



## **Q1: Where will the 2013 UEFA Champions League final be played?**

A1: The UEFA Champions League final will be played in London at Wembley Stadium on Saturday 25 May 2013. The match will kick off at 19.45 local time (20.45CET).

## **Q2: If I have a problem with my ticket(s) or another question regarding my ticket application, whom do I contact?**

A2: If you have questions regarding your ticket application or your ticket(s) that are not answered in this document, please contact Ticketmaster, the company that The Football Association (The FA) has appointed to handle all ticket sales to the general public for the 2013 UEFA Champions League final:

- uclf2013@ticketmaster.co.uk
- 0844 844 13 13 (within the UK); +44 (0)208 616 5432 (outside the UK)

Business hours: 09.00–17.00 local time (10.00–18.00CET), Monday to Friday.

## **Q3: How do I apply for tickets? Can I obtain tickets for the UEFA Champions League final from online auction sites or ticket exchange sites? Are these official tickets?**

A3: Tickets for individual fans can only be purchased through [UEFA.com](http://UEFA.com).

However, a ticket allocation has been reserved for each finalist. The two clubs will sell those tickets to their own fans. Should you have further questions on this matter, please contact the relevant club directly.

## **Q4: Who will be able to apply for tickets through UEFA.com?**

A4: The tickets available during this application period are intended for neutral football supporters worldwide who wish to attend the final (i.e. who want tickets regardless of the two finalists).

## **Q5: What are the ticket prices for the general public?**

A5: Tickets for the general public are available in the following price categories:

Category 1 (centrally positioned)	£330
Category 2 (centrally positioned on the upper level)	£230
Category 3 (along the touch line on the upper level)	£140
Category 4 (behind the goals on the upper level)	£60
Youth package (one child and one adult; corners of the lower tier or level 5)	£120

For youth package tickets, please note that one ticket must be for a child (i.e. someone born between 1999 and 2009 inclusive).

## **Q6: Are there any administration charges in addition to the ticket prices?**

A6: Each ticket order will incur an administration charge. This charge consists of administrative fees and handling fees, as well as a fee covering the cost of secure delivery by express courier. These administration charges are as follows:

Ticket orders within the United Kingdom	£8
Ticket orders elsewhere in Europe	£16
Ticket orders outside Europe	£28

### **Q7: Are tickets available at reduced rates?**

A7: The youth package offers reduced-rate tickets for one adult and one child. The youth package, which comprises two category 2 tickets, is priced at £120 (i.e. £60 pounds a ticket). A person is considered a child if he/she was born between 1999 and 2009 inclusive.

Applicants for disabled tickets who are successful in the ballot will be allocated tickets in category 4 (at £60 each) and will each receive a complimentary ticket for an accompanying person.

### **Q8: What is the procedure for ordering disabled tickets?**

A8: If you wish to apply for a disabled ticket, you should apply via this link: [www.thefa.com/forms/ucldisabledticketbookings/default.aspx](http://www.thefa.com/forms/ucldisabledticketbookings/default.aspx). If demand exceeds supply, all valid applications received by 18.00CET on Friday 15 March 2013 will go into a ballot. The ballot will determine the successful applicants. Successful applicants will be asked to provide valid proof of disability.

### **Q9: When will ticket sales start?**

A9: Ticket sales for the 2013 UEFA Champions League final will start at 12.00CET on Monday 11 February 2013 and end at 18.00CET on Friday 15 March 2013. Tickets can be purchased only through [UEFA.com](http://UEFA.com).

### **Q10: Will the tickets be allocated by means of a ballot?**

A10: If demand exceeds supply (which is extremely likely), all valid applications received by 18.00CET on Friday 15 March 2013 will go into a ballot. The ballot will determine the successful applicants.

### **Q11: Will the timing of my ticket application affect my chances of being successful in the ballot?**

A11: It makes no difference whether you register early (e.g. on 11 February 2013) or later in the application period.

### **Q12: Is there a minimum age for children attending the match? Can my child sit on my lap? Is there any discount for children?**

A12: For security reasons, everybody attending the match must have a seat allocated to them. This means that all children (regardless of age) require a valid ticket in order to gain access to the stadium.

Please note that, for security reasons, children born after 2009 will not be allowed to enter the stadium. The only discounted tickets for children are the youth packages.

### **Q13: Will all tickets allocated to me be adjacent seats?**

A13: Tickets that form part of a single application will, as far as possible, allow the ticket holders to sit together. People placing applications separately cannot be provided with adjacent seating.

## **Q14: Is it possible to purchase tickets for a larger group (i.e. more than two people)?**

A14: Please note that group bookings are not possible, as it is our aim to enable as many different groups of people as possible to watch the UEFA Champions League final.

## **Q15: Will my name be printed on my ticket?**

A15: The name(s), surname(s) and date(s) of birth that you provide in your application will be linked to your ticket(s). The tickets are non-transferable and ID checks will be carried out at the entrance to the stadium.

## **Q16: How do I pay for my tickets?**

A16: Payment must be made by credit card. The card must be valid until at least May 2013. If you are allocated tickets, your credit card will be charged automatically. Please note that buying your tickets with MasterCard doubles your chances of being successful in the ballot.

## **Q17: When will my credit card be charged?**

A17: If you are allocated tickets, your credit card will be charged between 16 March and 8 April 2013. In the event that we are not able to charge your credit card (for example, if your credit limit is exceeded), your ticket order will automatically be cancelled. All credit card payments will be secured using VeriSign.

## **Q18: Which currencies can be used to pay for tickets?**

A18: All applicants must pay for their tickets in pounds sterling (GBP).

## **Q19: Is this a secure website?**

A19: Please be assured that your booking on UEFA.com will be processed securely. Transactions are protected by SSL encryption; all data sent to the server will be protected. Transaction times may vary depending on site traffic. When the application is submitted, data is transferred through a secure https platform.

## **Q20: Do I need a special program to apply for tickets via UEFA.com?**

A20: You need to use Internet Explorer 5 or Netscape 7 (or more recent versions) to apply for tickets online.

## **Q21: Is my browser compatible with the ticket portal for the UEFA Champions League final? Do JavaScript and cookies have to be activated in the browser?**

A21: Care was taken when designing the portal to ensure that only standard functions are used, so these pages should appear correctly in the various browsers used around the world. In exceptional cases, there may be problems displaying a web page, but this will only affect the visual appearance of the page, not its functionalities.

It is recommended that you activate JavaScript, as otherwise the site's full functionalities will not be available. A corresponding message will be displayed on specific pages. Cookies have to be enabled in order to submit an application. If you are concerned about privacy, you can override automatic cookie handling by having your browser prompt you before accepting cookies. These modifications can be made in the browser's security settings.

## **Q22: What should I do if I forget my password?**

A22: If you forget your password, use the “Forgot Password?” link in the login window. The email address that you provided will be used to send you a new password, so you can access your personal application.

When you log in with the new password, you will be able to change it by clicking on “My Account” and then “Save Details”.

If you do not receive a new password by email, please check the settings of your email account and make sure that you can receive emails sent by [uclf2013@ticketmaster.co.uk](mailto:uclf2013@ticketmaster.co.uk), as it may be that your email provider has classified our emails to you as spam. If you use an integrated email application, such as Outlook, please note that this program could have automatically sent our emails to your junk email folder. This could explain why our email containing your new password has not arrived in your inbox.

## **Q23: I cannot log into my personal application even though I have entered the login data correctly. What should I do?**

A23: If you encounter difficulties when logging in, please note the following.

- Your password is case-sensitive. Please be careful with upper and lower-case letters.
- You are encouraged to activate JavaScript, as otherwise the site’s full functionalities will not be available.
- Cookies have to be enabled. If you are concerned about privacy, you can override automatic cookie handling by having your browser prompt you before accepting cookies. These modifications can be made in the browser’s security settings.
- If you have forgotten your password, use the “Forgot Password?” link in the login window. The email address that you provided will be used to send you a new password, so you can access your personal application.
- After entering your email address and password, you must click on the “Log in” button to access your personal application. Please note that you cannot log in by pressing the “Enter” key on your keyboard instead of clicking on the “Log in” button.

## **Q24: What if I have mistakenly entered the wrong details?**

A24: To modify your details, you need to access your personal application and make the necessary changes before the deadline of 18.00CET on 15 March 2013.

## **Q25: Why is a national ID card or passport number required?**

A25: A national ID card or passport number is required in order to ensure that applicants are clearly identified and to establish an unambiguous link between the ticket and the ticket holder.

## **Q26: Will I receive confirmation of my ticket application?**

A26: As soon as you order your tickets, you will receive an email confirming that we have received your application. That email will indicate your customer reference number. If you do not receive this email, please check your spam or junk email folder.

## **Q27: Can I cancel my ticket application?**

A27: Yes. During the application period, you can access your personal application and cancel it. However, once the application period has ended (i.e. after 18.00CET on 15 March 2013), it will no longer be possible to cancel your application.

## **Q28: How will I know if I have been allocated the ticket I applied for?**

A28: After the ballot process has been completed and payment has been collected, all applicants, whether successful or unsuccessful, will receive an email notifying them of the outcome of their application. This will be no later than 8 April 2013.

## **Q29: If I am allocated tickets in the ballot, can I still cancel them?**

A29: Once the application period has ended, you cannot cancel your application. If you are allocated tickets in the ballot, your credit card will be charged automatically.

## **Q30: What is the status of my application? How do I find out whether my application has been successful?**

A30: All applicants will be informed by 8 April 2013 at the latest whether they have been successful in the ballot.

If you do not receive a confirmation email, please check the settings of your email account and make sure that you can receive emails sent by [uclf2013@ticketmaster.co.uk](mailto:uclf2013@ticketmaster.co.uk), as it may be that your email provider has classified our emails to you as spam. If you use an integrated email application, such as Outlook, please note that this program could have automatically sent our emails to your junk email folder. This could explain why our emails are not reaching your inbox. Please also check that the email address that you provided is correct. If you still cannot find the email, please access your personal application after 8 April 2013 (using your email address and password) in order to check the status of your application.

## **Q31: How many tickets can I apply for?**

A31: Each applicant can apply for a maximum of two tickets.

## **Q32: Can I apply for tickets in different price categories?**

A32: Applications can only be made for one price category. However, applicants may – by ticking the appropriate box – indicate that they would accept tickets in a different price category. If the price category chosen is not available, you may be allocated tickets in another price category.

## **Q33: When will the ticket(s) be sent?**

A33: Tickets for the UEFA Champions League final will be dispatched at the end of April 2013, by express courier, to the address indicated by the applicant on the application form. Tickets will not be dispatched if full payment has not been made. All tickets will be dispatched by 30 April 2013. The delivery time for orders will be dependent on the service levels of the providers in the various countries. UEFA and The Football Association will not be held responsible for the late delivery of tickets.

## **Q34: Will my tickets be replaced if they are lost or stolen?**

A34: The Football Association and UEFA will not issue duplicate tickets for any reason whatsoever. The Football Association and UEFA cannot be held liable for any loss or late delivery of tickets caused by any malfunctioning or interruption of mail services.

## **Q35: What rules govern the application process for tickets to the 2013 UEFA Champions League final?**

A35: When applying for tickets to the 2013 UEFA Champions League final, you are bound by the terms and conditions laid down by UEFA and The Football Association. Please read these carefully before applying for tickets.

**Q36: Am I allowed to give or sell my tickets to someone else?**

A36: The tickets are non-transferable, as stipulated in the terms and conditions. Neither the applicant nor his/her guest may sell, offer for sale, auction, resell or otherwise transfer those tickets.

**Q37: Can tickets be used for commercial purposes (e.g. as a prize in a competition or as part of a travel package)?**

A37: UEFA is the exclusive issuer of tickets for the UEFA Champions League final. Only official UEFA Champions League sponsors may use tickets for commercial purposes. Tickets may not, therefore, be used for any commercial purposes, including promotions, advertising, use as a prize in a competition or sweepstake, or use as a part of a travel package (e.g. combining flights, a hotel and tickets).

**Q38: What is an “applicant”?**

A38: An “applicant” is any individual with the legal capacity to enter into a contract who applies for one or more tickets for the UEFA Champions League final in accordance with the terms and conditions. An applicant must apply for one ticket for him/herself and has the option to apply for a second ticket for another person ( his/her “guest”). The applicant must state the guest’s name, surname and date of birth when applying. Applicants are fully and unconditionally responsible for ensuring that guests are aware of, agree to and comply with the terms and conditions. In particular, applicants are obliged to supply their guests with a copy of the terms and conditions.

**Q39: What is a “guest”?**

A39: A “guest” is a relative, close friend or colleague for whom the applicant is seeking to purchase a ticket, and to whom tickets may be transferred in accordance with the terms and conditions. The term “guest” is also used to describe the person accompanying the holder of a disabled ticket.

**Q40: If I am not sure who my guest will be, can I use any name?**

A40: No. Each ticket is allocated to a specific person. You should indicate the name, surname and date of birth of the person who will accompany you to the match. ID checks will be carried out at the entrance and entry will be refused if your ID does not match the name indicated on the application form.

**Q41: Will the tickets be personalised?**

A41: Applicants must provide full details (including names, surnames and dates of birth) for both themselves and their guests. If the applicant provides incorrect information, UEFA reserves the right to reject the application and, if necessary, refuse entry to the stadium for the applicant and the guest, with no right to a refund. The relevant ticket(s) will be cancelled. Applicants are fully and unconditionally responsible for ensuring that guests are aware of, agree to and comply with our terms and conditions. In particular, applicants are obliged to supply their guests with a copy of the terms and conditions.

**Q42: Where can I find the terms and conditions governing ticketing for the 2013 UEFA Champions League final in London?**

A42: You can find the terms and conditions governing ticketing for the 2013 UEFA Champions League final at Wembley on UEFA’s website at:

[http://www.uefa.com//MultimediaFiles/Download/competitions/Ticketing/01/91/51/16/1915116\\_DOWNLOAD.pdf](http://www.uefa.com//MultimediaFiles/Download/competitions/Ticketing/01/91/51/16/1915116_DOWNLOAD.pdf)