

## **UEFA EUROPA LEAGUE FINAL 2011 TICKETING TERMS AND CONDITIONS**

### **A. INTRODUCTION**

#### **1 Scope**

The following terms and conditions ("Terms and Conditions") are designed to ensure a fair, correct and efficient process for the purchasing of the Tickets for the UEFA EUROPA LEAGUE FINAL 2011. The sale and use of such Tickets are subject to the following Terms and Conditions and any other applicable laws or regulations ("Regulations") pertaining to access and usage of the Dublin Arena.

#### **2 Definitions**

<b>Applicant</b>	means any individual with legal capacity to apply for Ticket(s) for the UEFA EUROPA LEAGUE FINAL 2011 in accordance with these Terms and Conditions.
<b>Application Form</b>	means the document submitted by an Applicant in order to be considered for Tickets.
<b>Guest</b>	an individual for whom the Applicant may be applying and to whom Ticket may be transferred in accordance with these Terms and Conditions. Children under 4 years of age will not be permitted to attend the UEFA EUROPA LEAGUE FINAL 2011. Children attending the UEFA EUROPA LEAGUE FINAL 2011 must be accompanied by an adult over 18 years of age and must be in possession of a valid Match Ticket.
<b>Host Association</b>	means the Football Association of Ireland, which is responsible for implementing the organisation of the UEFA EUROPA LEAGUE FINAL 2011 in Dublin and whose registered office is located at National Sports Campus, Abbotstown, Dublin 15.
<b>Match</b>	the UEFA EUROPA LEAGUE FINAL 2011 to be held at the Stadium on 18 May 2011 at 19:45 local time (20:45 CET).
<b>Notification</b>	means the confirmation or rejection of the allocation of Tickets.
<b>Regulations</b>	means, without limitation, the terms of the following: <ul style="list-style-type: none"><li>- Dublin Arena Regulations; and</li><li>- any other applicable laws or regulations pertaining to access and usage of the Dublin Arena;</li></ul> Regulations, as displayed on UEFA website <a href="http://www.uefa.com">http://www.uefa.com</a> and/or the Host Association website <a href="http://www.fai.ie">http://www.fai.ie</a> are incorporated by reference and are binding and enforceable in this respect.
<b>Stadium</b>	means the entire premises of the Dublin Arena in Dublin in

	which the Match will be played, including all areas which require a Ticket to gain access, as well as the immediate vicinity of such areas.
Stadium Operator	means New Stadium Limited having its registered office at Arthur Cox Building, Earlsfort Terrace, Dublin 2.
Ticket	means a Ticket giving right of entrance to the Match in accordance with the information stated thereon.
Ticket Holder	means any individual holding a Ticket.
UEFA	means the Union des Associations Européennes de Football with offices at Route de Genève 46, 1260 Nyon, Switzerland.
UEFA Europa League Final 2011	means the platform from where Applicants can order the ticket(s) at <a href="https://ticketing.uefa.com/uefaeuropaleague">https://ticketing.uefa.com/uefaeuropaleague</a> .
Ticket Portal	

## B. TICKETS

3 Applications

3.1 Individuals may apply for Ticket(s) for the Match via the online service provided by UEFA and the Host Association (or its agent) through the UEFA Europa League Final 2011 Ticket Portal. Failure to complete the Application Form correctly will result in the application being rejected.

3.2 Each Applicant can apply for a maximum of two (2) Tickets. Any duplicate or multiple applications made by an Applicant will be rejected. UEFA, the Host Association and their agents reserve the right to cancel or reject any application at their sole discretion. False applications may be subject to civil and criminal sanctions.

3.3 Applicants, by submitting their application, acknowledge and agree that Tickets are not guaranteed for the Match. Applicants must only apply for Tickets in one price category.

3.4 Post-ballot sales phase: in the event that there are any Tickets available after the pre-ballot sales phase, sales will be re-opened at a date to be announced in due course and Application Forms received by UEFA and the Host Association (or its agent) after such date will be assessed and Tickets will be allocated on a first come first served basis. Applicants will be notified of the result of their application within one week.

3.5 Neither UEFA nor the Host Association are liable for any damages sustained as a result of incorrect entry of information, any technical malfunctions of the internet, any failure of computer hardware or software, or any lost, incomplete or illegible applications.

3.6 Applicants shall indicate, by ticking the 'I Agree' box, that they have understood, agreed with and will conform to these Terms and Conditions [http://www.uefa.com/MultimediaFiles/Download/competitions/Ticketing/01/56/68/46/1566846\\_DOWNLOAD.pdf](http://www.uefa.com/MultimediaFiles/Download/competitions/Ticketing/01/56/68/46/1566846_DOWNLOAD.pdf)

#### 4 Ticket Allocation

- 4.1 Pre-ballot sales phase: Application Forms must be registered via the UEFA Europa League Final 2011 Ticket Portal no later than 12.00 CET on 21 March 2011. Late applications will not be accessed or processed. If demand exceeds supply for the Match and/or price category, all Tickets and/or price category thereof shall be allocated by random selection via a ballot. All Applicants, whether successful or unsuccessful, will be informed by email not later than 31 March 2011.
- 4.2 A limited number of Tickets for Applicants using wheelchairs will be available, the price of which shall be determined based on the relevant price of Category 4 Tickets. Furthermore, a complimentary Ticket will be provided for their personal assistant/carer. Applications for such tickets can be made until 21 March 12.00 CET via the Football Association of Ireland website (<http://www.fai.ie>).

#### 5 Payment and Distribution of Tickets

- 5.1 Payment for the Ticket(s) can be made by using a valid credit card (Mastercard or Visa only). The total amount for the purchase price of the Ticket(s) will be charged during the period from 21 March 2011 to 31 March 2011 to the credit card specified on the Application Form and will include an administrative charge, as follows:

(a) Ticket orders within Europe	30 EUR
(b) Ticket orders outside Europe	40 EUR
- 5.2 Sufficient funds must be available in order to purchase the Ticket(s) and the credit card must have an expiry date beyond May 2011. Failure to make payment shall entitle UEFA or the Host Association (or its agent) to cancel the allocated Ticket(s) and re-allocate it/them to another Applicant.
- 5.3 Ticket(s) will be dispatched no later than 18 April 2011 by express courier, to the declared delivery address of the Applicant as stated on the Application Form submitted to UEFA and the Host Association via the UEFA Europa League Final 2011 Ticket Portal.
- 5.4 Duplicate Tickets will not be issued under any circumstances. In any event, neither UEFA nor the Host Association (nor its agent) shall be held liable for any Ticket loss or late delivery caused by malfunction or interruption of mail services or incomplete or inaccurate personal information or addresses provided on the Application Form.
- 5.5 APPLICANTS SHALL PROVIDE THEIR NAME AND ADDRESS DETAILS ON THE APPLICATION FORM. APPLICANTS SHALL BE FULLY AND UNCONDITIONALLY RESPONSIBLE FOR ENSURING THAT THEIR GUEST UNDERSTANDS, AGREES TO AND COMPLIES WITH THIS TERMS AND CONDITIONS, AND ANY OTHER APPLICABLE LAWS OR REGULATIONS.
- 5.6 Ticket Holders may only elect to cancel or exchange Tickets during the sales phase notified by UEFA on the UEFA Europa League Final 2011 Ticket Portal. No cancellation will be accepted after the 21 March 2011. All sales shall be

processed in full and payment deducted from Ticket Holder credit card after this date.

## 6 Use of Tickets

- 6.1 Entry into the Stadium will be authorised on Match day only upon presentation of a valid Ticket and, if so requested, valid proof of identification with photograph (passport, national ID or driving license). Ticket Holders leaving the Stadium shall not be permitted to re-enter.
- 6.2 Neither UEFA nor the Host Association (including their respective representatives and agents) will be liable for any loss, injury or damage howsoever caused to the Ticket Holder. The possession of a Ticket shall constitute unconditional acceptance by the Ticket Holder of these Terms and Conditions and imply an undertaking on the part of the Ticket Holder to observe and comply with them. In the event of any breach of these Terms and Conditions by the Ticket Holder, UEFA and the Host Association (including their representatives and agents), reserve the right to cancel the Ticket Holder's Ticket(s) and retain the money paid therefore.
- 6.3 Both UEFA and the Host Association have the right to strictly enforce these Terms and Conditions and the Regulations. All Tickets remain the property of UEFA and, except as set out in Article 6.5, are not transferable. In case of any breach of these Terms and Conditions, Ticket(s) shall be voided, access to the Stadium will be denied to such breaching Ticket Holder(s) and the Ticket(s) shall, upon request of UEFA or the Host Association (or any of its duly authorized representatives present at the Stadium), be delivered to UEFA.
- 6.4 APPLICANTS SHALL PURCHASE THE TICKET(S) EXCLUSIVELY FOR HIS/HER OWN PERSONAL USE (AND FOR HIS/HER GUEST'S PERSONAL USE – AS APPLICABLE). ANY OTHER USE IS PROHIBITED. APPLICANTS SHALL NOT PURCHASE TICKETS AS AN AGENT FOR ANY OTHER PERSON.
- 6.5 APPLICANTS WHO PURCHASED MORE THAN ONE (1) TICKET, ARE ENTITLED TO RETAIN ONE (1) TICKET FOR PERSONAL USE AND MAY TRANSFER THE SECOND TICKET TO HIS/HER GUEST FOR PERSONAL USE, PROVIDED HOWEVER THAT SUCH TRANSFER SHALL NOT BE FOR A PRICE WHICH EXCEEDS THE FACE VALUE OF SUCH TICKET PLUS THE PRO-RATED ADMINISTRATIVE CHARGES AS DESCRIBED IN THESE TERMS AND CONDITIONS. **EXCEPT AS PROVIDED IN THE PRECEEDING SENTENCE, TICKET HOLDERS MAY NOT SELL, OFFER FOR SALE, AUCTION BY ANY MEANS (WHETHER ALONE OR WITH OTHER ITEMS), RE-SELL OR OTHERWISE TRANSFER THE TICKET(S) WITHOUT THE PRIOR WRITTEN APPROVAL OF UEFA.**
- 6.6 EACH TICKET HOLDER ACKNOWLEDGES AND AGREES THAT ANY PERSON FOUND SELLING OR OTHERWISE DISPOSING OF THE TICKET(S) WITHOUT THE EXPRESS AUTHORISATION OF UEFA WILL BE REPORTED TO THE AUTHORITIES.
- 6.7 APPLICANTS, BY SUBMITTING THEIR APPLICATION, ACKNOWLEDGE AND AGREE THAT TICKETS ARE ISSUED SUBJECT TO ANY APPLICABLE

LOCAL LAWS AT THE STADIUM AND ANY REGULATIONS OR RULES IN FORCE AT THE STADIUM FOR THE MATCH.

**C. SAFETY AND SECURITY**

7 Conduct at the Stadium

7.1 For the purpose of maintaining safety and security all persons attending the Match shall, if requested by police, stewards, safety personnel, and/or any other duly authorised persons, co-operate at any time (if so requested) in respect of: (a) handing over for verification a valid Ticket and photographic proof of identity (b) submitting to inspections, body checks and removal of unauthorised objects; and (c) complying with the instructions and guidelines of all such personnel.

7.2 No person shall enter or attempt to enter, the Stadium whilst under the influence, or in possession of, whilst using, holding or attempting to bring without limitation the following items:

- (a) all weapons, regardless of type, and all objects that can be used as such;
- (b) all objects, materials or substances likely to pose a threat to safety, public order, or to disrupt the Match, or cause injury to persons or damage to goods;
- (c) projectiles of any kind such as bolts, pieces of wood or metal, stone, glass, cans, bottles (whether filled with combustible substances or not), prohibited containers which are, or were, capable of holding liquid and which, if thrown would be capable of causing injury to another person;
- (d) flammable or explosive substances, liquids and gasses, fireworks or flares of any kind;
- (e) alcoholic beverages, drugs, narcotics, stimulants or similar substances;
- (f) banners or other signs or material bearing offensive, malicious, provocative, political or racial or sectarian text or messages and any commercial/promotional materials;
- (g) flags, flagpoles, banners, badges, headgear, inflatable items, or symbols likely to disrupt order and safety or to impair visibility of other spectators;
- (h) animals – except guide dogs (upon prior authorisation obtained from the Stadium Operator);
- (i) promotional and commercial objects and materials of whatever nature, including but not limited to documents, leaflets, brochures, apparel, badges, signs, symbols, banners or similar;
- (j) other objects identified by police, stewards, safety personnel and/or any other duly authorised persons, which may affect security, public health, public order and/or the reputation of UEFA and/or the Host Association.

7.3 Whilst inside the Stadium no person shall:

- (a) throw, cast, thrust or set on fire any objects;
- (b) act in a violent or disruptive way or in any way incite violence, racism, sectarianism or xenophobia which may affect security, public health, public order and/or the reputation of UEFA and/or the Host Association;
- (c) express national, political, religious, ethnic and/or racial ideas or pursuits;
- (d) create any threat to the life or safety of himself/herself or others, or harm another person in any way whatsoever;
- (e) climb lighting masts, fences, roofs, dug-outs, and any other apparatus or constructions, or stand on seats;
- (f) stand on the pitch or area around the pitch at any time;
- (g) stand within viewing areas of the Stadium;
- (h) smoke within the Stadium;
- (i) move from one sector to another, if this movement is not permitted;
- (j) cause injury to persons or damage to any objects at any time;
- (k) remain at the Stadium longer than for the duration of the Match and immediately following the Match, or enter, block or otherwise use areas meant to be used in the event of any danger, such as emergency exits, entrances, stairs, landings etc.

#### **D. MISCELLANEOUS**

##### **8 Commercial Activity**

- 8.1 Tickets may not be used for any commercial purposes such as, without limitation, for promotion, advertising, use as a prize in a competition or sweepstake, or as part of a hospitality or travel package (for example: combining flights, hotel and Tickets) without the prior written approval of UEFA.
- 8.2 No person at the Stadium may conduct any promotional or commercial activity, including transmitting of Match results, statistics or other data, without the prior written approval of UEFA.
- 8.3 Any person at the Stadium is strictly prohibited from using, possessing or holding goods with promotional or commercial aims, as well as offering to sell, selling or possessing goods with intents to sell such drinks, food, souvenirs, Tickets, clothes, promotional and/or commercial items. All such items may be removed or temporarily confiscated by police and/or by stewards and/or any other duly authorised persons.

## 9 Sound and Image Recordings

- 9.1 Any person attending the Match acknowledges that use may be made, free of charge, of his/her voice, image and likeness by means of live or recorded video display, broadcast or other transmission or recording, photographs or any other current and/or future media technologies.
- 9.2 Any person attending the Match is prohibited from recording and/or transmitting any sound, image and/or description of the Stadium or the Match (as well as any result and/or statistics of the Match) other than for private use. In particular, it is strictly forbidden to disseminate over the internet, radio, television or any other current and/or future media, any sound, image, description, result or statistics of the Match in whole or in part, or assist any other person(s) conducting such activities.

## 10 Non Compliance with these Terms and Conditions and Regulations

- 10.1 Any Ticket Holder(s) whose actions are inconsistent with, or whose Ticket(s) have not been obtained in accordance with these Terms and Conditions will be refused entry to the Stadium or expelled from the Stadium with no right to refund and the relevant Ticket(s) will be cancelled. Ticket Holders shall be obliged, upon request, to give an explanation as to how, from whom and from where their Ticket(s) have been obtained.
- 10.2 UEFA, the Host Association and the Stadium Operator reserve all other legal rights.

## 11 Unauthorised Spectators

Individuals banned from attending football matches by the competent authorities or sports governing bodies are prohibited from applying for Tickets or attending the Match.

## 12 Indemnification

Applicants and their Guests are responsible for the use of all Tickets allocated to them and shall indemnify and hold UEFA and Host Association harmless from and against all damages and liabilities suffered or incurred in connection with, resulting from or arising out of a breach of these Terms and Conditions and the Regulations.

## 13 Data Protection

Applicants acknowledge and agree that the personal data provided by them and contained in the Application Form is collected, stored and used by UEFA, the Host Association and its agents. Applicants consent to their personal data being processed for the purposes of the organisation and running of the Match (in particular in connection with the Ticket sales and/or any relevant safety and security measures) and to this end, UEFA shall be permitted to transfer such personal data to third parties, including, if appropriate, the Host Association

(and its agents), who shall only be processing such personal data at and in line with the UEFA's request and instructions.

#### 14 Unforeseen Circumstances

- 14.1 UEFA, the Host Association and any competent authority, reserve the right to make alterations to the time, date and venue of the Match under unforeseen circumstances, including without limitation, force majeure, any safety and security concerns or decisions from UEFA or any other competent authority.
- 14.2 In the event that the Match is cancelled, an adequate and proportionate refund/compensation process will be set up depending on the circumstances, within the limits of the applicable law.

#### 15 Severability and Amendments

- 15.1 In the event that any provision(s) of these Terms and Conditions or the Regulations are declared void, ineffective or unenforceable by any competent court, the remainder of these Terms and Conditions or the Regulations shall remain in effect as if such void, ineffective or unenforceable provision(s) had not been contained.
- 15.2 Within the limits of the applicable law, UEFA reserves the right to make reasonable amendments to these Terms and Conditions from time to time, which updated version shall be available on <http://www.uefa.com> and, upon request from the Host Association.

#### 16 Authentic Text

These Terms and Conditions have been drafted in English and translated into other languages including French, German, Spanish and Portuguese and are available on <http://www.uefa.com> and, upon request, from the Host Association. The Applicant acknowledges and agrees that he/she has read and understood, and that by ticking the "I Agree" box agrees to be bound by these Terms and Conditions and the Regulations and that he/she is fully aware of the rights and obligations arising therefrom.

#### 17 Applicable Law and Jurisdiction

- 17.1 These Terms and Conditions and Regulations shall be governed by and interpreted in accordance with the Law of Ireland.
- 17.2 All disputes arising from or related to these Terms and Conditions shall be resolved by the competent court in Ireland. Nevertheless, UEFA and the Host Association reserve the right to pursue any legal proceedings in the competent courts at the defendant's domicile.

## 18 Information

Any information requests should be addressed to the customer service appointed by the Football Association of Ireland in relation to the ticketing process for the UEFA Europa League Final 2011:

- By telephone to the following numbers:

Northern Ireland & UK  
0844 277 9964

International Customers  
00 353 818 903001

- By email to: [uelfinal2011@fai.ie](mailto:uelfinal2011@fai.ie)