



FIFA Fan Festival™ Boston

FAQ's

Can I bring a bag into FIFA Fan Festival™ Boston?

Bags at or below the dimensions of 12" x 6" x 12" are permitted, as are diaper bags and medical-related bags. All bags are subject to search upon entry. There will not be storage services for declined bags. For the full list of prohibited items, please see [here](#).

Can I bring a water bottle into FIFA Fan Festival™ Boston?

Empty, refillable water bottles are permitted. Metal and glass water bottles are not permitted. For the full list of prohibited items, please see [here](#).

Can I bring food and/or drinks into FIFA Fan Festival™ Boston?

Food and drink items are not permitted, unless required for medical purposes. Any permitted food items must not be packaged in glass containers. For the full list of prohibited items, please see [here](#).

Are there ADA accommodations at FIFA Fan Festival™ Boston?

The site is ADA compliant and there will be space allocated for wheelchair users and their companions. There is an ADA compliant drop-off location near both the Cambridge Street and Congress Street entrances to the site.

Where is Boston's FIFA Fan Festival™ Boston?

FIFA Fan Festival™ Boston will be hosted at Boston City Hall Plaza, 1 City Hall Square, Boston, MA 02203, United States.

When is Boston's FIFA Fan Festival™ Boston?

The FIFA Fan Festival™ Boston is open from Friday June 12th to Saturday June 27th. Full details of opening hours are available [here](#).

Will all matches be shown at FIFA Fan Festival™ Boston?

The matches being shown at FIFA Fan Festival™ Boston are shown [here](#).

Do any age restrictions on entry apply at FIFA Fan Festival™ Boston?

Children under the age of 18 must have a waiver signed by a parent or legal guardian to enter. Children under the age of 13 must be accompanied into FIFA Fan Festival™ Boston by an adult.

Is FIFA Fan Festival™ Boston free? How do I get my pass(es)?

Boston's FIFA Fan Festival™ Boston is free and open to the public. All attendees must register in advance to obtain a free general admission digital pass. The pass is required for access but does not guarantee entry, as admission is subject to capacity. Register for your pass now. Registering does not guarantee you will receive a pass. Where there is a very high demand, a random lottery system will be used to allocate passes.

How do I receive my FIFA Fan Festival™ Boston Pass(es)?

Your digital pass will be sent to the email address provided in the primary passholder's Boston26 Web App account. Delivery of passes via email will start soon. Once you receive your pass by email, we strongly encourage you to add your pass(es) to your mobile wallet for quick and easy scanning upon arrival. Remember the pass does not guarantee entry. Interest is very high and organizers will be actively managing the numbers entering the site for safety reasons.

What if I did not receive my FIFA Fan Festival™ Boston Pass(es)?

First, please check your inbox (and even your junk or spam folder, just in case) for an email from noreply@wrstbnd.com. It's a good idea to add that email to your safe senders list or contacts so you don't miss any important updates.

Can I change the name on my registration or Pass?

Yes, you can change the name on your registration or your Pass. You do not need to inform us of this change. If you need to amend your registration in any other way please just re-register [here](#) – it will not impact if and when you will receive a Pass.

Can I transfer my pass to someone else?

If you wish to transfer your Pass to someone else and you have already downloaded it then please just screenshot it for the other person to use. If you have received the email notifying you that you have received a Pass then you can transfer it to another person before downloading.

Are there storage facilities for items not allowed inside?

Storage of items is generally not permitted. There are limited exceptions. Strollers and larger musical instruments can be left near the main entrance.

Is re-entry allowed?

Your pass is valid only for the day/time identified. Once you exit the site, you will not be able to re-enter with the same pass.

Can I use cash to purchase food, drinks, merchandise, etc. at the FIFA Fan Festival™ Boston?

FIFA Fan Festival™ Boston is a cashless venue. All vendors including the food and beverage concessions accept all international debit and credit cards, Visa® is preferred. Only contactless payment options will be accepted within the venue. Fans can utilize a Cash-to-Card kiosk within the venue to convert cash to Visa® prepaid cards.

What security screening should I expect at FIFA Fan Festival™ Boston?

FIFA Fan Festival™ Boston will have a fenced perimeter, and all guests will be subject to security screening protocols, including metal detectors and a clear bag policy. See below for the full list of prohibited items:

Is FIFA Fan Festival™ Boston family-friendly?

Absolutely! There are plenty of activities for attendees of all ages – including games, family-friendly food and drink options, and more! Children under the age of 13 must be accompanied into FIFA Fan Festival™ Boston by an adult.

How do I get to FIFA Fan Festival™ Boston?

If you are traveling locally, please walk and cycle if you can. Check-out the location of nearby cycle bike parking [here](#). Alternatively, the city's [Bluebikes](#) bike share system could be a good option though note some temporary changes to docking station locations are in place during the event.

If you are traveling from further away, please use public transportation. You can take any subway line or a bus route below:

- Green Line to Government Center(at City Hall Plaza)
- Blue Line to Government Center (at City Hall Plaza)
- Orange Line to State or Haymarket (each about a 5-minute walk)
- Red Line to Downtown Crossing (about a 10-minute walk), or transfer to the Green Line at Park Street
- Bus routes 92 or 93 to Congress St @ North St (at City Hall Plaza)

Use MBTAs [trip planner](#) to find your best route or check out their website [here](#). Also, please allow extra time for your journey as we are expecting the area to be much busier than usual.

Find out more about how to get to Boston [here](#) or how to get around the city [here](#).

Will food and drink be available on-site?

Yes! FIFA Fan Festival™ Boston will feature a variety of local and regional cuisines. Food and beverage options are for purchase.

What are the rules around alcohol purchase?

You must be 21 or older to purchase or consume alcohol. As required by state law you may be asked to show Government issued photo ID. International visitors in particular are advised that, if you do not possess a US issued driver's license or other US issued ID, you must be ready to show your passport.

How do I retrieve lost property?

If you have lost an item please email fanregistration@fwcboston.com with 'LOST PROPERTY' in the subject title, details of the item you have lost, and we will get back to you within 24 hours.

Can I register multiple people?

Yes! You can register your friends and family for their passes. Please keep in mind that you can only register for 6 passes at a single time.

What can I bring into the FIFA Fan Festival™ Boston?

To find out more about what you can and cannot take inside please visit [here](#).

Is there a Code of Conduct for FIFA Fan Festival™ Boston

Please see the FIFA Fan Festival™ Boston Code of Conduct [here](#).

I have registered for multiple days and would like to bring guests on certain days. Do my guests have to register in advance or can they do so on the day.

We recommend that you register as a group rather than registering individually. Up to six people can register at one time in this way. Registration does not however guarantee entry and so if a particular day is oversubscribed then passes are allocated on a randomised basis. This means that if you are all under separate individual registrations, you may not all receive a pass. If you register as a group, the entire group will either receive or not receive passes. You are also reminded that even with a pass, entry is subject to safe operating capacity.

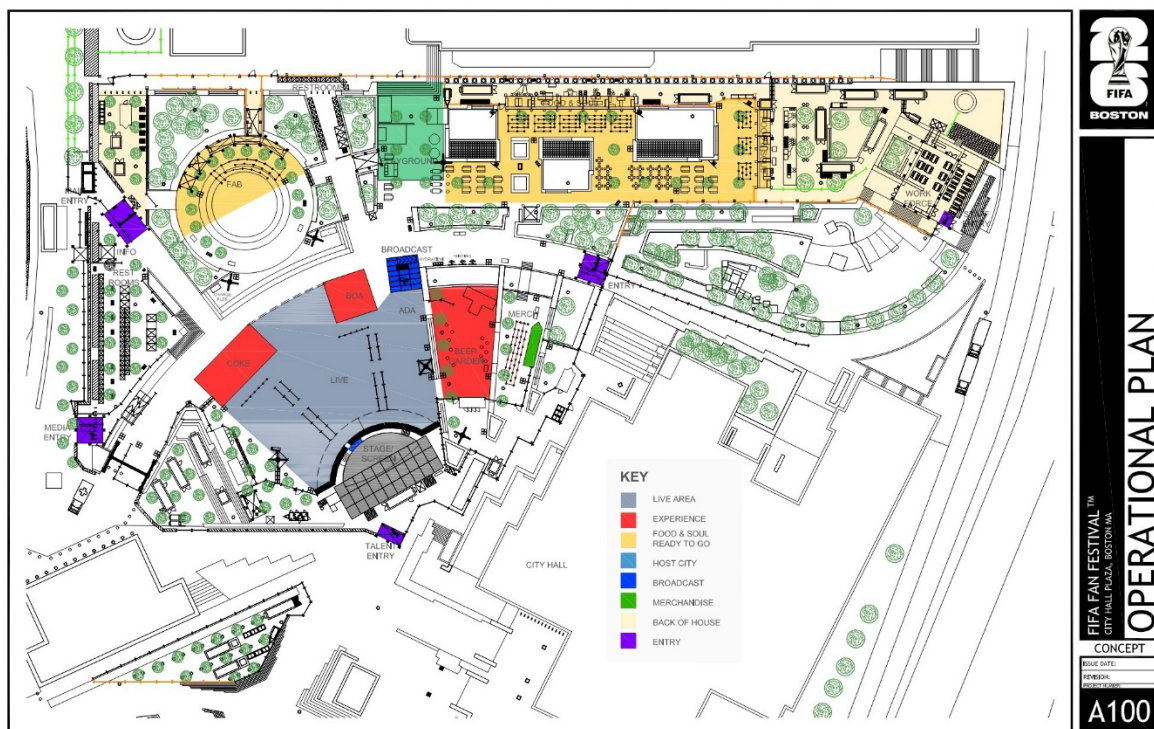
What if I can't make it to the FIFA Fan Festival™ Boston?

There are many 'watch parties' across the region. Visit the websites of [City of Boston](#), [Meet Boston](#) and the [Massachusetts Office of Travel and Tourism](#) for a list of places to watch the FIFA World Cup™ and details of other things you can do across Greater Boston.

ADDITIONAL INFORMATION FOR THOSE WITH ACCESSIBILITY REQUIREMENTS

FIFA Fan Festival™ Boston is an outdoor, high-energy event experience with music, programming, crowds, and active site movement throughout the day. The site has a compact layout, and space may be limited during peak arrival times and major programming.

The information below is provided to help fans plan ahead and understand the accessibility supports available on site. Fans with limited mobility, wheelchair users, and fans with sensory needs, medical needs, or non-visible disabilities are encouraged to review this information before attending and contact fanregistration@FWCBoston.com with any questions.



What should fans with mobility or accessibility needs do when they arrive?

Fans with mobility or accessibility needs should enter through the main entrance on Cambridge Street, adjacent to Government Center MBTA Station.

Upon arrival, fans should proceed to the front of the queue and ask for Fan Services. A Fan Services team member will assist and, depending on site conditions and space availability, may direct fans to a sheltered shared accessibility rest area.

Due to space limitations, this area can accommodate only a limited number of fans and 1-2 companions at one time. Wheelchair users and companions may be accommodated in this area when space is available. Folding chairs may also be provided, subject to availability and site conditions.

Is Fan Fest wheelchair accessible?

FIFA Fan Festival™ Boston is designed to support access for fans using wheelchairs, mobility devices, and other mobility supports. The site is compact and outdoor, and some areas may become crowded, especially during peak arrival times and major programming. Fans using wheelchairs or mobility devices are encouraged to review the site map in advance.

Are accessible toilets available?

Yes. Accessible toilets will be available on site and will be identified on the Fan Fest map. Fan Services staff can help direct fans to the nearest accessible toilet during the event. Availability may vary depending on crowd conditions, so fans who need assistance locating an accessible toilet should speak with Fan Services.

Is seating available?

Limited seating and rest areas will be available on site, including a small shared accessibility area for fans with limited mobility, wheelchair users, medical needs, or other accessibility-related needs. Due to space limitations, this area can accommodate only a limited number of fans and companions at one time. It is intended for short-term use and may not be available at all times.

Fan Services staff can help direct fans to available seating or rest areas on site, based on space and site conditions.

Additional seating will be available in the Food & Soul section, which is located among shade trees. Picnic tables in this area are wheelchair accessible, and screens in the Food & Soul seating area will include closed captioning.

Is there a quiet or lower-stimulation area?

FIFA Fan Festival™ Boston is a high-energy outdoor event with crowds, music, announcements, and other sensory activity. Due to space limitations, there will not be a dedicated quiet room or low-stimulation area on site.

Fans with sensory needs, anxiety, neurodivergence, or other non-visible disabilities are encouraged to plan ahead before attending. On site, Fan Services staff can help identify the least crowded available route or area when possible, based on site conditions.

Sensory bags will be available at Fan Services. Availability may be limited and will be provided on a first-come, first-served basis.

Is audio description available?

Fans who are blind or have low vision may use the FIFA Audio Description app for audio-descriptive match commentary, where available. Fans interested in using this service

are encouraged to download the FIFA Audio Description app before arriving and bring their own fully charged mobile device and headphones.

Please note that the app requires an internet connection, and mobile service or Wi-Fi availability may vary on site.

Do you recognize Sunflower lanyards?

Yes. FIFA Fan Festival™ Boston recognizes the Hidden Disabilities Sunflower. Fans wearing a Sunflower lanyard may have a non-visible disability and may need additional patience, time, or support. A Sunflower lanyard does not provide expedited access or guarantee a specific accommodation, but Fan Services staff will make reasonable efforts to assist based on site conditions.

Are service animals allowed?

Yes. Service animals are welcome at FIFA Fan Festival™ Boston in accordance with applicable law. Fans attending with service animals are encouraged to plan ahead for the outdoor, high-energy event environment, including crowds, noise, heat, and limited space.

Fan Services staff can help direct fans to accessible routes, water locations, rest areas where available, and the nearest exit if needed.

Can fans bring water in the venue?

Fans are encouraged to stay hydrated. Empty refillable water bottles are welcome, and free potable water will be available on site. Outside beverages, including filled water bottles, are not permitted.

Who can I contact before attending?

For accessibility-related questions before attending FIFA Fan Festival™ Boston, please contact fanregistration@FWCBoston.com.

FIFA Fan Festival™ Boston is a compact outdoor event site and may become crowded, noisy, and high-energy, particularly during peak arrival times and major programming. Fans with limited mobility, sensory needs, medical needs, or non-visible disabilities are encouraged to plan ahead, review the site map, and reach out in advance with questions about accessibility supports, seating, accessible toilets, or general site conditions.

While not all requests can be accommodated due to the outdoor event environment and space limitations, Fan Registration can provide information to help fans plan ahead. On site, Fan Services staff will be available to help fans identify accessible routes, rest areas, accessible toilets, medical support, and the least crowded available route or area where possible.

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