



## UEFA FUTSAL EURO 2012 TICKETING TERMS AND CONDITIONS

### A. INTRODUCTION

#### 1. Scope

The following terms and conditions ("Terms and Conditions") are designed to ensure a fair, correct and efficient process for the purchasing of the Tickets for the UEFA FUTSAL EURO 2012. The sale and use of such Tickets are subject to the following Terms and Conditions and any other applicable laws or regulations ("Regulations") pertaining to access and usage of the Arena Zagreb and Spaladium Arena.

#### 2. Definitions

**Applicant:** any individual with legal capacity to apply for Ticket(s) for UEFA FUTSAL EURO 2012 Matches in accordance with these Terms and Conditions subject to Article 6.2 of these Terms and Conditions.

**Application Form:** means the document submitted by an Applicant via the Ticket Portal in order to be considered for Tickets if making an online application.

**Agencies:** means any TISAKmedia outlet of TISAK d.d., Slavonska avenija 2, 10000 Zagreb, Croatia, OIB: 75917721668.

**CFF:** means the Croatian Football Federation, whose registered office is located at Rusanova 13, 10000 Zagreb, Republic of Croatia, and who is host federation responsible for implementing the organisation of the UEFA FUTSAL EURO 2012 in Zagreb and Split on behalf of UEFA, and which is tax representative in Republic of Croatia.

**Guest:** any individual for whom the Applicant may be applying and to whom Tickets may be transferred in accordance with these Terms and Conditions subject to Article 6.2.

**Hall(s):** means the entire premises of the Arena Zagreb and Spaladium Arena in which the Matches will be played, including all areas which require a Ticket to gain access, as well as the immediate vicinity of such areas.

**Match(es):** means any match(es) of the final tournament of the UEFA FUTSAL EURO 2012.

**Regulations:** means, without limitation, the terms of the Arena Zagreb and Spaladium Arena Regulations and any other applicable laws or regulations pertaining to access and usage of the Arena Zagreb and Spaladium Arena and any other applicable regulations as notified to a Ticket Holder by UEFA.

- Ticket:** means a ticket giving right of entrance to the UEFA FUTSAL EURO 2012 Matches in accordance with the information stated thereon.
- Ticket Holder:** means any individual holding a Ticket.
- Ticket portal:** means the UEFA FUTSAL EURO 2012 Ticket Portal ([www.futsaleuro2012.hr](http://www.futsaleuro2012.hr))
- UEFA:** means the Union des Associations Européennes de Football, with office at Route de Genève 46, 1260 Nyon, Switzerland.
- UEFA  
FUTSAL EURO  
2012:** means the final tournament of the UEFA FUTSAL EURO 2012 to be held in Croatia between 31 January and 11 February 2012.

## **B. SALE OF TICKETS**

### **3. Purchasing**

- 3.1 Tickets will be allocated on a first come, first serve basis. Subject to availability, Tickets may be obtained through the following distribution channels:
- a) Online via the Ticket Portal ([www.futsaleuro2012.hr](http://www.futsaleuro2012.hr)) from 28 November 2011 and by no later than 24 hours prior to the selected Match. Applications made outside of these times will not be processed. Only Application Forms that are fully completed by the Applicant will be processed. Failure to complete the Application Form correctly will result in the application being rejected;
  - b) At the Halls via the respective Hall ticketing offices from 29 January 2012 until the day of the Final; and/or
  - c) Via Agencies from 28 November 2011 until the day of the Final. Further information regarding location and opening hours can be found on the Ticket Portal.
- 3.2 Each Applicant may apply for a maximum of six (6) Tickets per Match in one price category. All requests exceeding this quota shall not be accepted. Any duplicate or multiple applications made by an Applicant will be rejected. UEFA, CFF and their agents reserve the right to cancel or reject any application at their sole discretion. False applications may be subject to civil and criminal sanctions.
- 3.3 Applicants acknowledge and confirm that they are aware that seats may not be allocated together in the same section of the Hall.
- 3.4 Neither UEFA nor CFF are liable for any damages sustained as a result of incorrect entry of information, any technical malfunctions of the Internet, any failure of computer hardware or software, or any lost, incomplete or illegible applications.
- 3.5 By submitting an application and purchasing Tickets, Applicants represent that they have understood, agreed with and will conform to these Terms and Conditions which can be found on [www.futsaleuro2012.hr/terms-and-conditions](http://www.futsaleuro2012.hr/terms-and-conditions).
- 3.6 UEFA/CFF shall set Ticket prices and may organise sales promotions at their sole discretion.

C. **ALLOCATION, PAYMENT AND DISTRIBUTION OF TICKETS**

4. **Allocation**

4.1 Tickets will be allocated on a first come, first serve basis, and will be always subject to availability. In relation to online sales via the Ticket Portal, confirmation of a successful application will be immediate and a confirmation email will be sent following successful payment.

4.2 A limited number of free of charge wheelchair seating Tickets shall be available for those who are unable to attend a Match without a wheelchair due to a disability. An additional complimentary free of charge Ticket will be provided for an accompanying person. The number and location of the seats depend on the configuration of each Hall. These Tickets must be requested directly through the CFF.

5. **Payment and distribution**

5.1 Payment for Ticket(s) bought via the Ticket Portal can only be made by using a valid credit card (MasterCard,VISA, Maestro, Diners, ErsteNetPay only) or by Application Offer for payment in a bank/post office or by way of internet banking up until 13 January 2012. If an Applicant elects to make payment by way of Application Offer this will be active for 48h. In the event that no payment or incorrect payment has been received within 10 (ten) days following the application then the application will be cancelled. If payment is subsequently received from the Applicant, this payment will be refunded minus any applicable banking expenses.

5.2 Purchases of Tickets made at the Halls and via Agencies may be made using cash only.

5.3 All payments shall be made in Croatian Kuna. The total amount due shall include any applicable delivery and/or administrative charges, the cost of which shall be clearly stated during the process of each application.

5.4 Sufficient funds must be available in order to purchase the Ticket(s). Failure to make payment shall entitle UEFA or CFF to cancel the allocated Ticket(s) and re-allocate it/them to another Applicant.

5.5 All sales are final upon payment. Ticket Holders cannot elect to return or exchange Tickets for which a payment has been made without the prior written approval of CFF.

5.6 Where timescales allow and an Applicant has requested delivery via post on the Ticket Portal, Ticket(s) will be dispatched no later than 23 January 2012 by express courier to the declared delivery address of the Applicant as stated on the Application Form submitted to UEFA and CFF via the Ticket Portal.

5.7 Where an Applicant has requested on the Ticket Portal to collect the Tickets at the Hall, the confirmation email is a Ticket voucher. It shall be printed out and presented with personal ID document with picture by the successful Applicant or one of his Guest(s) in person at the Hall ticketing centre to be exchanged against the pre-paid ticket(s). Tickets can be collected by the Applicant or their Guest(s) from 29 January 2012 onwards until Match day, one hour before kick-off, at the corresponding Hall ticketing office.

5.8 Duplicate Tickets will not be issued under any circumstances. In any event, neither UEFA nor CFF shall be held liable for any Ticket loss or late delivery caused by malfunction or interruption of mail services or incomplete or inaccurate personal information or addresses provided on the Application Form.

5.9 UPON REQUEST, APPLICANTS SHALL PROVIDE THE NAME, PASSPORT OR NATIONAL IDENTITY NUMBER AND ADDRESS DETAILS OF THEMSELVES AND ANY GUESTS. APPLICANTS SHALL BE FULLY AND UNCONDITIONALLY RESPONSIBLE FOR ENSURING THAT THEIR GUEST(S) UNDERSTAND(S), AGREES TO

AND COMPLIES WITH THIS TERMS AND CONDITIONS, AND ANY OTHER APPLICABLE LAWS OR REGULATIONS.

D. USE OF TICKETS

6. Entrance

- 6.1 Entrance to the Hall shall only be authorised upon presentation of a valid Ticket per person and, upon request, valid proof of identification with photograph (passport, national ID or driving license). Ticket Holders leaving the Hall shall not be permitted to re-enter.
- 6.2 Children under 4 years of age will not be permitted to attend the UEFA FUTSAL EURO 2012. Children (age 4 to 14) attending the UEFA FUTSAL EURO 2012 must be accompanied by an adult over 18 years of age and must be in possession of a valid Match Ticket.
- 6.3 So far as is possible pursuant to applicable law, neither UEFA nor CFF (including their respective representatives and agents) will be liable for any loss, injury or damage howsoever caused to the Ticket Holder. The possession of a Ticket shall constitute unconditional acceptance by the Ticket Holder of these Terms and Conditions and imply an undertaking on the part of the Ticket Holder to observe and comply with them. In the event of any breach of these Terms and Conditions by the Ticket Holder, UEFA and CFF (including their representatives and agents), reserve the right to cancel the Ticket Holder's Ticket(s) and retain the money paid therefore.
- 6.4 Entrance to the Hall will be refused to any person noticeably under the influence of alcohol, narcotics or any behaviour-modifying substance, or to any person behaving or who is likely to behave violently, harmfully or contrary to public order. Any such persons who do gain access to a Hall shall be expelled. In such circumstances no refunds or compensation will be given. Ticket Holders agree to submit to any control and screening tests in accordance with any instructions given by security staff and any applicable laws.
- 6.5 Both UEFA and CFF have the right to strictly enforce these Terms and Conditions and the Regulations. All Tickets remain the property of UEFA and, except as set out in Article 6.7, are not transferable. In case of any breach of these Terms and Conditions, Ticket(s) shall be voided, access to the Hall will be denied to such breaching Ticket Holder(s) and the Ticket(s) shall, upon request of UEFA or CFF (or any of its duly authorized representatives present at the Hall), be delivered to CFF.
- 6.6 APPLICANTS SHALL PURCHASE THE TICKET(S) EXCLUSIVELY FOR HIS/HER OWN PERSONAL USE AND FOR HIS/HER GUEST(S)' PERSONAL USE - AS APPLICABLE. ANY OTHER USE IS PROHIBITED. APPLICANTS SHALL NOT PURCHASE TICKETS AS AN AGENT FOR ANY OTHER PERSON.
- 6.7 APPLICANTS SHALL RETAIN ONE (1) TICKET FOR EXCLUSIVELY FOR THEIR OWN PERSONAL USE AND SHALL TRANSFER THE REMAINING TICKET(S) TO HIS/HER GUEST(S) FOR THEIR PERSONAL USE, PROVIDED HOWEVER THAT SUCH TRANSFER SHALL NOT BE FOR A PRICE WHICH EXCEEDS THE FACE VALUE OF SUCH TICKET PLUS ANY PRO-RATED ADMINISTRATIVE CHARGES AS DESCRIBED IN THESE TERMS AND CONDITIONS. EXCEPT AS PROVIDED IN THE PRECEEDING SENTENCE, TICKET HOLDERS MAY NOT SELL, OFFER FOR SALE, AUCTION BY ANY MEANS (WHETHER ALONE OR WITH OTHER ITEMS), RE-SELL OR OTHERWISE TRANSFER THE TICKET(S) WITHOUT THE PRIOR WRITTEN APPROVAL OF UEFA AND CFF.
- 6.8 Applicants declare that they and their Guests have understood, agreed with and will conform to these Terms and Conditions which can be found on CFF and UEFA websites.

- 6.9 EACH TICKET HOLDER ACKNOWLEDGES AND AGREES THAT ANY PERSON FOUND SELLING OR OTHERWISE DISPOSING OF THE TICKET(S) WITHOUT THE EXPRESS AUTHORISATION OF UEFA AND CFF WILL BE REPORTED TO THE AUTHORITIES.
- 6.10 APPLICANTS, BY SUBMITTING THEIR APPLICATION, ACKNOWLEDGE AND AGREE THAT TICKETS ARE ISSUED SUBJECT TO ANY APPLICABLE LOCAL LAWS AND ANY REGULATIONS OR RULES IN FORCE AT THE HALLS FOR THE MATCH.

E. **SAFETY AND SECURITY**

7. **Conduct at the Hall**

- 7.1 For the purpose of maintaining safety and security all persons attending the Match shall, if requested by police, stewards, safety personnel, and/or any other duly authorised persons, co-operate at any time (if so requested) in respect of:
- (a) handing over for verification a valid Ticket and photographic proof of identity;
  - (b) submitting to inspections, body checks and removal of unauthorised objects; and
  - (c) complying with the instructions and guidelines of all such personnel.
- 7.2 No person shall enter or attempt to enter, the Hall whilst under the influence, or in possession of, whilst using, holding or attempting to bring without limitation the following items:
- (a) all weapons, regardless of type, and all objects that can be used as such;
  - (b) all objects, materials or substances likely to pose a threat to safety, public order, or to disrupt the Match, or cause injury to persons or damage to goods;
  - (c) projectiles of any kind such as bolts, pieces of wood or metal, stone, glass, cans, bottles (whether filled with combustible substances or not), prohibited containers which are, or were, capable of holding liquid and which, if thrown would be capable of causing injury to another person;
  - (d) flammable or explosive substances, liquids and gasses, fireworks or flares of any kind;
  - (e) alcoholic beverages, drugs, narcotics, stimulants or similar substances;
  - (f) banners or other signs or material bearing offensive, malicious, provocative, political or racial or sectarian text or messages and any commercial/promotional materials;
  - (g) flags, flagpoles, banners, badges, headgear, inflatable items, or symbols likely to disrupt order and safety or to impair visibility of other spectators;
  - (h) animals - except guide dogs (upon prior authorisation obtained from CFF);
  - (i) promotional and commercial objects and materials of whatever nature, including but not limited to documents, leaflets, brochures, apparel, badges, signs, symbols, banners or similar;
  - (j) other objects identified by police, stewards, safety personnel and/or any other duly authorised persons, which may affect security, public health, public order and/or the reputation of UEFA and/or CFF.

7.3 Whilst inside the Hall no person shall:

- (a) throw, cast, thrust or set on fire any objects;
- (b) act in a violent or disruptive way or in any way incite violence, racism, sectarianism or xenophobia which may affect security, public health, public order and/or the reputation of UEFA and/or CFF;
- (c) express national, political, religious, ethnic and/or racial ideas or pursuits;
- (d) create any threat to the life or safety of himself/herself or others, or harm another person in any way whatsoever;
- (e) climb lighting masts, fences, roofs, dug-outs, and any other apparatus or constructions, or stand on seats;
- (f) stand on the pitch or area around the pitch at any time;
- (g) stand within viewing areas of the Hall;
- (h) smoke within the Hall;
- (i) move from one sector to another, if this movement is not permitted;
- (j) cause injury to persons or damage to any objects at any time;
- (k) remain at the Hall longer than for the duration of the Match and immediately following the Match, or enter, block or otherwise use areas meant to be used in the event of any danger, such as emergency exits, entrances, stairs, landings etc.

F. MISCELLANEOUS

8 Commercial Activity

- 8.1 Tickets may not be used for any commercial purposes such as, without limitation, for promotion, advertising, use as a prize in a competition or sweepstake, or as part of a hospitality or travel package (for example combining flights, hotel and Tickets) without the prior written approval of UEFA and CFF.
- 8.2 No person at the Hall may conduct any promotional or commercial activity, including transmitting of Match results, statistics or other data, without the prior written approval of UEFA.
- 8.3 Any person at the Hall is strictly prohibited from using, possessing or holding goods with promotional or commercial aims, as well as offering to sell, selling or possessing goods with intents to sell such drinks, food, souvenirs, Tickets, clothes, promotional and/or commercial items. All such items may be removed or temporarily confiscated by police and/or by stewards and/or any other duly authorised persons.

9 Sound and Image Recordings

- 9.1 Any person attending the Match acknowledges that use may be made, free of charge, of his/her voice, image and likeness by means of live or recorded video display, broadcast or other transmission or recording, photographs or any other current and/or future media technologies.

- 9.2 Any person attending the Match is prohibited from recording and/or transmitting any sound, image and/or description of the Hall or the Match (as well as any result and/or statistics of the Match) other than for private use. In particular, it is strictly forbidden to disseminate over the internet, radio, television or any other current and/or future media, any sound, image, description, result or statistics of the Match in whole or in part, or assist any other person(s) conducting such activities.

## 10 Non Compliance with these Terms and Conditions and Regulations

- 10.1 Any Ticket Holder(s) whose actions are inconsistent with, or whose Ticket(s) have not been obtained in accordance with these Terms and Conditions will be refused entry to the Hall or expelled from the Hall with no right to refund and the relevant Ticket(s) will be cancelled. Ticket Holders shall be obliged, upon request, to give an explanation as to how, from whom and from where their Ticket(s) have been obtained.
- 10.2 UEFA and CFF reserve all other legal rights.

## 11 Unauthorised Spectators

Individuals with given protective measures and cautionary measures stipulated by the Misdemeanour Act or banned from attending football matches by any competent authorities or sports governing bodies are prohibited from applying for Tickets or attending the Match.

## 12 Indemnification

Applicants and their Guests are responsible for the use of all Tickets allocated to them and shall indemnify and hold UEFA and CFF harmless from and against all damages and liabilities suffered or incurred in connection with, resulting from or arising out of a breach of these Terms and Conditions and the Regulations.

## 13 Data Protection

Applicants acknowledge and agree that the personal data provided by them and contained in the Application Form is collected, stored and used by CFF and its agents. Applicants consent to their personal data being processed for the purposes of the organisation and running of the Match (in particular in connection with the Ticket sales and/or any relevant safety and security measures). Furthermore, provided that consent has been specifically given by Applicants in the Application Form, personal data can be used in order to provide Applicants with information on products and services of UEFA or other companies which have been carefully selected by UEFA, as well as in connection with future commercial activities or other UEFA events.

## 14 Unforeseen Circumstances

- 14.1 CFF reserves the right to make alterations to the times, dates and venues of the Matches under unforeseen circumstances, including without limitation, force majeure, any safety and security concerns or decisions from UEFA or any other competent authority.
- 14.2 In the event that any Matches are cancelled, an adequate and proportionate refund/compensation process may be set up depending on the circumstances, within the limits of the applicable law.

**15 Severability and Amendments**

- 15.1 In the event that any provision(s) of these Terms and Conditions are declared void, ineffective or unenforceable by any competent court, the remainder of these Terms and Conditions shall remain in effect as if such void, ineffective or unenforceable provision(s) had not been contained.
- 15.2 Within the limits of the applicable law, UEFA reserves the right to make reasonable amendments to these Terms and Conditions from time to time, which updated version shall be available on the Ticket Portal and, upon request, from CFF at the address set out in Article 2.

**16 Authentic Text**

These Terms and Conditions have been drafted in English and translated into Croatian. In the event of any discrepancy between the English and translated texts, the English text shall prevail.

**17 Applicable Law and Jurisdiction**

- 17.1 These Terms and Conditions shall be governed by and interpreted in accordance with the laws of Croatia.
- 17.2 All disputes arising from or related to these Terms and Conditions shall be resolved by the competent court in Zagreb, Croatia. Nevertheless, UEFA and CFF reserve the right to pursue any legal proceedings in the competent courts at the defendant's domicile.

**18 Information**

Any information requests should be addressed to the customer service representative appointed by the CFF in relation to the ticketing process for the UEFA FUTSAL EURO 2012:

- By phone to:

Within Croatia: 060 53 53 56

Outside Croatia: + 385 1 6418 474

Working hours 8-20h, English and Croatian language.

- By email to:

support@futsaleuro2012.hr

- For all other information please visit [www.futsaleuro2012.hr](http://www.futsaleuro2012.hr)