

Ticketing FAQ

TICKET PORTAL ACCOUNT

What is SA Employee FWC2026 Ticketing Platform?

It is the official exclusive portal for Aramco employees to book match tickets. All match availability, sales information, and updates will be published on this platform and communicated directly by the Aramco FWC2026 ticketing team.

What are the benefits for Aramco employees?

As an Aramco employee, you will enjoy exclusive benefits, including priority access to ticket purchases without the need to wait in virtual queues. Tickets will be available in the best viewing categories, ensuring an exceptional match experience. The purchasing and approval process has been streamlined for speed and efficiency. Additionally, a dedicated customer care support team will be available to assist Aramco employees throughout the process.

Who is eligible for SA Employee FWC2026 Ticketing?

The official online portal is reserved only for active aramco employees with the below aramco domain email:

- @aramco.com
- @aramcoamericas.com
- @aramcoeuropa.com
- @aramcoasia.com
- @aramcodigital.com
- @aramcotrading.com
- @motiva.com
- @esmax.cl
- @arlanxeo.com

How do I purchase tickets?

To proceed, you are required to create an account using your official Aramco email address. Once registered, log in to the portal via the provided link and select your desired tickets. Payment can be made securely using Visa or Mastercard.

What should I do if I forget my password?

To reset your password, please visit the ticketing account login page at <https://arsa-fwc26.shop.secutex.com/account/login> and click on the "Forgotten your password?" link. Enter the email address associated with your account, and an email containing a password reset link will be sent to you. If you do not receive the email, please check your spam or junk folder. Follow the instructions provided in the email to set a new password.

How do I change my password?

To change your password, first log in to the ticketing portal at <https://arsa-fwc26.shop.secutex.com/account/login>.

Once logged in, navigate to the "Password" option, enter your current password along with your new password, and save the changes.

If you are unable to log in, please use the "Forgotten your password?" link to reset your password, following the instructions provided in the previous message.

What should I do if I do not receive the account activation email?

If you do not see it in your inbox, please check your spam or promotions folders. Please reach out to the Fan Care team [here](#).

How do I delete my ticket portal account?

If you wish to delete your account and remove all associated data, please contact the Fan Care team [here](#) and submit a request for account deletion. Be sure to provide your account email and any necessary details. The support team will process your request and remove your account from the portal.

Please note that this action is permanent and cannot be undone. Once your account is deleted, you will no longer have access to your order history or tickets.

How do I view my ticket orders or purchase history?

Log in to the Ticketing Portal - <https://arsa-fwc26.shop.secutex.com/account/login> - and go to "Order History" in your account menu. You will see a list of all tickets you bought. Click on an order to see details like match name, date and ticket status.

How can I contact the fan care team?

For any issues or questions not answered here, please reach out to the Fan Care team [here](#).



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TICKET SALES

When will the ticket sales be open?

Phase 2 of the Employee Ticketing Platform is available from March 17 to April 30, 2026

Can I return, resell or transfer my ticket(s)?

The tickets you will have access to through the portal are non-resalable nor refundable. You will be able to transfer them from the ticketing app, once made available.

How many tickets can I buy?

The maximum number of tickets you can purchase per game is 4. The total number of tickets you can purchase is 15.

Does my child need a ticket?

Each individual Ticket Holder may be accompanied by one baby in arms. A baby in arms will not be required to have their own Ticket and may only sit on the lap of the Ticket Holder. A "baby in arms" is someone who satisfies all of the following criteria:

- (i) is the age of two (2) years or under on the day of a Match
- (ii) is no more than thirty-four inches (34") in height, and
- (iii) is not intended to occupy a seat of their own.

A Ticket Holder may not be accompanied by a baby in arms if the Ticket Holder is allocated to a standing section of the Stadium.

Will allocated seats be next to each other?

You will select a category during the purchase process. The ticket system will make every effort to allocate seats together if you are purchasing multiple tickets in a single order. However, the final seat allocation will be determined by FIFA at a later stage. We will do our best to ensure you and your group are seated together.

In which currency can I pay for my tickets?

All tickets will be paid in USD.

Can I buy tickets on behalf of someone else?

You can purchase up to 4 tickets per game and 15 in total. As per FIFA rules, you will be able to transfer the tickets once made available in the ticketing app.

Can tickets be used for commercial purposes (e.g.: as a competition prize or as part of a travel package)?

No. Tickets are sold for employee personal use only. Using tickets as prizes, giveaways or commercial promotions without permission is not allowed. All tickets are subject to FIFA's terms and conditions, which prohibit unauthorized resale or commercial use.

Where can I find the Ticketing Terms & Conditions?

FIFA ticketing terms and conditions are available [here](#).

Kindly note that you will need to follow the Stadium Code of Conduct, and your tickets will not be resalable on the FIFA Marketplace.

Where can I find the Privacy Policy?

You can find privacy policy [here](#)

What should I do if I can't attend the match? Can someone else use my ticket?

If you cannot make it to the match, according to FIFA rule, you can always transfer it to someone else to use it.



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PRICES & CATEGORIES

What type of tickets are available?

Tickets are available for each game in CAT 1 and in CAT 2.

How much do tickets cost?

Ticket prices vary by match, seating section and ticket type. There is no single price for all matches. The price will be shown on the ticket website when tickets go on sale. To see prices, select the match on the ticketing portal and look at the available categories.

Where are the various price categories located in the stadium?

The stadium is usually divided into sections with different price categories (e.g., Category 1, 2, etc.). These might correspond to certain blocks or rows. Please refer to the picture of the Stadiums provided for each game directly on the ticketing portal.

Where can I find the location of my seat(s)?

Seats will be attributed later and will appear on the tickets delivered by FIFA shortly before the tournament.

ACCESSIBILITY TICKETS

Will accessible seating (wheelchair users) be available for Aramco employees?

Yes. Tickets for spectators with disability (like wheelchair users or those needing easy-access seating) are available in special categories.

Please submit a request to our Fan Care team [here](#).

Please provide in your request your order number, full name, email of the purchaser, specify your accessibility needs & number of accessibility tickets.

PAYMENT

How can I pay for the tickets?

The Ticketing platform accepts Visa and Mastercard. All payment fields are secure. Enter your card details when prompted during checkout. After payment, you will receive an order confirmation by email.

What happens if my payment is rejected?

If your payment was rejected, start by double-checking that you entered the correct card number, expiration date, and security code. Also, confirm that your card is still valid and has sufficient funds available.

If the issue continues, try using a different card or payment method. Sometimes banks block international or unfamiliar transactions, in that case, contact your bank to verify if the charge has been blocked and ask them to authorize it.

If the problem persists, wait a few minutes and attempt the transaction again, or reach out to your bank's customer service for further assistance.

If you believe the issue is with the website, please contact the Fan Care team via the contact form for support [here](#).

How can I get an invoice for my purchase?

After buying tickets, you will automatically receive an email receipt or order confirmation.

Can I get a refund for my ticket(s)?

No, tickets are non-refundable.



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TICKET DELIVERY

How will I receive my tickets?

You will not receive your tickets immediately. FIFA plans on sending the tickets closer to the event, approximately in May 2026. All tickets will be issued as mobile tickets. That means you will not get paper tickets in the mail. Instead, you will receive instructions to download the mobile app (or open it if you already have it). Your tickets will then appear in this secure app on your smartphone. For more information, please refer to the guidelines produced by FIFA [here](#)

When will I receive my tickets?

FIFA plans on sending the tickets closer to the event, **approximately in May 2026**.

Will there be paper tickets?

No. Tickets are digital/mobile only.

TRAVEL VISA

Do I need to have a visa?

Employees are responsible for applying for their visas to enter the country where the booked matches are taking place, depending on their nationality.

MATCH SCHEDULE

Where can I find the match schedule?

Find the match schedule on this link [here](#).

FLIGHTS

Will Aramco provide special flights to FWC2026?

No, flights will not be provided by Aramco. Employee should be responsible for their own logistics, flights and accommodation

ACCOMMODATION

What accommodation options are available?

Aramco offers an exclusive 10% discount through the FIFA Accommodation Bureau.

You can access the available options by clicking [here](#).

The code is @r@mco and should be placed at the top of the screen where it says, 'voucher code'. Employees must use their Aramco corporate email address.

As FIFA receive the bookings that come in, they will be verifying that bookings made with this discount code are attached to an Aramco email address.

