

**Q1: Where will the UEFA Super Cup 2013 be played?**

A1: The UEFA Super Cup 2013 will be hosted in the Eden Stadium in Prague (Czech Republic) on Friday 30 August 2013 at 20:45 CET.

Q2: For which charity organisation my money will be donated?

A2: If you apply for tickets, your registration fee (5€) and your bid will be donated to CAFE (Centre for Access to Football in Europe). This charity organisation is working with supporters, clubs and governing bodies towards one clear aim - a more accessible and inclusive matchday experience for disabled supporters across Europe. More information can be found on <http://www.cafefootball.eu>.

Q3: If I have a problem with my ticket(s) or another question regarding my ticket participation, who do I contact?

A3: If you have any question regarding your ticket participation or your ticket:

- You can get all your Ticketing questions answered on our Help/FAQs on www.uefa.com.
- You can contact the UEFA Ticketing service in relation to the ticketing process for the UEFA Super Cup 2013 by email: supercupcharity@uefa.com

Q4: How can I apply for Tickets? Can I obtain Tickets for the UEFA Super Cup 2013 from online auctions or from a ticket exchange site? Are these tickets official?

A4: The General Public ticket sales for UEFA Super Cup 2013 closed on Friday 5 July. The only way to get tickets is now applying for Charity Ticket Sales, which can only be obtained officially through www.uefa.com.

Q5: Who will be able to apply for charity tickets through uefa.com?

A5: The charity tickets offered during this sales phase are intended for football supporters who wish to donate funds to charity organisation, to participate with UEFA for access for all to European Football, and to attend the match irrespective of which clubs play.

Q6: What is the minimum auction price to place an order for UEFA Super Cup 2013?

A6: Tickets are available in on price category:

Price Category 1 EUR 130

The minimum bid cannot be below EUR 135 per ticket corresponding to the ticket face value + the 5 EUR donation to CAFE (Centre for Access to Football in Europe).

Q7: When will ticket sales start? Until when can I apply for tickets?

A7: Charity Ticket sales for UEFA Super Cup 2013 will start on Monday 29 July 2013 at 12:00 CET and close on Wednesday 7 August 2013 at 12:00 CET, through uefa.com only.

Q8: How will the charity tickets be allocated? Will the charity tickets be allocated through a lottery process?

A8: No. As a rule for auction sales, the highest bids at the deadline of Wednesday 7 August at 12:00 CET will be successful. If the winners do not reply to the notification email within the deadline of 24 hours from the moment the notification email is sent out, their participation will be cancelled and the tickets will go to the next highest bidder on the list.

Q9: Will all the Tickets allocated to me be adjacent seats?

A9: Tickets that are part of one specific participation will, to the extent possible, allow the Ticket Holders to be seated together. People placing separate participations cannot expect to be provided with adjacent seating.

**Q10: Will my name be printed on the tickets?**

A10: The name of the participant will be printed on the ticket(s) allocated. ID checks could be implemented at the entrance of the stadium.

Q11: How do I pay for my UEFA Super Cup charity tickets?

A11: Payment can be done by credit card only (MasterCard and Visa accepted). The card must be valid until September 2013 at least. If you are the winner of the auction sales, your credit card will automatically be charged of the amount of your last bid minus the 5 € already paid.

Q12: When will my credit card be charged?

A12: When you submit an participation for Charity Tickets, your credit card gets automatically charged of the entrance fee of 5 € as the initial donation to CAFE (Centre for Access to Football in Europe). At the end of the submission period (after August 5, 2013), if you are the winner of the tickets, your credit card will be charged between 7 August and 15 August of the remaining amount. 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 and tickets will get allocated to the next highest bidder on the list. All credit card payments will be processed on a secured portal. All credit card details will be destroyed on August 30, 2013 the latest.

Q13: Which currency can be used for payment for the Tickets?

A13: All Participants must pay for their Tickets in Euros (EUR).

Q14: Is this a secure website?

A14: Please be assured that your booking will be securely processed through <https://charity.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. When submitting the participation, data will be transferred through https.

Q15: Do I need a special program to apply for tickets via <https://charity.uefa.com>? Is my browser version compatible with the UEFA Super Cup Ticket Portal?

A15: You need to use Internet Explorer 8 or Safari 5, or more recent versions, or the latest version of Firefox or Chrome to allow you to apply for tickets online. You can also connect to <https://charity.uefa.com> using your mobile phone or tablet (iPhone and iPad with the native browser or Chrome, or Android 4.1 and more recent versions with the native browser or Chrome).

Q16: Do JavaScript and cookies have to be activated in the browser?

A16: Care was taken when designing the pages to ensure that only standard functions are used that display correctly 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 its functionality.

It is necessary that you activate JavaScript as otherwise the site's full functionality will not be available. Cookies have to be enabled in order to submit an participation. If you are concerned about privacy, you can 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.



Q17: I cannot log into my Personal Participation although I have clicked on the link correctly. What should I do?

A17: Should you encounter difficulties to update your bid, please consider the following possible reasons:

- Your link does not work. Please copy-paste the link in your browser.
- You lost the confirmation email. Please contact the customer service at supercupcharity@uefa.com
- 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.

Q18: What if I mistakenly filled in the wrong details?

A18: To modify your participation, you need to access your personal participation before the deadline of Wednesday 7 August 2013 12:00 CET. You can use the link provided in your notification email.

Q19: Do I receive a confirmation of my ticket participation?

A19: Immediately after ordering your tickets, you will receive an e-mail confirming that we have received your participation and giving you the link to update your bid if needed. If you have not received this e-mail, please verify your spam/junk mailbox or contact the customer service at supercupcharity@uefa.com

Q20: Can I cancel my ticket participation?

A20: No, during the participation period you can access your personal participation to update it but you cannot cancel it. However, once the participation period has expired, after August 7, 2013 – 12:00 CET, it will no longer be possible to update your participation.

Q21: How will I know if I will receive the ticket I applied for?

A21: After payment collection has taken place, all ticket participants, successful and unsuccessful, will receive an e-mail notification no later than Monday 12 August 2013.

Q22: If I have been allocated tickets, can I still cancel my ticket(s)?

A22: After closing of the participation period, you can no longer cancel your participation and your credit card will automatically be charged.

Q23: What is the status of my Participation? How do I find out whether my Participation has been successful?

A23: All Participants will be informed at the latest on Monday 12 August 2013 whether they were successful or not.

If you do not 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 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 participation 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 contact the customer service by 12 August.

Q24: How many ticket(s) am I entitled to apply for?

A24: Each participant may apply for a maximum of 4 tickets.

**Q25: How do I communicate to UEFA the address where tickets should be sent?**

A25: All winners of the auction will receive a notification email asking them to log in to the charity portal to provide UEFA with a valid address where all tickets can be shipped. All winners will also be asked to provide UEFA with the names and birth dates of all their guests. This step will have to be finalized within 24 hours from the moment the notification email will be sent out and this will happen in the week starting on August 12, 2013.

Q26: Will I be informed if I am not successful in this charity auction?

A26: Yes all participants will receive a notification email informing them whether they were successful or not. This will happen not later than August 12, 2013.

Q27: When will the ticket(s) be sent?

A27: Tickets for UEFA Super Cup will be sent no later than middle of August 2013 by secure mail (express courier) to the address provided by the participant during the 2nd registration step. (see above question no 25).

Q28: Will my tickets be replaced if they are lost or stolen?

A28: The Host Association and/or UEFA will not issue duplicate tickets for any reason whatsoever. UEFA cannot be held liable for any ticket loss or late delivery caused by malfunction or interruption of mail services.

Q29: What rules apply when applying for tickets for the UEFA Super Cup 2013?

A29: When applying for tickets for the UEFA Super Cup 2013, you are bound by the Ticketing Terms and Conditions as laid down by UEFA and the Czech Football Association (the Host Association). Please read them carefully before applying for tickets.

Q30: Am I allowed to give or sell my tickets to someone else?

A30: Except as set out in Article 6.2 of the Terms and Conditions, neither the participant nor the guest may sell, offer for sale, auction, resell or otherwise transfer the tickets.

Q31: Can Tickets be used for commercial purposes, for example as a prize for a competition or as part of a travel package?

A31: Commercial use of the Tickets has been exclusively granted to the official UEFA Super Cup 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).

Q32: What is a "Participant"?

A32: "Participant" means any individual with legal capacity to contract applying for Ticket(s) for the UEFA Super Cup in accordance with the Terms and Conditions. The Participant has to apply for Tickets for himself/herself and can additionally apply for Ticket for other person(s) who will be "Guest(s)". Participants shall be fully and unconditionally responsible for ensuring that their Guest(s) is(are) aware of, agree to and comply with the Terms and Conditions. In particular, Participants are obliged to supply their Guest(s) with a copy of the Terms and Conditions.

Q33: What is a "Guest"?

A33: A "Guest" means relatives, close friends, colleagues and/or the companion of individuals in wheelchairs for whom the Participant may be applying and to whom Tickets may be transferred in accordance with these Terms and Conditions.



Q34: Where can I find the UEFA Super Cup 2013 Ticketing Terms & Conditions?

A34: They are published on www.uefa.com under:

http://www.uefa.com/MultimediaFiles/Download/competitions/Ticketing/01/96/89/58/1968958_DOWNLOAD.pdf

Q35: How can I learn more on the charity organization which will benefit from my donation?

A35: You can visit their official website at <http://cafefootball.eu>