

FREQUENTLY ASKED QUESTIONS

UEFA FUTSAL EURO 2012

Q1: Where will the UEFA Futsal EURO 2012 be played?

A1: The UEFA Futsal EURO 2012 will be played in Arena Zagreb in Zagreb and in Spaladium Arena in Split, both in Croatia. The distance between the two venues is cca 400 km.

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

A2: You can contact the the customer service appointed by the Croatian Football Federation (HNS):

By phone: outside Croatia: + 385 1 6418 474
 inside Croatia: 060 53 53 56

By email: support@futsaleuro2012.hr

Monday to Friday between 08.00 and 20.00 local time.

Q3: How can I apply for tickets? Can I obtain tickets for the UEFA Futsal EURO 2012 from online auctions or from a ticket exchange site? Are these tickets official?

A3: Tickets are available via 3 different sales channels:

1) Online via www.futsaleuro2012.hr

The UEFA Futsal EURO 2012 ticket portal is open for ticket orders from 16.00CET on 28 November. Applications need to be registered no later than 24 hours before each selected match.

2) TISAKmedia agencies

From 28 November until the day of the final, tickets will be available for sale in 23 TISAKmedia agencies throughout Croatia. Further information regarding location and opening hours can be found at the end of the document (Appendix 1 – TISAKmedia agencies).

3) Arena Zagreb & Spaladium Arena ticketing offices

Tickets can be purchased from the ticket offices at both the Arena Zagreb and the Spaladium Arena from 29 January 2012 until the day of the final.

- Opening hours on match days: from 09:00 until the end of the match (local time).
- Opening hours on non-matchdays: from 09:00 to 11:00 and from 15:00 to 18:00 (local time).

Tickets are not available on auction sites and ticket exchange sites.

Q4: Who will be able to apply for tickets through www.futsaleuro2012.hr?

A4: Everybody with online and offline-payment opportunity.

Q5: What are the ticket prices for UEFA Futsal EURO 2012?

A5: We offer three (3) different type of tickets in three (3) price categories:

Group stage/Quarter final matches:

- Category 1: 60,00 kn (~ 8,00 EUR)
- Category 2: 40,00 kn (~ 5,50 EUR)
- Category 3: 20,00 kn (~ 2,75 EUR)

Semi-finals (includes both matches):

- Category 1: 70,00 kn (~ 9,50 EUR)
- Category 2: 50,00 kn (~ 6,75 EUR)
- Category 3: 30,00 kn (~ 4,00 EUR)

Final (includes 3rd place match & Final):

- Category 1: 80,00 kn (~ 11,00 EUR)
- Category 2: 60,00 kn (~ 8,00 EUR)
- Category 3: 40,00 kn (~ 5,50 EUR)

Applications made online (www.futsaleuro2012.hr) or via TISAKmedia agencies will benefit from a 50% discount. Ticket prices are 23% VAT inclusive.

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

A6: For tickets purchased via TISAKmedia agencies or at the respective arenas ticketing offices no administration fees are charged. For tickets purchased online (www.futsaleuro2012.hr) the administration/shipping fees are the following:

- A. Ticket orders with pick-up at arena ticketing office (per application)
10,00 kn or ~ 1,34 EUR (VAT included)
 - B. Ticket orders with delivery within Croatia (per application)
42,00 kn or ~ 5,60 EUR (VAT included)
+0,35% ticket(s) value insurance.
 - C. Ticket orders with delivery worldwide (per application)
240,00 kn or ~ 32,00 EUR (VAT included)
+0,49% ticket(s) value insurance
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Q7: How many ticket(s) am I entitled to apply for?

A7: One person can purchase a maximum of 6 tickets per match. Tickets ordered for a specific match have to be in the same price category.

Should you wish to purchase tickets for a larger group (more than 6 persons), please download the "Group Ticket Order Form" available on www.futsaleuro2012.hr and return it to the following email address: support@futsaleuro2012.hr.

Q8: What is the procedure to order disabled tickets?

A8: Disabled tickets need to be required directly through the Croatian Football Federation. A limited number of wheelchair seating shall be available for those who are unable to attend a Match without a wheelchair due to their physical handicap. An additional complimentary Ticket will be provided to the accompanying person. Both free of charge. Should you wish to apply for a wheelchair access ticket, please use below contact details:

By email to: support@futsaleuro2012.hr

By phone to: 060 53 53 56 (inside Croatia) / + 385 1 6418 474 (outside Croatia)

Q9: When will ticket sales start?

A9: Online ticket sales will start on the 28th of November 2011 at 16:00 CET. Sales via TISAKmedia agencies will also start on November 28 and sales via the respective arenas ticketing offices on the 29th of January 2012.

Q10: Will the tickets be allocated through a lottery process?

A10: No, tickets will be allocated on a first come first served basis.

Q11: Is there a minimum age for children for attending a match? Can my child sit on my lap? Is there any discount for children?

A11: Any children below 4 years of age are not permitted to attend any Match. Children from 4 to 14 years of age must be accompanied by adult over 18 years of age and must be in possession of valid Match Ticket.

Q12: Is there a possibility to purchase Tickets for a larger group (more than 6 people)?

A12: Yes, there is. Please refer to question 7.

Q13: Will my name be printed on the tickets?

A13: Names will be printed on the tickets.

Q14: How do I pay for my tickets?

A14: For applications made online (www.futsaleuro2012.hr): By 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.

For tickets purchased via TISAKmedia agencies/arenas ticketing offices: by cash only.

Q15: When will my credit card be charged?

A15: Your credit card will be charged immediately.

Q16: Which currency can be used for payment for the Tickets?

A16: Croatian Kuna (kn).

Q17: Is www.futsaleuro2012.hr a secure website?

A17: Yes, it is. Via the dedicated pages you can chose your ticket(s) and pay for it with your credit card.

Q18: Is my browser version compatible with the UEFA Futsal EURO 2012 Ticket Portal (www.futsaleuro2012.hr)? Do JavaScript and cookies have to be activated in the browser?

A18: Yes, you have to activate both.

Q19: What if I mistakenly filled in the wrong details?

A19: You can contact the customer service appointed by the Croatian Football Federation and ask for their help. For contact details, please refer to question 30.

Q20: Do I receive a confirmation of my Ticket Application?

A20: For online application (www.futsaleuro2012.hr), you will receive a confirmation email/voucher to the email address you provided during the application process.

Q21: Can I cancel my ticket application?

A21: No, you cannot.

Q22: How will I know if I will receive the ticket I applied for?

A22: For online applications with ticket collection at the arena ticketing office: You will receive a confirmation email/voucher to the email address you provided during the application process.

For online applications with ticket shipment: you will receive a confirmation to the email address you provided during the application process. When logging into the ticket portal with your username and password you will also be able to see your delivery tracking number.

Q23: Can I apply for tickets in different price categories?

A23: Within the same match you have to order tickets in the same price category.

Q24: When will the ticket(s) be sent?

A24: The tickets will be sent after payment is received and no later than January 23rd 2012.

If you have not requested your tickets to be shipped, you will have to collect them directly at the respective arenas ticketing offices by showing your confirmation/voucher email and your personal ID. Tickets can be collected either the day before the match or on match day.

Q25: If I damage or lose my ticket(s) or did not receive it on time, what will happen?

A25: According to the UEFA FUTSAL EURO 2012 TICKETING TERMS AND CONDITIONS, duplicate Tickets will not be issued under any circumstances. For further information, please contact the customer service.

Q26: What rules apply when applying for tickets for the UEFA Futsal EURO 2012?

A26: The possession of a Ticket shall constitute unconditional acceptance by the Ticket Holder of the UEFA FUTSAL EURO 2012 TICKETING TERMS AND CONDITIONS and imply an undertaking on the part of the Ticket Holder to observe and comply with them. The Ticketing Terms and Conditions can be found at: www.futsaleuro2012.hr/terms-and-conditions.

Q27: Am I allowed to give or sell my tickets to someone else?

A27. No you cannot according to the UEFA FUTSAL EURO 2012 TICKETING TERMS AND CONDITIONS – clauses 6.6 and 6.7.

Q28: Can Tickets be used for commercial purposes, for example as a prize for a competition or as part of a travel package?

A28: No, please refer to the Ticketing Terms & Conditions, clause 8.

Q29: Where can I find the UEFA FUTSAL EURO 2012 TICKETING TERMS AND CONDITIONS ?

A29: The UEFA FUTSAL EURO 2012 TICKETING TERMS AND CONDITIONS can be found at: www.futsaleuro2012.hr/terms-and-conditions.

Q30: If I do not find the answer to my question in this document, who can I contact?

A30: For questions that are not addressed in the FAQ, fans should contact the customer service appointed by the HNS:

By email: support@futsaleuro2012.hr

By telephone: 060 53 53 56 (inside Croatia)
+ 385 1 6418 474 (outside Croatia)

Monday to Friday between 08.00 and 20.00 local time.

Appendix 1 - TISAKmedia agencies

TISAKmedia agencies	City	PO Box	Address	Opening days	Opening hours
TISAKmedia ĐAKOVO	Đakovo	31400	Bana Jelačića 48, Đakovo	Monday-Friday	08:00-20:00
				Saturday	08:00-20:00
TISAKmedia DUBROVNIK	Dubrovnik	20000	Brsalje 9	Monday-Friday	08:00-21:00
				Saturday	08:00-21:00
				Sunday	09:00-21:00
TISAKmedia HVAR	Hvar	21450	Trg Sv.Stjepana bb	Monday-Friday	08:00-20:30
				Saturday	08:00-20:30
TISAKmedia KARLOVAC SUPERNOVA	Karlovac	47000	Prilaz Vječeslava Holjevca 12	Monday-Friday	09:00-21:00
				Saturday	09:00-21:00
				Sunday	09:00-21:00
TISAKmedia zračna luka Split	Kaštela	21210	cesta dr.Franje Tuđmana 96	Monday-Friday	06:00-22:00
				Saturday	06:00-22:00
				Sunday	06:00-22:00
TISAKmedia Makarska	Makarska	21300	Mala obala/Marineta 1	Monday-Friday	08:00-21:00
				Saturday	08:00-21:00
				Sunday	08:00-21:00
TISAKmedia OPATIJA	Opatija	51410	Maršala Tita 103	Monday-Friday	08:00-21:00
				Saturday	08:00-21:00
				Sunday	08:00-21:00
TISAKmedia OSIJEK	Osijek	31000	Trg Slobode 6	Monday-Friday	08:00-20:00
				Saturday	08:00-14:00
TISAKmedia Portanova Osijek	Osijek	31000	Svilajska 31a, Portanova	Monday-Friday	09:00-21:00
				Saturday	09:00-21:00
				Sunday	09:00-21:00
TISAKmedia Pazin	Pazin	52000	Muntriljska 1a	Monday-Friday	08:00-20:00
				Saturday	08:00-20:00
TISAKmedia PULA	Pula	52100	Flanatička 1	Monday-Friday	07:00-21:00
				Saturday	08:00-18:00
TISAKmedia SISAK	Sisak	44000	S.i A. Radića 1	Monday-Friday	08:00-20:00
				Saturday	08:00-15:00
TISAKmedia Slavonski Brod	Sl.Brod	35000	Osječka 284 Supernova	Monday-Friday	08:00-21:00
				Saturday	08:00-21:00
				Sunday	09:00-14:00
TISAKmedia Split	Split	51000	Vukovarska 207	Monday-Friday	09:00-21:00
				Saturday	09:00-21:00
				Sunday	09:00-21:00
TISAKmedia VARAŽDIN	Varaždin	42000	Kukuljevićeva 13	Monday-Friday	08:00-20:00
				Saturday	08:00-15:00
TISAKmedia VELIKA GORICA	Velika gorica	10410	Šetalište F.Lučića 1, V.Gorica	Monday-Friday	08:00-21:00
				Saturday	08:00-21:00
TISAKmedia Zadar-Supernova	Zadar	23000	Ulica akcije Maslenica 1	Monday-Friday	08:00-21:00
				Saturday	08:00-21:00
				Sunday	08:00-21:00
TISAKmedia ZAGREB ASTORIA	Zagreb	10000	Račkoga 2	Monday-Friday	07:30-21:00
				Saturday	07:30-21:00
TISAKmedia ZAGREB POTHODNIK	Zagreb	10000	Pothodnik - Grgura Ninskog bb	Monday-Friday	07:30-21:00
				Saturday	07:30-21:00
TISAKmedia ZAGREB GAJEVA	Zagreb	10000	Gajeva 2	Monday-Friday	08:00-20:00
				Saturday	08:00-20:00
TISAKmedia ZAGREB FRANKOPANSKA	Zagreb	10000	Frankopanska 5a	Monday-Friday	08:00-20:00
				Saturday	08:00-16:00
TISAKmedia AUTOBUSNI KOLODVOR	Zagreb	10000	Av. Marina Držića	Monday-Friday	06:00-23:30
				Saturday	06:00-23:30
				Sunday	06:00-23:30
TISAKmedia Arena	Zagreb	10000	Lanište BB	Monday-Friday	09:00-21:00
				Saturday	09:00-21:00
				Sunday	09:00-21:00