

## 1. General Questions

### 1.1. General

#### Q1: Where will the UEFA Super Cup be played?

A1: The UEFA Super Cup will be hosted in Monaco, at the Stade Louis II, on 26 August 2011, kicking off at 20.45 (local time).

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

A2: If you have any question regarding your ticket application or your ticket:

- You can get all your ticketing questions answered on our Help/FAQs on [www.UEFA.com](http://www.UEFA.com).
- You can contact AS Monaco FC:
  - by email: [billetterie.supercup@asm-fc.com](mailto:billetterie.supercup@asm-fc.com)
  - by phone: Reception: +377 92 05 74 73 or Ticketing services: + 377 92 05 37 54 from 10.00 to 12.00 and 14.00 to 16.00 (local time).

### 1.2. How to apply

#### Q3: How can I apply for tickets? Can I obtain tickets for the UEFA Super Cup from online auctions or from a ticket exchange site? Are these tickets official?

A3: UEFA Super Cup match tickets for individual football fans can only be purchased officially through [www.UEFA.com](http://www.UEFA.com).

However, approximately 30% of the stadium capacity has been reserved for each participating club. These tickets are sold by each club to its own fans. Should you have further questions in this regard, please contact the relevant club directly.

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

A4: The tickets offered during this sales phase are intended for neutral football supporters worldwide who wish to attend the UEFA Super Cup.

### 1.3. Tickets and prices

#### Q5: What are the ticket prices for the UEFA Super Cup?

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

Price Category 1 (Première – centrally located in the stand opposite the main stand) €70

#### Q6: Are there any administration charges on top of the ticket price?

A6: For each ticket order an administration charge of €5 will be added.

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

A7: There are no tickets at reduced rates for particular groups. However, applicants for wheelchair spaces will be allocated a complimentary ticket and receive a complimentary companion ticket. Requests for wheelchair spaces have to be sent directly to AS Monaco FC by email to [billetterie.supercup@asm-fc.com](mailto:billetterie.supercup@asm-fc.com).

### 1.4. Sales phase

#### Q8: When will ticket sales start?

A8: Ticket sales for the UEFA Super Cup – through UEFA.com only – start on 4 July 2011 at 12.00CET and close on 15 July 2011 at 12.00CET,.

#### Q9: Will tickets be allocated through a ballot?

A9: If demand exceeds supply (which is extremely likely) all valid and correct applications received by 15 July 2011 12.00CET, will go into a ballot to determine the successful applicants.

## **1.5. Allocation and distribution**

### **Q10: Does the time I place my application affect my chances of being successful in the ballot?**

A10: No, it makes no difference whether you register early (on 4 July 2011) or later. Every correctly submitted and accepted ticket application received between 4 and 15 July 2011 has the same chance of being allocated tickets in the ballot.

### **Q11: Is there a minimum age for children to attend the match? Can my child sit on my lap? Is there any discount for children?**

A11: For security reasons, all spectators need to have a seat allocated to them, which means that all children require a valid ticket to access the stadium.

Please note that, for security reasons, children under the age of 4 will not be authorised to enter the stadium. Furthermore, entry to the stadium will only be authorised upon presentation of a valid ticket for each person, regardless of age.

There are no ticket price discounts for children.

### **Q12: Will all the tickets allocated to me be adjacent seats?**

A12: Tickets that are part of one specific application will, as far as possible, allow the holders to sit together. Persons placing applications separately cannot be provided with adjacent seating.

### **Q13: Is there a possibility to purchase tickets for a larger group (more than 2 people)?**

A13: Group bookings are not possible, as it is our aim to enable as many people as possible to attend the UEFA Super Cup.

### **Q14: Will my name be printed on the tickets?**

A14: The name of the applicant will be printed on the ticket(s) allocated. ID checks could be implemented at the entrance to the stadium.

## **1.6. Payment**

### **Q15: How do I pay for my UEFA Super Cup tickets?**

A15: Payment can be made by credit card only. The only cards accepted are MasterCard, Visa, JCB and Diners. The card must have an expiry date beyond August 2011. If you are allocated tickets, your credit card will automatically be charged.

### **Q16: When will my credit card be charged?**

A16: If you are allocated tickets, your credit card will be charged between 16 and 22 July 2011. In the event that we are not able to charge your credit card – for example if the amount exceeds your credit limit – your ticket order will be cancelled automatically.

### **Q17: Which currencies can be used for ticket payments?**

A17: All applicants must pay for their tickets in euros (€).

## **1.7. Internet security and confidentiality**

### **Q18: Is this a secure website?**

A18: Please be assured that your booking will be processed securely through <https://ticketing.UEFA.com/uefasupercup>. Transactions are protected by SSL encryption; all data sent to the server will be protected. Transaction times may vary according to site traffic. Only when submitting the application, will data be transferred through https.

### **Q19: Do I need a special program to apply for tickets via <https://ticketing.UEFA.com/uefasupercup>?**

A19: You need to use Internet Explorer 5 or Netscape 7 or more recent versions to allow you to apply for tickets online.

### **Q20: Is my browser version compatible with the UEFA Super Cup ticket portal? Do JavaScript and cookies have to be activated in the browser?**

A20: Care was taken when designing the pages to ensure that only standard functions are used that display correctly in the various browsers in use. In exceptional cases there may be problems displaying a web page, but this will merely affect the visual appearance of the page and not the use of the functions.

You are recommended to activate JavaScript in order to use the full functionality of the website. A corresponding message will be displayed on specific pages.

Furthermore, cookies have to be enabled. Should you be concerned about privacy, you have the possibility to override automatic cookie handling for all websites by having your browser prompt you before accepting cookies. These modifications can be made in the browser's security settings.

## **2. My application**

### **2.1. Login data**

#### **Q21: What should I do if I forget my password?**

A21: If you forget your password, use the "Forgot Your Password?" link in the login window. The email address you provided will be used to send you a new password.

After logging in with the new password, you will have the possibility to change it by clicking on "My Details" and on "Update Details".

If you do not receive your password by email, please check the settings of your email account and make sure that you can receive emails sent by [noreply@uefa.com](mailto:noreply@uefa.com) as it could be that your email provider has classified our emails to you as spam. Should you use an integrated email application program such as Outlook, it could automatically send emails from us to the junk email folder..

#### **Q22: I cannot log into my personal application although I have entered the login data correctly. What should I do?**

A22: Should you encounter difficulties logging in, it could be because:

- Your password is case sensitive. Please respect the use of capital and small letters.
- You are recommended to activate JavaScript as otherwise the site's full functionality will not be available.
- Cookies have to be enabled. Should you be concerned about privacy, you have the possibility to override automatic cookie handling for all websites by having your browser prompt you before accepting cookies. These modifications can be made in the browser's security settings.
- If you forget your password, use the "Forgot Your Password?" link in the log-in window. The email address you provided will be used to send you a new password.
- After entering your email address and your password, you must click on the "Login" button to access your personal application. Please note that you cannot log in if you press the enter key on your keyboard instead of the "Login" button.

#### **Q23: What if I enter the wrong details by mistake?**

A23: To modify your application, you need to access your personal application and change the wrong details before the deadline of 15 July 2011, 12.00CET.

#### **Q24: Why is a national ID or passport number required?**

A24: A national ID or passport number is required to ensure clear identification and to establish an unambiguous link to the personal data of the purchaser.

### **2.2. Status**

#### **Q25: Do I receive confirmation of my ticket application?**

A25: Immediately after you place your order, you will receive an email confirming we have received your application and giving you your customer reference number. If you do not receive this email, please verify your spam/junk mailbox (see QA21 above)

#### **Q26: Can I cancel my ticket application?**

A26: Yes, during the application period you can access your personal application and cancel it. However, once the application period has expired, after 15 July 2011, 12.00CET, it will no longer be possible to cancel your application. Your credit card will be charged immediately if your name is drawn in the ballot and cancellations are not accepted after 15 July 2011, 12.00 CET.

#### **Q27: How will I know if my ticket application has been successful?**

A27: After the ballot and payment collection have taken place, all ticket applicants, successful or not, will receive an email notification by 22 July 2011.

#### **Q28: If I am allocated tickets in the ballot, can I still cancel them?**

A28: After the application phase has closed, you can no longer cancel your application. If you are allocated tickets in the ballot, your credit card will automatically be charged.

**Q29: What is the status of my application? How do I find out whether my application has been successful?**

A29: All ticket applicants, successful or not, will receive an email notification by 22 July 2011. Credit cards will be charged automatically for successful applications.

If you do not receive your password by email, please check the settings of your email account and make sure that you can receive emails sent by [noreply@uefa.com](mailto:noreply@uefa.com) as it could be that your email provider has classified our emails to you as spam. Should you use an integrated email application program such as Outlook, it could automatically send emails from us to the junk email folder.

Please also check that the email address you provided is correct. If you still cannot find the email, please log in to your personal application as of 22 July 2011 with your email address and your password in order to check the status of your application.

### **2.3. Allocation and distribution**

**Q30: How many ticket(s) can I apply for?**

A30: Each applicant may apply for a maximum of 2 tickets.

**Q31: Can I apply for tickets in a different price category than Category 1?**

A31: Applications can only be made for Category 1 tickets. No other ticket category is offered for sale. However, applicants can indicate during the application process that they would accept tickets in a different price category in case Category 1 tickets are no longer available, by ticking the appropriate box.

**Q32: When will the ticket(s) be sent?**

A32: Tickets for the UEFA Super Cup will not be dispatched by courier but distributed at the stadium ticket collection point located at the main entrance to the stadium, entrance A. Tickets can be collected on 25 August from 10.00 to 18.00 and on 26 August from 10.00 to 18.00. The applicant must present a copy of the confirmation email and also a valid ID document.

**Q33: If I damage or lose my ticket(s) or do not receive it in time, what can I do?**

A33: Duplicate tickets will not be issued for any reason whatsoever. In any event, the host and/or UEFA cannot be held liable for any ticket loss or damage.

## **3. Rules**

### **3.1. Rules and regulations**

**Q34: What rules apply when applying for tickets for the UEFA Super Cup?**

A34: When applying for tickets for the UEFA Super Cup, you are bound by the ticketing terms and conditions as laid down by UEFA and AS Monaco FC (the host). Please read them carefully before applying for tickets.

**Q35: Am I allowed to give or sell my tickets to someone else?**

A35: Except as set out in Article 6.5 of the ticketing terms and conditions, neither the applicant nor a guest may sell, offer for sale, auction, resell or otherwise transfer tickets.

**Q36: Can tickets be used for commercial purposes, for example as a prize in a competition or as part of a travel package?**

A36: Commercial use of tickets has been granted exclusively to the official UEFA Super Cup sponsors. Therefore, tickets may not be used for commercial purposes such as promotions, advertising, prizes in competitions or sweepstakes, or as a part of a travel package (for example combining flights, hotel and tickets).

**Q37: What is an applicant?**

A37: An applicant in this context means any individual who is legally entitled to apply for ticket(s) for UEFA Super Cup in accordance with the ticketing terms and conditions. The applicant can apply for tickets for him/herself and also for a ticket for one guest. Applicants are fully and unconditionally responsible for ensuring that their guests are aware of, agree to and comply with the ticketing terms and conditions. In particular, applicants must provide their guests with a copy of the ticketing terms and conditions.

**Q38: What is a guest?**

A38: A guest in this context means relatives, close friends, colleagues and/or the companion of individuals who use wheelchairs on whose behalf the applicant is applying for a ticket and to whom a ticket may be transferred in accordance with the ticketing terms and conditions.

**Q39: Will tickets be personalised?**

A39: Applicants must provide full details, including their own surname, first name and date of birth and that of any guest attending the UEFA Super Cup. In the event that the applicant provides wrong information, UEFA reserves the right to thereafter withdraw the ticket allocation or, if necessary, refuse entrance to the stadium to the applicant and his guest with no right of refund. The ticket(s) in question will be cancelled. Applicants are fully and unconditionally responsible for ensuring that guests are aware of, agree to and comply with our ticketing terms and conditions. In particular, applicants must provide their guests with a copy of the ticketing terms and conditions.

**3.2. Terms and conditions**

**Q40: Where can I find the 2011 UEFA Super Cup ticketing terms and conditions?**

A40: The ticketing terms and conditions for the 2011 UEFA Super Cup can be found under:  
[http://www.uefa.com/MultimediaFiles/Download/competitions/Ticketing/01/64/82/14/1648214\\_DOWNLOAD.OAD.pdf](http://www.uefa.com/MultimediaFiles/Download/competitions/Ticketing/01/64/82/14/1648214_DOWNLOAD.OAD.pdf)