**England Q&A:**

A Q&A session was held based on some pre-submitted questions from England Supporters Travel Club members.

-- STARTS --

Question 1:

“My son and I have conditional tickets, which we have since paid, for the final Dec 18, should England get there.

I am looking at accommodation and whilst there is plenty of availability for the latter stages of the games ie after the semi-final has taken place, it seems to be non-refundable, only 80 per cent refundable if sold, which is unlikely at this time as most fans have gone home and there will be only two teams left.
What can I do as it would seem unreasonable to be expected to pay for accommodation with no real chance of it being sold as there is no guarantee of my team being in the final itself?”

The email response from the Qatar authorities
‘Unfortunately, we are unable to offer the option to book accommodation and cancel later without penalty if teams do not qualify. For cancellations and reductions, please be aware fees may apply as per the agreed Terms and Conditions of Sale’

“What can I do without incurring huge cost?”

Response 1:

Caspar Morley - Assistant Executive Director, Accommodation:

The T&Cs are not unusual, the same applies when booking holidays, they are not put in place solely for the World Cup.

The demand is high for Group stage matches. Once teams and therefore supporters are knocked out and leaving Qatar, accommodation availability increases. The expectation is you can then go on to the accommodation platform and book your extended stay at this stage.

Nathan Wilson – CEO of Sportsworld:

There are lots of uncertainties surrounding the knockout stages for fans as you are not guaranteed your team will qualify. Sportsworld have offered extension packages and will offer a full refund as they have taken the financial risk for fans and booked accommodation up until the last 16.

**Fan**: Suggests the question was not answered, and that fans cannot cancel their accommodation bookings for the latter stages; therefore, hotels will not be furtherly made available.

The fan stated that “We have to book now”.

**Supreme Committee**: If you book now, the refund policy will apply, the same as if you were booking a hotel for a holiday. Fans should book accommodation for the group stages and should book their accommodation for further rounds once your team qualifies.

**Sportsworld**: The same applies for previous World Cups, generally was the case where you will not be able to cancel and be refunded during high demand events.

The demand in the city is high at the moment. When demand drops off towards latter stages there will be an increase in availability. Sportsworld is taking risk up until the Round of 16, providing refunds up to this stage. The official accommodation agency refund policy applies for Sportsworld too.

**Fan**: There is a Monopoly effect due to one single channel, fan asked for more flexibility and expressed concerns over the prices and terms and conditions.

**Supreme Committee**: The single portal is beneficial to make it easier for the fans’ experience, with a streamlined approach.

Question 2:

“What are the facilities like in the cheapest blocks of apartments?”

**Supreme Committee**: Tents range from glamping to the tents and cabins. They are in great locations; the product and materials are very good. The larger the unit, the cheaper it is per person. There are a range of 3, 4, 5, and 6 bed units. There will be a Third-Party portal to book private accommodation too.

**Fan**: Do I need 2 Hayya cards despite travelling in and out?

**Supreme Committee**: The Hayya card is for first entry, you will only need one. It is your ‘entry card’ and more. Hayya is a comprehensive solution we give to all the fans. It is easy to use as it is via an application. It also includes links for booking trips and has a fans guide.

Question 3:

“What are the Covid entry requirements for tests/vaccination etc?”

**Supreme Committee**: Currently the requirements in place are:

* 48hrs prior to departure: PCR test
* 24hrs prior to departure: Rapid antigen test
* Track and trace mechanism within the country which is utilised to provide entry to buildings with Covid restrictions

**Fan**: Is there any chance these requirements will change?

**Supreme Committee**: Currently, these rules will be in place for the duration of the tournament. However, it depends on what types of outcomes and variants there are closer to the tournament therefore there is a possibility that things could change.

**Fan**: If I leave the country mid-tournament will I need to do another Covid test to come back in?

**Supreme Committee**: Yes, you will be required to do a Covid test to re-enter, this includes shuttle buses from Dubai.

**Fan**: We are being told we must use something called the Ehteraz app, do we need to download this before entering Qatar?

**Supreme Committee**: No, it is not essential to download the app prior to entry, however, you will need it when you arrive. Despite this, you can choose to pre-register for the best experience upon arrival.

See the [Ehteraz](https://www.ehteraz.gov.qa/PER/?language=en) website for the latest FAQs.

Question 4:

“How easy will transport routes be to all matches?”

**Supreme Committee**: There are dedicated plans that have been put in place and allocated for the World Cup, introducing the most modern transport system possibly in the world. We are currently testing the functional plans, in preparation for a large number of guests. Further plans will be released in due course.

See the link below for planning your journeys in Qatar:

[Getting Around Qatar | Qatar 2022™](https://www.qatar2022.qa/en/getting-around)

**Fan**: Do we need to book shuttle buses in advance?

**Supreme Committee**: There is no need to pre-book shuttle buses, as there will be regular (and extended) services available. The ‘Qatar Rail’ and ‘Karwa Bus’ apps will include all the essential information regarding travel services, including timings.

**Fan**: It says we must book stadium-to-stadium buses two weeks in advance according to Hayya guidance?

**Supreme Committee**: This is something we will need to get back to you on, to provide an update.

**Fan**: Will there be any flexibility regarding pre-bought luggage storage? Not all fans will know their exact timings.

**Supreme Committee**: Luggage storage at the airport will need to be pre-booked. Information will be published in due course online. This is to operationally facilitate for large numbers of people in an organised matter. The airport is offering a service that most airports do not provide. There will be 150,000 tourists per day travelling through, so pre-bookings are a must.

**Fan**: The transport system closes at 3am. Fans will be travelling to a game which finishes around midnight, so what services will be available?

**Supreme Committee**: There will be shuttle buses, taxis, Uber, and the Metro available. Shuttle buses will be provided to and from the venues at pre-arranged times and locations.

Question 5:

“There were a few questions raised on the number of reported deaths that have occurred as a result of building the stadiums. Naturally, people feel uneasy about this, and many have asked for comment or explanation on the matter”.

**Supreme Committee**: From the beginning, we have recognised protecting the workforce’s health, safety, security and dignity. This was of prime importance during the preparations for the World Cup, and beyond this too. The efforts the Supreme Committee have made for over 30,000 workers building the 8 stadiums is significant. We work with trade unions, one being ‘UNITE’ in the UK, who visit Doha for inspections and conduct reports of site safety for example.

There have unfortunately been 3 fatalities on stadium work, and 37 non-work-related deaths at present. This covers the 8 stadiums and also 17 non-competition venues. Workers’ well-being is taken very seriously, contributing to the country making improvements in labour reforms. The country has introduced a non-discriminatory minimum wage law.

Things are not perfect which we can acknowledge with labour. However, there is a serious commitment to get things right and ensure there is a legacy after the tournament of labour reform.

**Fan**: Newspapers say death figures are much higher, at 6,500. People are concerned there are no adequate responses to the arrangements of compensation for the families of those who have died. Fans are not watching or travelling to the World Cup as a result of this. Will the SC be doing more for those families affected?

**Supreme Committee**: As acknowledged by the International Labour Organisation, the 6,500-figure listed by Newspapers was a figure of deaths of citizens for 5 countries for the period of 2010-2020, disregarding how they died. There has been a misrepresentation of the deaths at stadiums. The numbers announced by the Supreme Committee publicly are correct and confirmed by trade union inspections. Every year the SC conduct an annual report, the data is out there. We have a strong commitment to making a difference and to making workers’ lives better.

In terms of a workers’ centre, we are working with partners and stakeholders to find something that will build a legacy after the World Cup. This will be along the lines of providing legal advice and consultancy training services to workers.

In terms of compensation, these processes are under discussion. There are currently processes in place, but the implementation could be better. There is compensation in place for any worker who has suffered an injury or a fatality. People in the country are taking it very seriously, it is not just window dressing.

Question 6:

“How will trans+, non binary or gender diverse fans be protected in general from any potential abuse from other people in areas such as the fan zone and stadia. More specifically, what training has been given to staff to make sure that anyone gender non-conforming or trans is treated appropriately and with respect during body searches and security checks?”

**Supreme Committee**: All staff are trained well regarding peoples’ rights. Everyone is welcome to the state of Qatar, people will not confront you about your beliefs or private matters. All that is asked is to respect the beliefs of people from Qatar. Any fan suffering an incident of being discriminated against in any form, whether LGBT+ related or racially, there are Volunteers on the ground that can be identified clearly. If your rights have been violated or you have been abused in any way, you can register a complaint to them, and FIFA, which will be resolved in an appropriate and speedy matter.

**Fan**: Will the laws surrounding same-sex relations be formally suspended during the tournament or do we just have to take the assumption that they will not be enforced and trust you on this matter?

**Supreme Committee**: During the tournament, laws are designed to resolve minor offences in the appropriate way. LGBTQ laws will not change however everyone is welcome to Qatar, in a diverse population from all different backgrounds, countries and religions. The expectation is for people to travel and see it as a normal and enjoyable place to be.

The laws of the state will not be repealed, but further requirements are that people’s private lives are private. Public displays of affection are not part of the culture regardless of man and woman. Please respect the culture of the country you are visiting as the country welcomes people from all over the world of all backgrounds.

The World Cup will not cause as much of a clash as people think. There will be people of different cultures and backgrounds, people can meet, build relationships, and change others’ views or even leave with a different view. It’s an opportunity.

Our number one priority is the fan experience, we want to show you how great the state of Qatar is. We have the best technology in the world, great investments have gone into the tournament to give the fans the best experience. 32 countries are invited to Qatar, the UK Football Policing Unit is coming to Qatar to ensure everything is smooth. We are working together with all Nations’ Security to improve every fan’s experience.

Question 7:

“Naturally, alcohol is a big topic. What can you tell us about the access fans will get to alcohol throughout their stay in Qatar?”

**Supreme Committee**: Alcohol will be available in designated areas such as hotels and fan zones, also within the stadiums. Stadium availability will be 3 hours prior to the match for all games and 1 hour post-match. Availability at fan zones will be from 6:30pm until 1am. Hotel’s alcohol servings will be available under their own discretion at the individual hotel’s closing times.

Budweiser is the alcohol sponsor for fan zones. We are awaiting confirmation for official prices and expect to have the information soon. It will not be difficult to get alcohol in Doha. Lots of hotels (which will be integrated into people’s daily life during their stay) will have alcohol available. It will not be as inaccessible as the media makes out. There will be no ‘off licenses. Alcohol is expensive as it’s not part of the culture.

-- ENDS --