



RUGBY WORLD CUP FRANCE 2023

Official Travel Package

Frequently Asked Questions

1. General

1.1

Q: When and where will Rugby World Cup 2023 be held?

A: Rugby World Cup 2023 will be held over 52 days in France from Friday 8 September – Saturday 28 October 2023.

1.2

Q: How many teams are playing in the tournament?

A: 20 teams will participate in Rugby World Cup 2023.

1.3

Q: How many matches are in the tournament?

A: Rugby World Cup 2023 will consist of 40 matches in the preliminary pool and 8 matches in the final tournament, for a total of 48 matches.

1.4

Q: When will the match schedule for Rugby World Cup 2023 be confirmed?

A: The pool draw took place on Monday 14 December. Match dates and venues were announced on Friday 26 February and details are available on the official website.

<https://www.rugbyworldcup.com/2023/matches>

2. Priority Access Pass

2.1

Q: What is a Priority Access Pass?

A: STH Japan's Priority Access Pass secures your right to purchase a Rugby World Cup 2023 ticket-inclusive official travel package once sales commence.

2.2

Q: How much is a Priority Access Pass?

A: Priority Access Passes are available for JPY 25,000 (tax inclusive).

2.3

Q: When and where can I purchase a Priority Access Pass?

A: Applications for Priority Access Passes are available from 8 February 2021 on our website -

<https://www.sthjapan.com/en/rwc2023-pap/>.

2.4

Q: Are there any restrictions for Priority Access Pass purchases?

A: Please note that you must be at least 18 years old to purchase a Priority Access Pass.

2.5

Q: Is there a limit to the number of Priority Access Passes that I can purchase?

A: Individual customers may purchase up to 10 and corporate customers may purchase up to 20 Priority Access Passes.

2.6

Q: Do I need to purchase a Priority Access Pass for all participants in my group?

A: Yes, one Priority Access Pass is required for each participant in order to be able to take advantage of the benefits.

2.7

Q: How can I pay for a Priority Access Pass?

A: Please make payment by bank transfer. After completing the online Priority Access Pass application our Finance team will be in touch with your invoice and payment instructions.

2.8

Q: What are the benefits of purchasing a Priority Access Pass?

A: Customers who purchase a Priority Access Pass will be given priority over the general public in purchasing their Rugby World Cup 2023 France official travel package when sales commence.

2.9

Q: Will the cost of the Priority Access Pass be deducted from my Rugby World Cup 2023 official travel program?

A: Yes, the cost of your Priority Access Pass will be deducted from your official travel program cost.

2.10

Q: Is there an expiry date on the Priority Access Pass?

A: All Priority Access Passes will expire on 1 August 2021. We recommend that you redeem your Priority Access Pass as soon as possible after sales commence. If you decide not to proceed with a purchase of a travel package, your Priority Access Pass will be refunded in full.

2.11

Q: If I do not decide to proceed with purchasing a Rugby World Cup 2023 official travel package before the expiry date, will I receive a refund?

A: Yes, your Priority Access Pass will be refunded in full should you not proceed with purchasing a Rugby World Cup 2023 travel package.

2.12

Q: Do I have to secure a Priority Access Pass if I want to purchase an official travel package for Rugby World Cup 2023?

A: No, purchase of the Priority Access Pass is optional and not a requirement to purchase an official travel package.

3. Rugby World Cup 2023 Official Travel Packages

3.1

Q: What is included in Rugby World Cup 2023 official travel packages?

A: We will be going on sale with different packages in phases. Each package includes a guaranteed match ticket and accommodation and/or travel services (either for the full duration of your stay or for part of your stay). We will also begin offering packages with flights from October 2022 onwards. Specific details will be available once official travel packages go on sale.

3.2

Q: What category match ticket is included in your official travel packages?

A: Category 1, 3 or 4 tickets will be available for most packages. However, we may also offer packages that come with other category tickets. Details will be announced on our website in due course.

3.3

Q: Can I purchase official hospitality packages for RWC2023 through STH Japan?

A: This is currently in discussion. Detailed information will be announced on our official website once this is confirmed.

3.4

Q: I would like to arrange my own air tickets. Can you arrange my match tickets and hotel without travel?

A: The packages that are currently on offer are agent-organised package tours that includes a guaranteed match ticket and accommodation. For further information, please refer to our official website.

3.5

Q: How many stars are the hotels in your official travel packages?

A: We are currently planning on including 4-star hotels in our packages. However, not all packages may include 4-star hotels. Information about the hotels will be provided on our official website (the hotels have been rated on the French national rating system administered by the France Tourism Development Agency, Atout France, which looks at physical factors such as the size of the rooms and bathroom facilities).

3.6

Q: Do I have a choice regarding my hotel?

A: You are not able to choose your hotel at the moment; however, we may offer packages in the future where you are free to select your hotel of choice. Further information will be announced on our official website.

3.7

Q: I would like to stay at a particular hotel which is not one of the options available. Is it possible to request a different hotel?

A: Unfortunately, we will not be able to accept requests for a different hotel.

3.8

Q: Can I make requests regarding the bed configuration in my hotel room?

A: It will be very difficult to fulfill requests regarding bed configuration in the hotel room. In general, the Final 4 packages offer accommodation in a twin room; however, spouses/couples may be provided a double room. For further information please visit our official website.

3.9

Q: What amenities are available at hotels?

A: Amenities may differ by hotel. Once hotel information is provided to you within the final itinerary, please check with the hotel yourself via their official website.

3.10

Q: Are any meals included in the official travel program?

A: Breakfast is included in most packages. Lunch and dinner may be included in some packages. Package details can be found on the official website.

3.11

Q: Is ground transportation included once I arrive in France?

A: The packages that are currently on offer do not include airport transfers to and from the airport and hotel. You will be responsible for making your own way to the hotel. Furthermore, we will not be offering match day transfers via coach for matches in Paris, as traffic is expected to be heavy. For matches in Paris, you will need to make your own way to the match venue via public transportation, or our staff will be available on site to guide you to the venue if you prefer. Further information on package inclusions can be found on our official website.

3.12

Q: How do I get to and from the airport when flying internationally to and from France?

A: Airport transfer is not included in the packages. Please make your own way to and from the airport.

3.13

Q: I plan to stay with a friend in France and do not require accommodation. Is it possible to purchase a package including flight and match ticket only?

A: Flight and match ticket only packages are currently not available. If this does become available in the future, information will be announced on the official website.

3.14

Q: Are there any official travel packages that include a tour escort?

A: Tour escorts may accompany the tour group for packages developed in the future, but there are currently no packages on sale that offer this service. If we do develop such packages in the future, information will be announced via the official website.

3.15

Q: I'm worried about language barrier when I get to France. What if I need assistance in Japanese during my tour?

A: Our Japanese speaking staff will be on the ground to provide support to you as necessary. Information on how to contact our staff members will be provided to you with the final itinerary.

3.16

Q: Do I need a visa to enter France?

A: Japanese nationals staying in France for less than 90 days for tourism or business do not require a visa. For other nationalities, please contact the French Embassy to confirm the requirements.

As France is one of the countries bound by the Schengen Agreement, your stay must not exceed 90 days in a 180-day period and your passport must be valid for more than three months from the date that you depart Japan. You will be required to register under the ETIAS (European Travel Information and Authorisation System) for those travelling to France from 2022 onwards. Information provided here is current as of 31 March 2021. Further information on how to apply will be announced at a later date.

3.17

Q: Are you able to provide details for optional tours within France?

A: Optional tours will go on sale from October 2022 onwards. Information will be announced on our official website once the optional tours are ready.

3.18

Q: Who should I contact if I have any problems or require assistance while I am in France?

A: Our Japanese speaking staff will be on the ground to provide support to you as necessary. Information on how to contact our staff members will be provided to you within the final itinerary.

3.19

Q: I would like to visit other countries after Rugby World Cup 2023. Are you able to accommodate requests for individual arrangements?

A: We cannot accommodate requests for individual arrangements. However, packages including tours to countries like the UK or Italy may be offered in the future. For more information about our packages, please visit our official website.

3.20

Q: Is there an age limit for participants?

A: Children aged two or over may participate; however, children under the age of two may not participate in our tours.

3.21

Q: How should I inform you if I have special needs such as a pre-existing medical condition, allergies etc.?

A: Please let us know when you apply.

3.22

Q: I can no longer attend Rugby World Cup 2023 due to a change in my circumstances. What are your cancellation terms?

A: Please check the STH Japan Terms & Conditions for further information about our cancellation terms.

3.23

Q: Is it possible to change participant's details after purchase?

A: Some changes are possible, so please speak to our Customer Relations team.

3.24

Q: Do I need to purchase travel insurance to participate in a Rugby World Cup 2023 travel package?

A: It is not mandatory to purchase travel insurance, but please note that medical fees can be quite expensive overseas if you receive treatment for an injury. As such, we strongly recommend that you do purchase travel insurance.

3.25

Q: Can I resell my Rugby World Cup 2023 official travel package?

A: As per the Ticketing Terms & Conditions, reselling Rugby World Cup 2023 official travel package is strictly prohibited.

3.26

Q: Are there child tickets for Rugby World Cup 2023 official travel packages?

A: No, there are not child tickets and you will be expected to purchase an adult ticket. Furthermore, children under the age of two may not participate in our tours.

3.27

Will you be able to arrange flight tickets with my official travel package?

A: We currently are not making flight ticket arrangements at this time. Airlines will only go on sale with their products a year out, so we will begin offering flight options from October 2022 onwards. Please check back on our website around this time.

3.28

Can I purchase the match tickets alone?

A: No, we can only offer match tickets as part of a travel package.

4. Payment Information

4.1

Q: How will I receive my invoice?

A: Your invoice will be sent to the email you registered when you applied for a travel package.

4.2

What methods are available for payment of Rugby World Cup 2023 official travel packages?

A: The methods of payment available are by credit card or bank transfer.

4.3

Q: Can I obtain a receipt?

A: Receipts are available on request. Please contact invoicing@sthjapan.com to request a receipt for your purchase.

**Please note that FAQ details are subject to change at any time without prior notice.*