of the ticket. Please refer to [www.FIFA.com/dubai2009](http://www.FIFA.com/dubai2009) to view the full Ticket Terms & Conditions.

**21. When will the names of the final two teams to qualify for the tournament be announced?**

The Asian Zone qualifying event will take place on the same site between 7 – 11 Nov. 2009.

Currently there are 7 countries have confirmed their participation as follows:-  
Australia, Bahrain, China, Iran, Japan, Oman, Uzbekistan

**22. Whom are the confirmed countries to participate?**

The following 14 countries had successfully qualified for the tournament:-

Host Country :- UAE

European Zone :- Italy, Portugal, Russia, Spain & Switzerland

South American Zone:- Argentina, Brasil & Uruguay

Oceanian Zone :- Solomon Islands

African Zone :- Nigeria and Cote D'Ivoire

**23. Can I bring my own food and beverages to the stadiums?**

No - for hygiene and safety reasons no food and beverages (unless required for medical reasons) will be allowed into the stadium grounds. However, there will be numerous food and beverage outlets all around the stadium to ensure you can buy food and beverages prior to and during the match.