



**Q1: Where will the UEFA Champions League Final be played?**

A1: The UEFA Champions League Final will be hosted in Munich in the “Fussball Arena München” on 19 May 2012 at 20:45 (local time).

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

A2: If you have any questions 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 GM Consult, which is the service company appointed by the German Football Association in relation to the ticketing process for all general public sales for the UEFA Champions League Final 2012:
  - by email: [customer-service.ucl2012@gm-portal.de](mailto:customer-service.ucl2012@gm-portal.de)
  - by phone: +49 711 95 41 850 (Monday to Friday, from 09:00 to 18:00)
- Disabled supporter related questions:
  - by email: [wa-customer-service.ucl2012@gm-portal.de](mailto:wa-customer-service.ucl2012@gm-portal.de)
  - by phone: +49 711 95 41 850 (Monday to Friday, from 09:00 to 18:00)

**Q3: How can I apply for Tickets? Can I obtain Tickets for UEFA Champions League Final from online auctions or from a Ticket exchange site? Are these Tickets official?**

A3: UEFA Champions League Final match Tickets for individual football fans can only be purchased officially through <https://ticketing.uefa.com/uefachampionsleague>.

Nevertheless, an allocation of tickets has been reserved for each participating finalist club. These tickets are sold by each finalist club 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: All tickets offered during this sales phase are intended for neutral football supporters worldwide who wish to attend the final, irrespective of the two finalist clubs.

**Q5: What are the Ticket prices available for general public for UEFA Champions League Final?**

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

Price Category 1 (centrally positioned)	370 EUR
Price Category 2 (mainly in the corners on all tiers)	260 EUR
Price Category 3 (mainly in the upper tier in the corners)	160 EUR
Price Category 4 (behind the goals on the upper tier)	70 EUR
Price Youth Package (1 Child & 1 Adult)	140 EUR



Please take note for youth package tickets; one ticket is for a child.

The year of birth of the child (2nd ticket holder) must be between 1998 (included) and 2008 (included).

**Q6: Are there any Administration Charges in addition to the Ticket prices?**

A6: For each ticket order an administration charge will be applicable. This charge consists of administrative fees, handling fees, and delivery fees for secure mailing of tickets by express courier. These administration charges are as follows:

Ticket orders within Germany	10 EUR
Ticket orders within Europe	20 EUR
Ticket orders outside Europe	35 EUR

**Q7: Are there Tickets available at reduced rates?**

A7: Reduced rates are available within the youth package orders only for one adult and one child. One package, including two category 2 tickets, is priced at 140 euros per package, 70 euros per ticket. A person is considered a child if he/she is born between 1998 and 2008.

Applicants for disabled supporter tickets who are successful in the ballot, will be allocated tickets in price category 4 (70 EUR) and will receive a complimentary companion Ticket.

**Q8: What is the procedure to order Wheelchair Tickets for disabled?**

A8: If you wish to apply for a disabled ticket, you should apply by sending an email to [wa-customer-service.ucl2012@gm-portal.de](mailto:wa-customer-service.ucl2012@gm-portal.de). If demand exceeds supply all valid and correct applications received before 16 March 2012 18:00 CET will go into a lottery. The lottery will determine the successful applicants. Successful applicants will be asked to provide a valid proof of disability.

**Q9: When will Ticket sales start?**

A9: Ticket sales for the UEFA Champions League Final start on 1 March 2012 at 12:00 CET and close on 16 March 2012 at 18:00 CET, through [www.uefa.com](http://www.uefa.com) only.

**Q10: Did the time I placed my Application affect my chances of being successful in the lottery?**

A10: It makes no difference whether you register early (on 1 March 2012) or later during the month. Every correctly submitted and accepted application received between 1 March and 16 March 2012 18:00 CET has the same chance of being allocated tickets as a result of the lottery.

**Q11: Will the Tickets be allocated through a lottery process?**

A11: If demand exceeds supply (which is extremely likely) all valid and correct applications received before 16 March 2012 18:00 CET, will go into a lottery. The lottery will determine the successful applicants.



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

A12: For security reasons, all persons need to have a seat allocated to them, which means that all children require a valid Ticket to have access to the stadium.

Please note that, for security reasons, children born after 2008 will not be authorised to enter the stadium. Furthermore, the entrance to the stadium will only be authorised upon presentation of a valid Ticket for each person, regardless of age. Furthermore, please note that there are no discounts in Ticket prices for children except for the Youth Packages.

**Q13: Will all the Tickets allocated to me be adjacent seats?**

A13: Tickets that are part of one specific Application will, as far as possible, allow the Ticket Holders to be seated together. Persons placing Applications separately cannot be provided with adjacent seating.

**Q14: Is there a possibility to purchase Tickets for a larger group (more than 2 people)?**

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

**Q15: Will my name be printed on the Tickets?**

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

**Q16: How do I pay for my UEFA Champions League Final Tickets?**

A16: Payment can be done by credit card only. The card must be valid until at least May 2012. If you will be allocated tickets, your credit card will automatically be charged.

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

A17: If you will be allocated tickets, your credit card will be charged between 17 March and 2 April 2012. In the event 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. All credit card payments will be VeriSign Secured.

**Q18: Which currency can be used for payment for the Tickets?**

A18: All Applicants must pay for their tickets in Euros (EUR).

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

A19: Please be assured that your booking will be securely processed through UEFA.com. 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, data will be transferred through https.



**Q20: Do I need a special program to apply for Tickets via [www.uefa.com](http://www.uefa.com)?**

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

**Q21: Is my browser version compatible with the Ticket Portal for UEFA Champions League Final? Do JavaScript and cookies have to be activated in the browser?**

A21: Care was taken when designing the pages to ensure that only standard functions are used that are correctly displayed in the various browsers used around the world. 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 in the Internet zone 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 link "Forgot Password?" in the login window. The e-mail address you provided will be used to send you a new password to access your Personal Application.

After logging in with the new password, you will have the possibility of changing it by clicking on "My Account" and on "Save Details".

If you have not received your password by e-mail, please check the settings of your e-mail account and make sure that you can receive e-mails sent by [application.ucl2012@gm-portal.de](mailto:application.ucl2012@gm-portal.de) as it may be possible that your e-mail provider has classified our e-mails to you as spam. Should you use an integrated e-mail application program in your computer such as Outlook, please note that this program may have automatically sent our incoming e-mails to the Junk e-mail folder. This could be a reason why sometimes our e-mails containing your new password are not received directly in your inbox.

**Q23: I cannot log into my Personal Application although I have entered the login data correctly. What should I do?**

A23: Should you encounter difficulties to log in, please consider the following possible reasons:

- Your password is case sensitive. Please respect the writing 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 Web sites in the Internet zone by having your browser prompt you before accepting cookies. These modifications can be made in the browser's security settings.



- If you forgot your password, use the link "Forgot Password?" in the login window. The e-mail address you provided will be used to send you a new password to access your Personal Application.

- After entering your e-mail address and your password, you must click on the "Log in" button to enter the Personal Application. Please note that you cannot log in if you press the Enter key on your keyboard instead of the "Log in" button. Thank you for your understanding.

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

A24: To modify your application, you need to access your personal application and change the wrong details before the deadline of 16 March 2012 18:00 CET.

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

A25: A national ID or Passport number is required to ensure clear identification and to establish an unambiguous link to the personal data of the ticket holder.

#### **Q26: Do I receive a confirmation of my Ticket Application?**

A26: Immediately after ordering your tickets, you will receive an e-mail confirming we have received your application and giving you your customer reference number. If you have not received this e-mail, please verify your spam/junk mailbox.

#### **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 expired, after 16 March 2012 18:00 CET it will no longer be possible to cancel your application.

#### **Q28: How will I know if I will receive the Ticket I applied for?**

A28: After the lottery process and the payment collection has taken place, all ticket applicants, successful and unsuccessful, will receive an e-mail notification no later than 2 April 2012.

#### **Q29: If I have been allocated Tickets as a result of the lottery, can I still cancel my Ticket(s)?**

A29: After closing of the application period, you can no longer cancel your application. If you will be allocated tickets as a result of the lottery process, your credit card will automatically be charged.

#### **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 at the latest on 2 April 2012 whether they were successful in the lottery or not.

If you don't receive any confirmation e-mail, please check the settings of your e-mail account and make sure that you can receive e-mails sent by uefa.com as it may be possible that your e-mail provider has classified our e-mails to you as spam. Should you use an integrated e-mail application program in your computer such as Outlook, please note that this program may have automatically sent our incoming e-mails to the Junk e-mail folder. This could be a reason why sometimes our e-





mails are not received directly in your inbox. Please check also if the e-mail address you provided is correct. If you still can't find the e-mail, please log into your personal application as of 2 April with your e-mail address and your password in order to check the status of your Application.

**Q31: How many Ticket(s) am I entitled to apply for?**

A31: Each applicant may apply for a maximum of 2 tickets.

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

A32: Applications can only be made for one price category.

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

A33: Tickets for UEFA Champions League Final will be dispatched end of April 2012 by secure mail (express courier) to the address of the applicant stated in the ticket application form, assuming that full payment has taken place. Dispatch of all items will be completed by 30 April. The delivery time for orders will be dependent on the service level of the mail service provider in each respective country. UEFA and the German Football Association will not be held responsible for the late delivery of tickets.

**Q34: If I damage or lose my Ticket(s) or did not receive it on time, what will happen?**

A34: Duplicate tickets will not be issued for any reason whatsoever. In any event, the Host Association and/or UEFA shall not be held liable for any ticket loss, damage or late delivery caused by malfunction or interruption of mail services.

**Q35: What rules apply when applying for Tickets for the UEFA Champions League Final 2012?**

A35: When applying for tickets for the UEFA Champions League Final 2012, you are bound by the ticketing Terms and Conditions as laid down by UEFA and the German Football Association (the Host Association). Please read them carefully before applying for tickets.

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

A36: The tickets are non-transferable in accordance with the Terms and Conditions, neither the applicant nor the guest may sell, offer for sale, auction, resell or otherwise transfer the tickets.

**Q37: Can Tickets be used for commercial purposes, for example as a prize for a competition or as part of a travel package?**

A37: UEFA is the exclusive issuer of UEFA Champions League Final Tickets. Commercial use of the Tickets has been exclusively granted to the official UEFA Champions League sponsors. Therefore, Tickets may not be used for commercial purposes such as without limitation for promotion, advertising, use as a prize in a competition or sweepstake or as a part of a travel package (for example combining flights, hotel and tickets).



**Q38: What is an "Applicant"?**

A38: "Applicant" means any individual with legal capacity to contract applying for Ticket(s) for UEFA Champions League Final in accordance with the Terms and Conditions. The Applicant has to apply for Tickets for himself/herself and can additionally apply for a Ticket for 1 person who will be his "guest" for which he shall give name, surname and date of birth. Applicants shall be 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" means relatives, close friends, colleagues and/or the companion of individuals in wheelchairs for whom the Applicant may be applying and to whom Tickets may be transferred in accordance with these Terms and Conditions.

**Q40: In case I am not sure who will be my guest for the UEFA Champions League Final, can I use any name?**

A40: No, tickets are linked to a person. You should indicate the name, surname and date of birth of the person that will accompany you to the match. ID checks will be carried out at the entrance and entry will be refused in case your ID does not match the name you provided us in the application form.

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

A41: Applicants shall provide full details including name, surname and date of birth of the applicant and the guest attending the UEFA Champions League Final. In the event that the applicant provides wrong information, UEFA reserves the right to thereafter reject the allocation of the relevant Tickets or, if necessary, refuse entrance to the stadium of the Applicant and the guest with no right to refund. The relevant Ticket(s) will be cancelled. Applicants shall be 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 pass on to their guests a copy of the Terms and Conditions.

**Q42: Where can I find the ticketing terms and conditions for the UEFA Champions League Final Munich 2012?**

A42: You can find the ticketing terms and conditions for the UEFA Champions League final Munich 2012 on [www.uefa.com](http://www.uefa.com) under:

[http://www.uefa.com/MultimediaFiles/Download/competitions/Ticketing/01/76/08/69/1760869\\_DO WNLOAD.pdf](http://www.uefa.com/MultimediaFiles/Download/competitions/Ticketing/01/76/08/69/1760869_DO WNLOAD.pdf)