

Q1: Where will the UEFA Europa League Final be played?

A1: The UEFA Europa League Final will be hosted in the Hamburg Arena Stadium on the 12 May 2010 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.
- You can contact the customer service appointed by the German Football Association in relation to the ticketing process for the UEFA Europa League Final 2010:
 - by email: uelfinal2010@hsv.de
 - by phone: + 49 1805 - 258291

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

A3: UEFA Europa League Final match Tickets for individual football fans can only be purchased officially through www.uefa.com.

Nevertheless, approximately 25% of the stadium capacity has been reserved for each participating Club. These tickets are sold by each Club to their own fans. Should you have further questions on that matter, please contact directly the relevant Club.

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 living outside Germany who wish to attend the final irrespective of which club qualify.

Q5: What are the ticket prices for UEFA Europa League Final?

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

Price Category 1 (centrally positioned)	150 EUR
Price Category 2 (centrally positioned, above and next to Cat.1 tickets)	115 EUR
Price Category 3 (behind goals, lower level)	85 EUR
Price Category 4 (behind goals, upper level)	55 EUR

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 Europe	30 EUR
Ticket orders outside Europe	40 EUR

Q7: Are there Tickets available at reduced rates?

A7: There are no Tickets at reduced rates for particular groups of persons. However, Applicants for wheelchair spaces who are successful in the lottery will be allocated Tickets in price category 4 and will receive a complimentary companion Ticket.

Q8: What is the procedure to order disabled tickets?

A8: If you wish to apply for a disabled ticket, you should send a valid proof of disability by email to tickets@dfb.de. You will then receive an order form that you should fill in and send back to tickets@dfb.de.

If demand exceeds supply all valid and correct applications received before 19 March 2010 18:00 CET will go into a lottery. The lottery will determine the successful applicants.

Q9: When will ticket sales start?

A9: Ticket sales for UEFA Europa League Final will start on 24 February 2010 at 12:00 CET and close on 19 March 2010 at 18:00 CET, through 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 24 February 2010) or later during the month of March. Every correctly submitted and accepted Application received between 24 February 2010 and 19 March 2010 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 19 March 2010 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.

Furthermore, children legally allowed to enter the stadium must be accompanied by an adult over 18 years of age. Furthermore, the entrance to the stadium will only be authorised upon presentation of a valid Ticket for each person, regardless of age. Please note that there are no discounts in Ticket prices for children.

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 Europa League Final 2010.

Q15: Will my name be printed on the tickets?

A15: The name of the Applicant will be printed on the ticket(s) allocated. ID checks could be implemented at the entrance of the stadium.

Q16: How do I pay for my UEFA Europa League Final tickets?

A16: Payment can be done by credit card only (MasterCard and Visa accepted). The card must be valid until at least May 2010. 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 24 March and 3 April 2010. 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?

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 Europa 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 Your 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 Details" and on "Update Details".

If you have not received your password by e-mail, please check in the Ticket Portal if the e-mail address you provided is correct. If the address is correct, 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 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 Your 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 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 19 March 2010 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 purchaser.

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 19 March 2010 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 have taken place, all ticket applicants, successful and unsuccessful, will receive an e-mail notification no later than 30 March 2010.

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 30 March 2010 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 1 April 2010 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. However, applicants can indicate during the application process that they would accept tickets in a different price category, by ticking the appropriate box. If the price category chosen is not available you may be allocated tickets of another price category.

Q33: When will the ticket(s) be sent?

A33: Tickets for UEFA Europa League Final will be sent until 19 April 2010 by secure mail (express courier) to the address of the applicant stated in the ticket application form, assuming that full payment has taken place. Due to the service levels of the mail services, in some countries the delivery of the tickets might take a few more days.

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 Europa League Final 2010?

A35: When applying for tickets for the UEFA Europa League Final 2010, 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: 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: Commercial use of the Tickets has been exclusively granted to the official UEFA Europa 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 Europa League final in accordance with the Terms and Conditions. The Applicant has to apply for Tickets for himself/herself and can additionally apply for Tickets for 1 person who will be "guest". 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: Where can I find the Ticketing terms and conditions UEFA Europa League Final Hamburg 2010?

A40: They are published on www.uefa.com under:

http://www.uefa.com/MultimediaFiles/Download/Publications/competitions/Ticketing/01/44/79/97/1447997_DOWNLOAD.pdf