

## Refund process for FIFA U-17 World Cup semi-final

The refund process for the semi-final match previously scheduled in Guwahati is as follows:

### **For customers who have purchased in cash from the box office:**

1. Refund dates: October 24 and October 25, 2017, 10:00 to 21:00 IST
2. Refund location: Rupnath Brahma Inter-State Bus Terminal (ISBT) Bethkuchi, Near Balaji Temple, Ahom Gaon, Guwahati, Assam 781035
3. Refund process: Please carry the original ticket along with your government issued photo ID. No refunds will be given without both the ticket and the ID
4. Refund mechanism: Cash only

### **For online customers:**

1. Amount will be refunded to the account used for purchase
2. Refunds will be processed starting October 28 until November 11
3. For customers who purchased tickets in Phase I, only the portion associated with the October 25 ticket will be refunded
4. The refund amount will be the price paid for the ticket, based on the sales phase the ticket was purchased in
5. In case original Guwahati ticket holders wish to attend the match in Kolkata – fans are advised to carry their online proof of purchase to the dedicated ticket counter for Guwahati customers, and buy a ticket. These tickets are also priced at INR 100.