

UEFA EURO 2016™
TICKET RESALE PLATFORM TERMS AND CONDITIONS

A. INTRODUCTION

1. Scope

Union des associations européennes de football (UEFA), the European governing body responsible for the sport of football at the European level, is the exclusive owner of the commercial rights relating to the final tournament of the UEFA European Football Championship 2014-16™ (UEFA EURO 2016™).

The following UEFA EURO 2016™ ticket resale platform terms and conditions (the “Ticket Resale Platform Terms and Conditions”) set out the conditions for the re-sale and purchase of general public tickets for the UEFA EURO 2016™ in France via the official UEFA EURO 2016™ ticket resale platform at <https://tickets.uefa.com/euro-resale>.

2. Definitions

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| Buyer | any natural person above 18 years of age with legal capacity to enter into an agreement with EURO 2016 SAS for the purchase of Tickets to UEFA EURO 2016™ in accordance with these Ticket Resale Platform Terms and Conditions. |
| EURO 2016 SAS | the company held by both UEFA and the Host Association, being a simplified joint-stock company (“société par actions simplifiée”) with a capital of € 50'000, registered under n°531 326 080 R.C.S in Paris, V.A.T identification number FR 47531326080 and with registered office at 112 avenue Kléber – CS 81671, 75773 Paris CEDEX 16, France – Tel: +33 (0) 825 06 2016. |
| General Public Ticketing Terms and Conditions | the terms and conditions available at http://www.uefa.com/MultimediaFiles/Download/competitions/Ticketing/02/33/36/61/2333661_DOWNLOAD.pdf PDF applicable to tickets to UEFA EURO 2016™, including those sold via the Ticket Resale Platform. |
| Match | any official match to be played as part of UEFA EURO 2016™. |
| Host Association | the Fédération Française de Football, with its registered office at 87, Boulevard de Grenelle, 75738 Paris Cedex 15, France, which has been appointed by UEFA as the host association for UEFA EURO 2016™, and granted the right and corresponding obligations to be responsible for the organisation and staging of the Matches. |
| Original Ticket Holder | the individual who is the holder of the original Ticket(s) (not the Ticket Resale Platform Public Ticketing Terms and Conditions) who wishes to list Ticket(s) on the Ticket Resale Platform. |
| Participating National Association (PNA) | any national association that has qualified for and will participate in UEFA EURO 2016™. |
| Purchase Notification | the email notification confirming the purchase of such Ticket(s) as is/are indicated in such Purchase Notification, and sent to the email address provided by the Buyer upon their registration on the Ticket Resale Platform. |
| Regulations | without limitation, the terms of the following: <ul style="list-style-type: none">- Laws of France;- UEFA, EURO 2016 SAS and Host Association’s statutes and regulations applicable for the Matches and UEFA EURO 2016™; and |

- Stadium Rules.

Sale Notification

the email notification confirming the sale of such Ticket(s) as is/are indicated in such Sale Notification, and sent to the email address provided by the Original Ticket Holder in the Ticket Resale Platform Listing Form.

Single Ticket

one of the types of Tickets offered for sale, being a Ticket for a single Match at one of the Stadiums.

Stadium

the entire premises of any of the official UEFA EURO 2016™ stadiums at which any Match will be played, including all areas which require a Ticket to gain access to. At the publication date of these Ticket Resale Platform Terms and Conditions, the official UEFA EURO 2016™ stadiums are:

- Stade de Bordeaux;
- Stade Bollaert-Delelis;
- Stade Pierre Mauroy;
- Stade de Lyon ;
- Stade Vélodrome ;
- Stade de Nice ;
- Parc des Princes ;
- Stade de France ;
- Stade Geoffroy Guichard ;
- Stade Municipal de Toulouse.

Stadium Owner

the owner, operator or lessee of the Stadium depending on the Stadium for which the Ticket grants access.

Stadium Rules

the “Stadium Rules for UEFA EURO 2016™” which can be accessed at:

www.uefa.com/MultimediaFiles/Download/competitions/Ticketing/02/25/56/31/2255631_DOWNLOAD.pdf

Successful Buyer

any Buyer who receives a Purchase Confirmation confirming that they have purchased any Ticket(s) via the Ticket Resale Platform in accordance with Article 4.

Ticket(s)

the paper or plastic ticket offered for sale on the Ticket Resale Platform by the Original Ticket Holder which was purchased by the Original Ticket Holder from EURO 2016 SAS and which is subject at all times to the Terms and Conditions.

Ticket Resale Platform

the Internet platform owned and managed by UEFA at <https://tickets.uefa.com/euro-resale> through which the Original Ticket Holder can list Tickets.

The Ticket Resale Platform is made available to EURO 2016 SAS by UEFA for the purpose of ticket sales for UEFA EURO 2016™.

Ticket Resale Platform Listing Form

the form available on the Ticket Resale Platform which the Original Ticket Holder must complete and submit to EURO 2016 SAS in order to list any Ticket(s) for sale and in which the Original Ticket Holder must provide all relevant information about the Ticket(s) including the name of the Match, the date, the section, row, seat number and face value price of the Ticket(s).

Ticket Type(s)

the Single Tickets and/or Destination Tickets.

UEFA

Union des associations européennes de football, whose offices are located at Route de Genève 46, 1260 Nyon 2, Switzerland and any wholly owned subsidiary thereof, including but not limited to UEFA Events SA.

UEFA EURO 2016™

the final tournament of the UEFA European Football Championship™ 2014-16 which will be staged in France from 10

June 2016 until 10 July 2016, and for which UEFA holds the relating rights of exploitation under the terms of French Law.

3. Listing Tickets on the Ticket Resale Platform

- 3.1. The Original Ticket Holder must register on the Ticket Resale Platform by following the registration procedure stipulated on the Ticket Resale Platform.
- 3.2. Ticket(s) can only be listed by the Original Ticket Holder on the Ticket Resale Platform for the face value price of the relevant Ticket(s).
- 3.3. Only the Successful Applicant (as defined in the General Public Ticketing Terms and Conditions) who purchased his/her Ticket(s) during the general public sales held from 10 June 2015 to 10 July 2015 and from 14 December 2015 to 1 February 2016, may list any Ticket(s) for sale on the Ticket Resale Listing Platform.
- 3.4. The Original Ticket Holder grants to EURO 2016 SAS a non-exclusive, transferable, worldwide, paid-up, royalty-free right and license to reproduce, modify, adapt, publish and display on the Ticket Resale Platform any description of the Ticket(s) provided by the Original Ticket Holder in the Ticket Resale Platform Listing Form.
- 3.5. By listing a Ticket on the Ticket Resale Platform, the Original Ticket Holder is waiving his or her right to receive the Ticket(s) conditional upon the purchase of the Ticket(s) by a Buyer on the Ticket Resale Platform.
- 3.6. When a Buyer agrees to buy the Ticket(s) and his/her payment is successfully processed in line with Articles 4.6, 4.7, 4.8 and 5, EURO 2016 SAS accepts the Original Ticket Holder's offer to waive his or her right to receive the Ticket(s) in consideration for the refund of the face value of the Ticket(s) in accordance with Article 3.10. For the avoidance of doubt, EURO 2016 SAS shall not be liable to accept the Original Ticket Holder's offer to waive his or her right to receive the Ticket(s) unless and until the Ticket(s) have been purchased by a Buyer on the Ticket Resale Platform.
- 3.7. Once a Sale Notification has been sent to the Original Ticket Holder there is a binding contract for the Original Ticket Holder to waive his or her rights to receive the Ticket(s) which are the subject of the Sale Notification from EURO 2016 SAS. Following issue of the Sale Notification, the Ticket(s) cannot be withdrawn from the Ticket Resale Platform by the Original Ticket Holder and the Original Ticket Holder shall lose any and all rights to receive or use the Ticket(s) which are the subject of the Sale Notification to attend the relevant Match(es). For the avoidance of doubt, the Original Ticket Holder acknowledges that all Ticket(s) listed by him/her on the Ticket Resale Platform may not be purchased by a Buyer.
- 3.8. A Sale Notification will be sent to the Original Ticket Holder upon EURO 2016 SAS receiving payment of the full cost of the Ticket(s) from the Buyer (in accordance with Article 5 below).
- 3.9. Upon receiving a Sale Notification, the Original Ticket Holder agrees that the Ticket(s) purchased in accordance with Article 3.3 will be no longer delivered to the Original Ticket Holder by EURO 2016 SAS.
- 3.10. Following the issue of a Sale Notification, the Original Ticket Holder will receive a refund from EURO 2016 SAS for the face value of the Ticket(s), which are the subject of the Sale Notification. The refund will be made by EURO 2016 SAS within 7 days from the date on which the Tickets were sold on the Ticket Resale Platform onto the credit card used by the Original Ticket Holder when he or she purchased the Ticket(s) during the general public sales period. In the event that this credit card is no longer valid, the Original Ticket Holder shall immediately inform EURO 2016 SAS of this fact and acknowledges that this may delay any refund being processed.

- 3.11. In the event that payment from the Buyer is later recovered or voided by charge back or otherwise from the Buyer's credit card company, the Original Ticket Holder agrees that they will be liable to re-pay to EURO 2016 SAS the relevant sum. The Original Ticket Holder authorises EURO 2016 SAS to charge the relevant sum to the Original Ticket Holder's credit card (as provided to EURO 2016 SAS during the Original Ticket Holder's purchase of the Ticket(s)) for the face value of the Ticket(s) or, in the event that the Original Ticket Holder has not already received a refund from EURO 2016 SAS, the Original Ticket Holder accepts that they will not receive any refund from EURO 2016 SAS for the Ticket(s).
- 3.12. The Original Ticket Holder may withdraw the Ticket(s) from sale on the Ticket Resale Platform at any time prior to receiving a Sale Notification by following the process listed on the Ticket Resale Platform. Any Ticket(s) which are withdrawn from sale by the Original Ticket Holder or which are not purchased by a Buyer will remain valid for use by the Original Ticket Holder for the relevant Match(es).
- 3.13. In the event that a technical error has resulted in Ticket(s) being sold incorrectly on the Ticket Resale Platform, EURO 2016 SAS will notify the Original Ticket Holder within 48 hours, the sale will be cancelled and the Original Ticket Holder will be able to relist the Ticket(s) by completing a Ticket Resale Platform Listing Form in respect of the relevant Ticket(s). Neither EURO 2016 SAS nor UEFA shall be liable to the Original Ticket Holder for any losses incurred as a result of any cancellations pursuant to this Article 3.13.

4. Buying Tickets

- 4.1. The Buyer must register on the Ticket Resale Platform by following the registration procedure stipulated on the Ticket Resale Platform.
- 4.2. EURO 2016 SAS gives no warranty that the Ticket Resale Platform will offer a Buyer the opportunity to purchase tickets for UEFA EURO 2016™ for any particular Match.
- 4.3. Upon identifying Ticket(s) which it wishes to purchase, the Buyer will notify EURO 2016 SAS with an offer that the Buyer is willing to purchase the Ticket(s) from EURO 2016 SAS by completing the relevant Ticket purchase procedure on the Ticket Resale Platform. The price of such Ticket(s) will be the face value of the Ticket(s) plus the delivery costs outlined at Article 6 below.
- 4.4. The Buyer cannot purchase more than four (4) Single Tickets per Match (including any Tickets purchased previously by the Buyer for such Match via any other EURO 2016 SAS sale mechanism, including general public sales and any sales carried out on behalf of any Participating National Association) on the Ticket Resale Platform. Requests for: (i) more than four (4) Single Tickets per Match; (ii) more than one (1) Match played on the same day; and/or (iii) both Single Tickets and Destination Tickets which include the same Match, are not permitted.
- 4.5. The Buyer shall make payment for the Ticket(s) to EURO 2016 SAS in accordance with Article 5 below.
- 4.6. By clicking the "PURCHASE TICKETS" button/field during the purchase process on the Ticket Resale Platform, the Buyer acknowledges that she/he has read, understood, accepted, and agreed to comply with the Terms and Conditions and these Ticket Resale Platform Terms and Conditions and gives her/his consent to the execution of the agreement between the Buyer and EURO 2016 SAS by electronic means as well as to the exchange of information between the Buyer, UEFA and EURO 2016 SAS by email before its conclusion and/or in the course of its performance in compliance with Article L.1369-2 of the French "code civil". Furthermore, in application of Article L-121-21-8 12° of the French consumer code, the right of withdrawal does not apply to the Buyer.

- 4.7. Payment for the Ticket(s) by the Buyer in accordance with Article 5 below constitutes EURO 2016 SAS' acceptance of the Buyer's offer to buy the Ticket(s) and EURO 2016 SAS' offer to sell the Ticket(s).
- 4.8. Following payment for the Ticket(s) by the Buyer in accordance with Article 5 below, EURO 2016 SAS will send a Sale Notification to the Original Ticket Holder and a Purchase Notification to the Buyer. The Buyer will become a Successful Buyer only upon a successful payment.
- 4.9. Whilst EURO 2016 SAS will attempt to ensure that listings for Tickets on the Ticket Resale Platform are accurate, technical errors may occur. If EURO 2016 SAS discover that an error has occurred which has resulted in an incorrectly confirmed order for Tickets, EURO 2016 SAS will inform the Buyer as soon as possible and reserve the right to cancel the Buyer's purchase. Where possible, EURO 2016 SAS will give the Buyer the option of reconfirming their order with the correct details or cancelling their order for a full refund. If EURO 2016 SAS are unable to contact the Buyer, the Buyer agrees that EURO 2016 SAS may treat the Buyer's order as cancelled without any liability to EURO 2016 SAS.
- 4.10. The Buyer acknowledges that any order which results in the Buyer exceeding the Ticket purchase limits identified in Articles 4.4 and 4.5 shall be cancelled in full.

5. Payment

- 5.1. Payment for the Ticket(s) may only be made by the following credit cards: MasterCard or Visa.
- 5.2. The purchase price of the Ticket(s) (including VAT) will be clearly identified to the Buyer on the relevant purchase page of the Ticket Resale Platform. The Buyer acknowledges that by inputting their credit card details into the Ticket Resale Platform and by clicking the confirmation button/field in the relevant Ticket purchase page of the Ticket Resale Platform, the Buyer permits the payment to be processed, and the Buyer's credit card to be charged.
- 5.3. The Ticket Resale Platform is located in Switzerland and all credit card payments for the Ticket(s) will be processed in France. The Buyer's credit card issuing bank may levy additional fees or charges for such transaction (including its own foreign currency exchange rates for currency other than Euro). The Buyer shall contact his/her respective credit card issuing bank before attempting to purchase any Ticket(s) via the Ticket Resale Platform in order to enquire about the credit card issuing bank's charges, fees and/or foreign currency exchange rates. EURO 2016 SAS shall not be responsible for any such charges, fees and/or exchange rates levied by the Successful Buyer's credit card issuing bank.

6. Delivery of Tickets

- 6.1. Tickets will be delivered to the Successful Buyer in the following way:
 - a. by express courier sent to the delivery address of the Successful Buyer as provided to EURO 2016 SAS during their registration process for the Ticket Resale Platform. The delivery costs will be charged in addition to the face value price of the Ticket(s) purchased via the Ticket Resale Platform. The costs relating to such delivery depend on the geographic location of the Successful Buyer and are as follows:
 - i. for delivery to Successful Buyer's with a delivery address located in France, EURO 2016 SAS will charge the Successful Buyer a fee of 8 EURO for delivery of the Ticket(s); and
 - ii. for delivery to Successful Buyer's with a delivery address located outside of France, EURO 2016 SAS will charge the Successful Buyer a fee of 15 EURO for delivery of the Ticket(s).

- b. if a delivery attempt by express courier services in the country of residence of the Successful Buyer is not successful or if express courier delivery to the delivery address of the Successful Buyer is not possible for other exceptional reasons non-attributable to EURO 2016 SAS, the Ticket(s) will be remitted to such Successful Buyer personally during the official opening hours of the ticket collection point at the Stadium (or in its vicinity) as further described in Article 6.2. In the event of Ticket(s) collection on site due to exceptional circumstances, the resulting costs for EURO 2016 SAS will be borne by the Successful Buyer benefiting from this service. In such case, the details of such method will be communicated to the Successful Buyer in due course. For the avoidance of doubt, if the handling costs are lower than the estimated delivery costs, the difference will be reimbursed to the Successful Buyer; and
- c. in relation to a limited number of Tickets, as part of the general effort aimed at maximising safety and security for the Match and preventing the black market resale of the Tickets, EURO 2016 SAS may decide (at its reasonable discretion) to remit the Tickets personally to the respective Successful Buyer during the official opening hours of the ticket collection point at the Stadium (or in its vicinity), subject to handling fees, as further described in Article 6.2. In this event, any resulting costs for EURO 2016 SAS will be borne by the Successful Buyer. In such case, the details of such method will be communicated to the Successful Buyer in due course. For the avoidance of doubt, if the handling costs are lower than the estimated delivery costs, the difference will be reimbursed to the Successful Buyer.

The Ticket delivery method will be notified to the Successful Buyer not less than two (2) weeks before the Match. Successful Buyer's will not be able to request: (i) a change thereof by EURO 2016 SAS; and/or (ii) a refund of the Ticket(s) on the basis of the distribution method applicable to their Ticket(s).

- 6.2. In the event of the situations described in 6.1.b) and c) above, the Successful Buyer will be informed by email that her/his Ticket(s) can be collected during the opening hours at the Ticket collection point. Such email will be sent no later than two (2) weeks before the Match for which the Successful Buyer has purchased Ticket(s), and will provide the exact details of the Ticket(s) collection point as well as the opening times during which the Ticket(s) can be collected. Such location shall be in the Stadium or in its vicinity. In order to collect such Ticket(s), the Successful Buyer must show a personal identification document (passport or national identity card) and the print-out of the above mentioned email.
- 6.3. Tickets shall remain the property of EURO 2016 SAS at all times.

7. **Guarantees**

Defective Ticket(s) such as, for example: Tickets with illegible printing or missing seat numbers, shall be notified to EURO 2016 SAS in writing in accordance with Article 13 within seven (7) days of receipt or collection of the Tickets. Defective Ticket(s) will be replaced free of charge provided that the original defective Ticket(s) are returned/remitted to EURO 2016 SAS in their original condition. EURO 2016 SAS shall not be responsible for lost, stolen, damaged or destroyed Ticket(s) after their delivery to the Successful Buyer. In particular EURO 2016 SAS shall not be liable to refund any Ticket(s) or to re-print Ticket(s).

8. **Personal Data**

- 8.1. The personal data requested during the Ticket Resale Platform registration process is necessary to provide the Buyer with an opportunity to purchase Tickets via the Ticket Resale Platform. This information is registered and kept in a specific registry managed by UEFA. UEFA is responsible for the processing of the data in accordance with the Swiss federal law relating to data protection of 19 June 1992, as amended.

- 8.2. The Buyer has the right to access, rectify, erase and/or request a copy of their personal data held by UEFA by [clicking here](#). Such a request will be subject to verification of identity and is free of charge.
- 8.3. If the Buyer accepts that some of her/his personal data may be transferred to UEFA commercial partners, the Buyer will have to tick the appropriate box during the registration procedure on the Ticket Resale Platform.
- 8.4. Personal data provided by the Buyer in their registration on the Ticket Resale Platform is stored and processed via the Ticket Resale Platform in accordance with the Ticket Resale Platform and UEFA's privacy policies. These policies can be found at: http://www.uefa.com/MultimediaFiles/Download/competitions/Ticketing/02/33/65/21/2336521_DOWNLOAD.pdf
- 8.5. UEFA shall make available to EURO 2016 SAS the personal data collected in the Buyer's registration on the Ticket Resale Platform, specifically last name, first name(s), the Buyer's complete postal address as well as the personal data exclusively collected during the Ticket Resale Platform registration process, specifically data related to the credit card used by the Buyer for the purpose of Ticket sales only.

9. Force Majeure

EURO 2016 SAS, UEFA and/or the Host Association shall have no responsibility or liability whatsoever arising out of the relocation, cancellation, abandonment, postponement or replaying of any Match by reason of a force majeure event, as defined under Article 1148 of the French Civil Code, even in the event that such cancellation, abandonment, postponement or replaying may prejudice the Successful Buyer or their Guest(s) (as defined in the Terms and Conditions). As a result, EURO 2016 SAS, UEFA and/or the Host Association shall not be liable to pay any indemnification or damages in this respect.

10. Severability and Amendment

- 10.1. Before the opening Match, EURO 2016 SAS reserves the right to change the Terms and Conditions and these Ticket Resale Platform Terms and Conditions if necessary to ensure the proper and safe staging of any Match at the Stadium. EURO 2016 SAS will notify each Buyer of such changes via an email sent to the address indicated by the Buyer during their registration on the Ticket Resale Platform and the Buyer will have the choice, as the case may be, to consent to such changes or to withdraw from purchase of Ticket(s) via the Ticket Resale Platform or have the right to terminate as of right the agreement entered into with EURO 2016 SAS. The method of such termination and its consequences will be listed in the above mentioned email.
- 10.2. Should any provisions of these Ticket Resale Platform Terms and Conditions be declared void, ineffective, illegal or unenforceable by any competent court, regulator or authority, the remainder of the Ticket Resale Platform Terms and Conditions shall remain in effect as if such void, ineffective, illegal or unenforceable provision(s) had not been included.

11. Authentic Text

These Ticket Resale Platform Terms and Conditions have been drafted in [French] and translated into no less than English and German languages. In the event of any discrepancy between the texts, the French text shall prevail. The Ticket Resale Platform Terms and Conditions shall be available on the official websites of UEFA at: http://www.uefa.com/MultimediaFiles/Download/competitions/Ticketing/02/33/36/61/2333661_DOWNLOAD.pdf

12. General

- 12.1. The Successful Buyer shall be responsible for the proper performance and compliance by her/his Guests with the Terms & Conditions.
- 12.2. The Terms and Conditions and these Ticket Resale Platform Terms and Conditions are governed by the laws of France. The parties agree that a competent court within the jurisdiction of the Appellate court of Paris, or that of the place of residence or domicile of the Applicant, as the case may be, shall have exclusive jurisdiction to settle any dispute arising under or in connection with the Terms and Conditions and the Ticket Resale Platform Terms and Conditions.

13. Contact

Any information requests (in English, French and German only) regarding the ticketing sales process should be addressed to customer services, who can be contacted:

- a. by phone by calling the customer service numbers; and
- b. by the FAQ request form available on the Ticket Resale Platform.