

## **TICKET REFUND POLICY**

### **Final Match of the UEFA Europa League™ 2012/2013**

The following terms govern the procedure for obtaining refunds in relation to the Tickets for the final match of the UEFA Europa League™ 2012/2013 to be held at Amsterdam Arena in Amsterdam. Capitalized terms shall have the meaning as defined in the Ticketing Terms and Conditions.

#### **1. Postponement of the Match before kick-off**

In the event of the postponement of a Match before entering the Stadium the Ticket will be valid for the rearranged playing of the Match.

Where a Match is postponed after entering the Stadium, but before the Match has kicked-off, entry to the Stadium for the rearranged playing of the Match shall only be permitted on presentation of the Ticket and subject to compliance with any other arrangements announced by UEFA at the time.

A person unable to attend the rearranged playing of the Match shall be entitled to a refund of the face value of the Ticket.

#### **2. Postponement of the Match after kick-off**

In the event of the postponement of a Match after kick-off, a person shall be permitted to enter the Stadium for the rearranged playing of the Match on presentation of the Ticket and subject to compliance with any other arrangements announced by UEFA at the time.

A person unable to attend the rearranged playing of the Match shall be entitled to a refund, save that the refund shall be: (i) 60% of the face value of the Ticket if the Match is postponed before the commencement of the second half; or (ii) 40% of the face value of the Ticket where the Match is postponed between the commencement of the second half and the completion of the Match.

#### **3. Abandonment of the Match (no rearranged playing of the Match)**

When a Match is abandoned before kick-off and it is not rearranged, a person shall be entitled to a refund of the face value of the Ticket.

Where a Match is abandoned between kick-off and commencement of the second half, the refund shall be 60% of the face value of the Ticket and where it is postponed between the commencement of the second half and the completion of the Match. The refund shall be 40% of the face value of the Ticket.

#### **4. Procedure for obtaining a refund**

If any of the above circumstances apply then UEFA will announce: (i) the address to which refund applications should be sent, this may be UEFA, its agent, the appropriate participating finalist club or the Stadium Operator; and (ii) any special instructions concerning refund applications and deadlines.

**Refunds shall only be made to the original buyer of the Tickets and only provided that the Tickets are included with the refund application.**

Refunds, with no exception, will be made through the same payment method as used to originally purchase the Tickets.. Please allow 60 days for a refund to be made.

In each of the above circumstances, UEFA shall not be liable in any event for any other amounts incurred by the Ticket Holder including, for example, but without limitation for any hotel and/or travel expenses.

Refunds will not be provided for any other circumstances not described in this Policy (including, without limitation, where a Ticket Holder is ejected from the Stadium).