



UEFA EURO 2020™ TICKETING 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 2018-2020™ (“UEFA EURO 2020™”).

The following UEFA EURO 2020™ Ticketing Terms and Conditions (the “Terms and Conditions”) are designed to ensure a fair, correct and efficient process for the purchase and use of Tickets to UEFA EURO 2020™. The sale and use of such Tickets are subject to the following Terms and Conditions and any other applicable laws or regulations (as defined below under “Applicable Laws” and “Regulations”) pertaining to access and usage of the Stadium (as defined below).

2. **Definitions**

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| Accessibility Ticket | one of the types of Ticket (as further described in Article 3.8b below) offered for sale on the Ticket Portal, being either an Easy Access Seating Ticket or a Wheelchair Ticket for the Match. |
| App | the ‘UEFA EURO 2020 Tickets’ app (or such other app as communicated to the Successful Applicant by UEFA) which will be made available by UEFA or its partners through the Apple App Store or Google Play Store only. |
| Applicable Laws | means all laws, statutes, common law, regulations, ordinances, codes, rules, guidelines, orders, permits, tariffs and approvals, including those relating to the environment, health and safety or sanitary measures in the context of COVID-19, of any governmental authority that apply to the Applicant, Ticket Holder and/or Guest, or the subject matter of these Terms and Conditions. |
| Applicant | any natural person above 18 years of age with legal capacity to enter into an agreement for the purchase of Tickets to UEFA EURO 2020™ in accordance with these Terms and Conditions. |
| Application Form | the electronic form filled-in and submitted by an Applicant online via the Ticket Portal in order to make a Request. |
| Companion Ticket | a complimentary general public Ticket issued with an Accessibility Ticket pursuant to Article 3.8b for the use of the personal companion/assistant accompanying a disabled Ticket Holder. |
| Easy-Access Seating Ticket | a Ticket for disabled people who do not use a wheelchair but require seating with easy access that is close to accessible amenities in the Stadium. |

- FAN ID** a mandatory document for all fans attending Matches staged in Saint Petersburg (including Russian citizens and residents) which grants admission into the Russian Federation (along with a valid passport) and the stadium (along with a valid ticket). A FAN ID is considered as a visa, therefore visa does not need to be requested separately.
- Guest** an individual accompanying the Successful Applicant to the Match to whom Tickets may be transferred in accordance with these Terms and Conditions and whose details were provided to UEFA in accordance with these Terms and Conditions.
- Host Association(s)** The following national football associations which are responsible for the organisation and staging of the UEFA EURO 2020™ Matches occurring in their Host Territory:
- a) Royal Netherlands Football Association (KNVB) of Woudenbergseweg 56-58, 3707 HX Zeist, The Netherlands,
 - b) Association of Football Federations of Azerbaijan (AFFA) of 2208 Nobel Ave, Baku 1025, Azerbaijan;
 - c) Royal Spanish Football Federation (RFEF) of Calle Ramón y Cajal, s/n, 28230 Las Rozas, Madrid
 - d) Romanian Football Federation (FRF) of Strada Sergent Șerbănică Vasile 12, București 022186, Romania
 - e) Hungarian Football Federation (MLSZ) of Budapest, Kánai út 2, 1112 Hungary
 - f) Danish Football Association (DBU) of DBU Allé 1, 2605 Brøndby, Denmark;
 - g) The Football Association of Ireland (FAI) of Irish Sports Campus, Snugborough Rd, Blanchardstown, Dublin 15, Ireland
 - h) The Scottish Football Association (SFA) of Hampden Park, Glasgow G42 9AY
 - i) The Football Association (FA) of Wembley Stadium, Wembley, London, HA9 0WS;
 - j) German Football Federation (DFB) of Otto-Fleck-Schneise 6, 60528 Frankfurt am Main, Germany;
 - k) Italian Football Federation (FIGC) of Via Gregorio Allegri, 14, 00198 Roma RM, Italy; and
 - l) Russian Football Union (RFS) of 115172, 115172, Moscow, Narodnaya street 7.

For the avoidance of doubt, the relevant Host Association is deemed to be the “organiser” of the UEFA EURO 2020™ Match occurring in their Host Territory under the applicable law.

Host Cities

the following cities in the Host Territories:

- a) Amsterdam, Netherlands;
- b) Baku, Azerbaijan;
- c) Bilbao, Spain;
- d) Bucharest, Romania;
- e) Budapest, Hungary;
- f) Copenhagen, Denmark;
- g) Dublin, Republic of Ireland;
- h) Glasgow, Scotland;
- i) London, England;
- j) Munich, Germany;
- k) Rome, Italy; and
- l) Saint Petersburg, Russia.

Host Territories

the following territories:

- a) Azerbaijan;
- b) Denmark;
- c) England;
- d) Germany;
- e) Hungary;
- f) Italy;
- g) Netherlands;
- h) Republic of Ireland;
- i) Romania;
- j) Russia;
- k) Scotland; and
- l) Spain.

Match

the relevant UEFA EURO 2020™ match(es).

Purchase Notification

the notification of the Request confirming the allocation of such Ticket(s) indicated in such Purchase Notification, as sent by UEFA to the email address provided by the Applicant when registering on the Ticket Portal and as notified by updating the Applicant's Request status on the Ticket Portal.

Purchase Price

the total purchase price for the Ticket(s) selected by the Applicant in the Application Form, inclusive of the shipping/delivery fee (if applicable) and all relevant taxes.

Refund Policy

the refund policy of UEFA as applicable from time to time which is available for review on the Ticket Portal.



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| Regulations | without limitation, the terms of the following: <ul style="list-style-type: none">- Stadium Regulations; and/or- UEFA and the relevant Host Association's statutes and regulations applicable for the relevant Match. |
| Request | the order placed by an Applicant via the Application Form for Ticket(s) to a UEFA EURO 2020™ Match(es) in accordance with these Terms and Conditions. For the avoidance of doubt, a Request does not create a binding agreement between UEFA and the Applicant unless the requested Ticket(s) have been successfully allocated and the Request has been accepted in accordance with Article 5. |
| Single Ticket | one of the types of Tickets offered for sale on the Ticket Portal, being a Ticket for the relevant Match. |
| Stadium(s) | the entire premises of the relevant stadium at which the relevant Match is played and any other areas which require a Ticket (or other access device, if applicable) to gain access. |
| Stadium Owner | the owner of the relevant Stadium and any operator or lessee of such Stadium. |
| Stadium Regulations | the Stadium Regulations as applicable to the Match which can be accessed at: www.euro2020.com/StadiumRules |
| Successful Applicant | any Applicant whose Request has been accepted by UEFA Events SA in accordance with Article 5. |
| Ticket(s) | the paper, plastic or electronic/mobile ticket provided by UEFA to the Successful Applicant and subsequently transferred to the Ticket Holder which (subject to these Terms and Conditions) grants the Ticket Holder the right to attend the relevant Match and occupy a seat at the relevant Stadium as indicated on each such ticket. For the avoidance of doubt any mobile or other electronic device which has the App, which in turn has an electronic/mobile ticket assigned to it, shall be considered a Ticket for the purposes of these Terms and Conditions. |
| Ticket Holder | any person who is in actual and legitimate possession of a Ticket including, without limitation, Successful Applicants and their Guests (as applicable). |
| Ticket Portal | the internet platform on which Applicants can apply for Tickets at: https://euro2020.tickets.uefa.com |
| Ticket Type(s) | the Accessibility Ticket(s) and/or Single Ticket(s). |
| 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 2020™

the final tournament of the UEFA European Football Championship™ 2018-2020 which is currently scheduled to be staged in the Host Territories from 11 June 2021 until 11 July 2021, and for which UEFA holds the relating rights of exploitation under the terms of the national law of each of the Host Territories.

UEFA Events SA

UEFA Events SA of Route de Genève 46, 1260 Nyon 2, Switzerland.

Where the Applicant completes a transaction for the purchase of a Ticket in Hungary, this definition shall be amended to read as follows:

'UEFA Events SA of Route de Genève 46, 1260 Nyon 2, Switzerland.

Company Registration Number: CHE-109.373.092

VAT Number: HU 30473519.'

UEFA Parties

shall be UEFA, UEFA Events SA and any wholly owned subsidiary thereof of UEFA and UEFA Events SA.

Wheelchair Ticket

a Ticket for a disabled person using a wheelchair within a designated wheelchair space at the Stadium.

B. SALE OF TICKETS

3. Buying Tickets on the Ticket Portal

- 3.1. For the purposes of these Terms and Conditions UEFA Events SA is the seller of the Tickets.
- 3.2. Any Request for Ticket(s) requires the prior registration of the Applicant on the Ticket Portal and the Applicant must register on the Ticket Portal by following the procedure stipulated on the Ticket Portal.
- 3.3. An Applicant can submit a Request via the Ticket Portal which will be open until such time as specified on the Ticket Portal. During this period, the Applicant may access the Ticket Portal at any time to modify or cancel their Request. Following the closure of the Ticket Portal, no modification or cancellation will be permitted. Timely submission of a correctly filled-in Application Form, properly received by UEFA Events SA constitutes a firm and non-revocable undertaking to purchase the Ticket(s) indicated in the Application Form, which may be accepted by UEFA Events SA in accordance with Article 5.
- 3.4. The Ticket Portal will offer an Applicant the opportunity to submit a Request for Tickets as follows in the remainder of this Article 3.

Single Tickets

- 3.5. Single Tickets will be available in a maximum of four (4) price categories (“Price Categories”), based on the location of the seat in the Stadium. The seat map indicating the respective Price Categories will be displayed on the Ticket Portal.
- 3.6. The Applicant can submit the Request for up to four (4) Single Tickets per Match.
- 3.7. Requests for: (i) more than four (4) Single Tickets per Match; (ii) more than one (1) Match played on the same day are not permitted and will be rejected or cancelled.

Accessibility Tickets

- 3.8. A limited number of Accessibility Tickets (being either an Easy-Access Seating Ticket or a Wheelchair Ticket) will be available on the Ticket Portal, which will be delivered to a Successful Applicant with a complimentary Companion Ticket. For enforcement purposes under these Terms and Conditions:
 - a. where the Applicant is not the disabled spectator themselves, the disabled spectator will be considered as the Guest;
 - b. where the Applicant is the disabled spectator, the personal companion/assistant will be considered as the Guest.
- 3.9. Accessibility Tickets can be located in various areas of the Stadium, depending on its layout, however all Accessibility Tickets will be priced at the lowest Price Category for the relevant Match.
- 3.10. An Applicant applying for Accessibility Tickets on the Ticket Portal will be required to upload on the Ticket Portal a valid official document confirming her/his disability or the disability of the Guest (whichever the case may be). In this respect, the Centre for Access to Football in Europe (CAFE) and UEFA Parties work in close collaboration.
- 3.11. An Applicant cannot submit a Request for more than four (4) Tickets for the relevant Match (including Single Tickets, and Accessibility Tickets) or for more than one (1) Match played on the same day on the Ticket Portal. Requests for more than four (4) Tickets (including Single Tickets, and Accessibility Tickets), for more than one (1) Match on the same day and/or multiple applications by the Applicant are not permitted and will be rejected or cancelled.
- 3.12. The Applicant will not be able to select specific seats. Subject to Article 3.21, seats will be randomly allocated based on the Price Category, Ticket Type and quantity of Tickets selected by the Applicant on the Ticket Portal.
- 3.13. Upon identifying Ticket(s) which they wish to purchase, the Applicant will notify UEFA Events SA with an offer that the Applicant is willing to purchase the Tickets from UEFA Events SA for the Purchase Price by completing and submitting the Application Form on the Ticket Portal.
- 3.14. In the Application Form, the Applicant is required to provide the surname, first name, date of birth, country of nationality, Passport or ID number and a postal address and phone number for himself/herself along with any other personal data which is required under Applicable Laws, the details of which will be notified to the Applicant on the Ticket Portal. The Applicant is also required to indicate which team he/she is a supporter of when registering on the Ticket Portal.
- 3.15. It is the sole responsibility of the Applicant to ensure that:
 - a. the Application Form has been filled-in completely with all required personal details;



- b. the acceptance of these Terms and Conditions as required by UEFA Events SA in the Application Form are properly given by clicking the respective box(es) in the Application Form; and
- c. the Application Form is properly submitted to UEFA Events SA in accordance with the instructions specified on the Ticket Portal.

Any failure to comply by the Applicant with the above requirements will result in the Application Form (and thus such Applicant's offer to purchase Ticket(s)) being rejected.

- 3.16. The Applicant warrants that all information provided by them in the Application Form is true. If the Applicant is subsequently found to be in breach of this Article 3.16 UEFA Events SA shall be entitled to refuse their Application Form or void their Ticket(s) (if it has/they have been issued).
- 3.17. The Applicant acknowledges and agrees that all Ticket purchases made on the Ticket Portal are final and that (save for circumstances where the Refund Policy applies) no cancellations will be permitted and/or refunds or exchanges given following the closure of the Ticket Portal and successful processing of the Applicant's Alipay account or credit card payment in accordance with Article 4.
- 3.18. By clicking the 'SUBMIT YOUR APPLICATION' button/field in the Application Form on the Ticket Portal, the Applicant acknowledges that he/she has read, understood and agrees to comply with these Terms and Conditions.
- 3.19. Submission of a correctly completed Application Form, properly received by UEFA Events SA, constitutes the offer of the Applicant to conclude an agreement for the purchase of the Ticket(s) indicated in the Application Form, which may be accepted by UEFA Events SA in accordance with Article 5.1.
- 3.20. The contract between the Applicant and UEFA Events SA, made in accordance with these Terms and Conditions, will be deemed to have been made in Nyon, Switzerland.
- 3.21. If demand for Tickets exceeds its supply (whether for the relevant Match itself or for any particular category of Tickets) Tickets and/or categories thereof shall be allocated to Applicants by random selection via a lottery. Applicants whose applications were unsuccessful in such lottery will be informed by UEFA Events SA by no later than 12 August 2019 via an email sent to the address indicated by such Applicant in the Application Form.
- 3.22. In the event that Ticket(s) in the relevant Price Category selected by the Applicant are no longer available, the Applicant may be allocated Tickets in another Price Category provided that the Applicant has expressly authorised UEFA Events SA to do so by clicking the respective field in the Application Form. The Applicant recognises and accepts that by clicking the relevant field, the Applicant may have to pay a Purchase Price corresponding to the Price Category directly lower or higher than the one originally requested, thereby resulting in the payment of a lower or higher Purchase Price.
- 3.23. The Applicant acknowledges that any order which results in the Applicant exceeding the Ticket purchase limits identified in Articles 3.6, 3.7 and 3.11 or being allocated Tickets which would result in a breach of Articles 3.26 and 3.27 shall be cancelled in full, regardless of whether such Applicant has become a Successful Applicant.
- 3.24. Any Applicant who, in the reasonable opinion of the UEFA Parties, purchases Ticket(s) using any computer software which is designed to afford the Applicant with an increased chance of being successful in the purchase of Tickets on the Ticket Portal (such as bots or spiders) shall



have any Tickets purchased by them cancelled in full, regardless of whether the Applicant has become a Successful Applicant.

- 3.25. Successful Applicants shall be required to provide the following personal data of their Guest(s), along with any other personal data both for the Successful Applicant and their Guest(s) as required under Applicable Laws (the details of which will be notified to the Successful Applicant on the Ticket Portal), by such method and within such timescales as communicated to them by the UEFA Parties: surname, first name, date of birth, country of nationality and Passport or ID number. Any failure to provide the required Guest details within the timescales communicated to Successful Applicants shall result in the cancellation of the Tickets allocated to the Successful Applicant.
- 3.26. Guests named in a Successful Applicants application for Tickets cannot be named in multiple applications for Tickets, regardless of whether such Guest is the named Successful Applicant or the named Guest of another Successful Applicant. Applications which result in the named Guest being named on multiple applications (whether as a Guest or a Successful Applicant) are not permitted and will be cancelled.
- 3.27. Any Successful Applicant who purchases or is allocated Tickets for the relevant Match via any other method (including but not limited to Tickets purchased and allocated via the Participating National Associations Fan Sales process) are not permitted to receive Tickets pursuant to these Terms and Conditions. Any Request for such Tickets will be rejected or cancelled, regardless of whether such Request has been accepted by UEFA Events SA.

4. Payment

- 4.1. Payment for the Ticket(s) is possible via Alipay and via the following credit cards: MasterCard or Visa. The Applicant's credit card shall have an expiry date beyond August 2019.
- 4.2. Following the selection of the Match, Ticket Type, Price Category, and quantity requested by the Applicant, the Purchase Price for the Ticket(s) (including VAT) will be clearly indicated in the Application Form. The Applicant acknowledges that by clicking the confirmation button/field in the Application Form, the Applicant will make payment of the relevant Purchase Price in accordance with Article 4.3, provided the requested Ticket(s) are allocated. The allocation of Ticket(s) constitutes acceptance of the Request by UEFA Events SA and will be notified by updating the Applicant's status on the Ticket Portal.
- 4.3. Upon conclusion of the Request phase, as defined under Article 3.3 above, and following the allocation process of Tickets via lottery (if applicable), Applicants shall be required to log into the Ticket Portal in order to make payment of the Purchase Price within the timescales communicated by the UEFA Parties. All Purchase Prices are indicated on the Ticket Portal and in the Application Form and all payments will be made in Euro currency (€).

CAVEAT:

IN THE EVENT THAT THE APPLICANT'S REQUEST IS ACCEPTED IN ACCORDANCE WITH ARTICLE 5 BELOW, THE APPLICANT UNDERTAKES TO LOG IN TO THE TICKET PORTAL AND MAKE PAYMENT OF THE PURCHASE PRICE ON THE ACCOUNT CORRESPONDING TO THE COMMUNICATED ALIPAY ACCOUNT OR CREDIT CARD.

THE APPLICANT UNDERSTANDS AND AGREES THAT HER/HIS REQUEST WILL BE REJECTED AND THAT HER/HIS TICKETS WILL NOT BE ALLOCATED IN THE EVENT THAT THE APPLICANT FAILS TO MAKE PAYMENT WITHIN THE REQUIRED TIMESCALES OR THE APPLICANT'S BANK REJECTS PAYMENT OF THE PURCHASE PRICE.



4.4. The Ticket Portal may provide the Applicant with information on the currency exchange rates of the relevant Host Territory local currency and the Purchase Price in such local currency. This information is provided to the Applicant for information purposes only. The Applicant's Alipay account or credit card issuing bank will apply its own currency exchange rates (if applicable) and may levy additional fees or charges for such transaction. Applicants shall contact Alipay or their respective credit card issuing bank before submitting the Application Form in order to enquire about the credit card issuing bank's exchange rates, charges or fees. UEFA Parties and the Host Association shall not be responsible for any such exchange rates, fees or charges levied by the Successful Applicant's Alipay account or credit card issuing bank.

4.5. The Applicant acknowledges and accepts that UEFA Events SA may use service providers throughout the sales process (including, but not limited to, for the purposes of invoicing where such invoices may be issued by the Host Association) however, and for the avoidance of doubt, UEFA Events SA shall remain the seller of the Tickets and retain ownership of all rights vesting in such Tickets.

5. Offer Acceptance

5.1. The Agreement between UEFA Events SA and the Successful Applicant for the purchase of the Ticket(s) will be concluded and confirmed (under these Terms and Conditions) only after the:

- a. successful processing of the credit card payment for the Ticket(s) indicated in the Request, in accordance with Article 4; and
- b. acceptance of the Applicant's offer by UEFA Events SA by way of submission of the Purchase Notification to the Successful Applicant.

5.2. Successful Applicants are requested to review their Purchase Notification for any inaccuracies, in particular with regards to their Ticket(s) quantity, price, and category. Any inaccuracies shall be immediately notified to UEFA Events SA in accordance with Article 18.

5.3. For the avoidance of doubt, Successful Applicants shall have no right of withdrawal when purchasing a Ticket (either within two weeks or otherwise). Consequently, every Agreement between UEFA and a Successful Applicant for the purchase of the Ticket(s) (as confirmed in accordance with Article 5.1 above) is binding on the Applicant and obliges the Applicant to pay for, and accept, the ordered Ticket(s).

6. Delivery of Tickets

6.1. Tickets will be delivered to Successful Applicants in the following ways, with such method to be determined at UEFA Parties' sole discretion:

- a. by virtue of electronic "mobile phone tickets". Where Tickets are remitted in this manner, the Successful Applicant is required to download the App on their mobile phone and the electronic Tickets will need to be displayed on the mobile phone in order to enter the Stadium. It is the responsibility of the Successful Applicant to download and install the respective application and to ensure that the Tickets are displayed correctly on their mobile phone. In the event that the Successful Applicant has problems with the installation of the App or the retrieval of the Tickets through the App, the Successful Applicant must immediately inform UEFA Events SA and in any event no later than 1 (one) day prior to the day of the Match. Where Tickets are distributed by virtue of "mobile phone tickets", the Successful Applicant and their Guest(s) will be required to provide their surname, first name, email address, mobile telephone number, date of birth, nationality, title and ID/passport number and any other personal data required under Applicable Laws when registering within the App;

- b. by express courier sent to the delivery address of the Successful Applicant as provided to UEFA Events SA in the Application Form;
 - c. if a delivery attempt by express courier services in the country of residence of the Successful Applicant is not successful or if express courier delivery to the delivery address of the Successful Applicant is not possible for other exceptional reasons non-attributable to UEFA Events SA, the Ticket(s) will be remitted to such Successful Applicant personally during the official opening hours of the ticketing centre at the relevant Stadium (or in its vicinity) as further described in Article 6.3;
 - d. 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, UEFA Events SA may decide (at its reasonable discretion) to remit the Tickets personally to the respective Successful Applicant during the official opening hours of the ticketing centre point at the relevant Stadium (or in its vicinity) as further described in Article 6.4.
- 6.2. Subject to Articles 6.3 and 6.4, the Ticket delivery method will be notified to the Successful Applicant no later than 7 May 2021. Successful Applicants will not be able to request: (i) a change thereof by UEFA Events SA; and/or (ii) a refund of the Ticket(s) on the basis of the distribution method applicable to their Ticket(s). For the avoidance of doubt, Successful Applicants will not receive a refund for any Ticket(s) which they fail to download using the App, which are sent by express courier in accordance with Article 6.1.b which the Successful Applicant rejects delivery of, fails to rearrange delivery of or fails to collect from the express courier company or which the Successful Applicant does not collect in accordance with Articles 6.3 and 6.4.
- 6.3. If delivery of the Tickets is not possible in accordance with Article 6.1.c, the Successful Applicant will be informed by email as soon as reasonably practicable that her/his Ticket(s) can be collected during the opening hours at the ticketing centre. The email will provide the exact details of the ticketing centre as well as the opening times during which the Ticket(s) can be collected. Such location shall be in the vicinity of the relevant Stadium or in the relevant Host City centre. In order to collect such Ticket(s), the Successful Applicant must show a personal identification document (passport or national identity card) for them and their Guest(s) and the print-out of the above mentioned email. The Guest(s) must be present at the Ticketing Centre with the Successful Applicant in order to collect the Tickets.
- 6.4. In the event of that the Successful Applicant is required to collect his/her tickets in accordance with Article 6.1.d, the Successful Applicant will be informed by email, no later than 10 days prior to the Match, that her/his Ticket(s) can be collected during the opening hours at the Ticket collection point. The email 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 vicinity of the Stadium or in the relevant Host City centre. In order to collect such Ticket(s), the Successful Applicant must show a personal identification document (passport or national identity card) for them and their Guest(s) and the print-out of the above mentioned email. The Guest(s) must be present at the Ticket collection point with the Successful Applicant in order to collect the Tickets. For the avoidance of doubt, Tickets will not be remitted to any Successful Applicant who fails to meet the identification requirements or who is deemed to be an Excluded Person (as defined in Article 12.2) pursuant to these Terms and Conditions (including but not limited to any Successful Applicant who has acted in breach of these Terms and Conditions).
- 6.5. In the event that Tickets are remitted to the Successful Applicant by express courier and the Successful Applicant requests that her/his Ticket(s) are delivered to an alternative address and/or recipient by the express courier service nominated by UEFA Events SA to deliver the Ticket(s), Applicants acknowledge and agree that the courier service will notify UEFA Events



SA of such alternative delivery details and/or recipient details and that identity checks may be carried out at the Stadium in respect of the Tickets allocated to the Successful Applicant.

- 6.6. Tickets shall remain the property of the UEFA Parties at all times.
- 6.7. Defective mobile Ticket(s) such as for example: Tickets not displayed in the App, Tickets not being displayed due to defective mobile phone or insufficient battery, or with incorrect personal information displayed on the Ticket, will be rejected at the entrance to the Stadium. The UEFA Parties, the relevant Host Association and the Stadium Owner shall not be responsible for defective, lost or stolen Ticket(s) and will accept no obligation to reissue any such Ticket(s) provided that where there is a defect of a mobile Ticket entirely attributable to UEFA Parties, UEFA Parties shall where reasonably possible block the Ticket concerned after notification of the defect and issue a new Ticket to the Successful Applicant upon provision of sufficient evidence from the Successful Applicant.
- 6.8. Defective printed Ticket(s) such as, for example, Tickets with illegible printing or missing seat numbers, shall be notified to UEFA Events SA in writing in accordance with Article 18 within seven (7) days of receipt of the Tickets (save for where such Ticket(s) have been collected by the Successful Applicant at the Stadium (or in its vicinity), in which case the Successful Applicant must immediately notify UEFA Events SA). Defective Ticket(s) will be replaced free of charge provided that the original defective Ticket(s) are returned/remitted to UEFA Events SA in their original condition. The UEFA Parties, the relevant Host Association and the Stadium Owner shall not be responsible for lost, stolen, damaged or destroyed Ticket(s) after their delivery to the Successful Applicant. In particular The UEFA Parties, the relevant Host Association and the Stadium Owner shall not be liable to refund any Ticket(s) or to re-print Ticket(s).

C. USE OF TICKETS

7. Prohibited Use of the Ticket(s)

- 7.1. Except as expressly permitted in Articles 7.2 and 7.3, any resale, transfer of Ticket(s), offer or advertisement of Ticket(s) for resale or transfer, whether for free or for consideration, is strictly prohibited.
- 7.2. The Successful Applicant shall be permitted to:
 - a. transfer Tickets to his/her Guest(s) (the details of whom were provided in the Application Form) provided that (jointly):
 - i. save where the provisions of Article 7.3 apply, the Successful Applicant will attend the relevant Match together with his/her Guest(s);
 - ii. the Tickets are for their personal use;
 - iii. such permitted transfer is free of any extra consideration over and above the face value of the Ticket; and
 - iv. Guests, by accepting the transfer of Tickets from the Successful Applicant, agree to be subject to these Terms and Conditions.
 - b. resell Tickets (in accordance with the relevant terms and conditions) solely via any official 'Ticket Resale Platform' implemented and launched by UEFA Events SA in its sole discretion. Any such resale platform, if implemented and launched by UEFA Events SA, will be managed by UEFA Events SA as the only authorised platform for the resale of



Tickets by Successful Applicants. For the avoidance of doubt, the UEFA Parties make no warranty that any such resale platform will be implemented and launched.

7.3. In the event that a Ticket Holder (which, for the avoidance of doubt, includes the Successful Applicant and any Guest(s)) is unable to attend the relevant Match for medical reasons (including but not limited to medical reasons in the context of COVID-19), the Successful Applicant shall not be entitled to a refund in respect of such Ticket but shall be entitled to transfer such Ticket to a friend or family member (who shall in turn become the Guest for the purposes of these Terms and Conditions), provided that such transfer is carried out in compliance with, and subject to, Articles 7.1 and 7.2 and that the personal details of such individual are provided in accordance with the procedure notified to the Successful Applicant by UEFA.

7.4. The Ticket(s) shall not be:

- a. used for any promotion, advertising, fundraising, auction, raffle or any other similar commercial or non-commercial purposes;
- b. used as a prize (or part of a prize) in any contest, competition, (promotional) game of chance, lottery or sweepstake;
- c. combined with and sold as part of any package of goods or services; or
- d. combined with and sold as part of any travel or hospitality package (for example combining flights, hotels and the Ticket(s)).

7.5. Ticket Holders shall not:

- a. run any advertisements or promotions relating to the UEFA Parties, UEFA EURO 2020™ or the Match;
- b. advertise, promote, give away, distribute, sell or offer for sale any product or service from any part of the Stadium or via the display of overt commercial messages on clothing worn or items brought into the Stadium; or
- c. exploit any marketing or promotional opportunities in relation to the Ticket(s).

For the avoidance of doubt, no branding, which may be aimed at promotional or marketing purposes whatsoever, may be displayed by any Ticket Holder at the Stadium.

7.6. Ticket(s) acquired or used in breach of this Article 7 and/or Article 12 of these Terms and Conditions shall be void with no right to a refund and any person seeking to use such Ticket(s) will be deemed a trespasser and will be refused entry or be evicted from the Stadium, and may be liable to further legal action. Any unauthorised sale or transfer of the Ticket(s) may be reported to the police.

7.7. Any breach of these Terms and Conditions, any Applicable Laws and/or of any Regulations' clauses shall entitle UEFA Events SA to cancel and invalidate the Ticket and any other Tickets that have been purchased by the Successful Applicant for the same or any other UEFA EURO 2020™ Match with no right to a refund.

8. Entrance to the Stadium

8.1. Access to the relevant Stadium will be permitted during such hours as specified on the Ticket or as published on UEFA's website at www.uefa.com.



8.2. Entrance to the relevant Stadium shall be:

- a. subject to compliance with:
 - i. these Terms and Conditions;
 - ii. the Stadium Regulations;
 - iii. any sanitary measures or policies in place;
 - iv. all Applicable Laws (whether statutory or otherwise and including health and safety requirements and any sanitary measures in the context of COVID-19) governing access or presence at the Stadium, attendance at the Match, use of the Tickets, general safety certificate and any special safety certificate applying to the Stadium, issued by any authority that has jurisdiction or authority in relation to the holding of the Match at the Stadium; and
- b. authorised upon presentation of a valid Ticket per person (regardless of age) and, upon request, proof of identity with valid photograph (passport or national identity card).

8.3. Any breach of these Terms and Conditions by an Applicant/Ticket Holder shall result in the Applicant/Ticket Holder being deemed a trespasser and shall give the UEFA Parties and/or the relevant Host Association the right to eject said Applicant or Ticket Holder from the relevant Stadium.

8.4. Ticket Holders leaving the Stadium will not be re-admitted.

9. Conduct at the Stadium

9.1. For safety and security purposes, all persons attending the Match, if and when so requested by stewards, safety personnel and/or any other legally authorised persons representing the organiser of the Match, shall:

- a. produce a valid Ticket together with proof of identity with valid photograph and signature (passport or national identity card) in order to provide satisfactory evidence that the Ticket Holder's identity corresponds to that of the Applicant/Guest whose details were provided in the Application Form;
- b. submit to inspections, body checks and examinations – including through the use of technical aids – to ensure that they are not in possession of dangerous, prohibited or unauthorised items. Safety personnel, stewards or police shall be entitled to search any person's clothing and his/her belongings; and
- c. comply with all instructions and guidelines issued by safety personnel, stewards and/or police and/or any other duly authorised persons at the Stadium;
- d. comply with all sanitary measures and policies in place at the Stadium and follow any and all instructions from safety personnel, stewards and/or police and/or any other duly authorised persons at the Stadium in relation to sanitary and hygiene measures; and
- e. be subject to additional safety controls inside the Stadium, as the case may arise.

9.2. It shall be strictly forbidden inside the Stadium to express, to disseminate or any insulting, racist, xenophobic, sexist (relating to either men or women), religious, political or other illegal/prohibited



messages, particularly discriminatory propaganda messages or being in possession of such material.

9.3. The Stadium Regulations contain detailed lists of prohibited items and conduct and each Ticket Holder shall fully comply with any restrictions contained therein. Abbreviated versions of these Terms and Conditions and/or the Stadium Regulations, or simple icons illustrating prohibited items or conduct, may also be included on the Ticket and must be fully complied with by the Ticket Holder.

9.4. Without limitation, it is strictly forbidden to do any of the following inside the Stadium:

- a. occupy or access areas which are closed to the public or for which access is unauthorised in accordance with the relevant Ticket category held by the Ticket Holder;
- b. restrict or loiter in areas open to traffic, footpaths and roadways, entrances and exits to visitor areas and emergency exits; and/or
- c. engage in any other conduct which may endanger any person at the Stadium.

The above list is not exhaustive. Please always refer to the Stadium Regulations for more information on the required conduct.

9.5. Fans supporting the teams participating in the Match may not be segregated at the Stadium and each Ticket Holder agrees to behave responsibly and in line with the safety and security guidelines communicated by the UEFA Parties, the relevant Host Association and/or the Stadium Owner.

9.6. No Ticket Holder shall be permitted to place any bets in relation to UEFA EURO 2020™ from inside any Stadium.

10. Sound and Image Recordings

10.1. Ticket Holders attending the Match at the Stadium, acknowledge and, so far as is necessary under Applicable Laws, consent to being photographed, filmed or taped by the UEFA Parties, the relevant Host Association and/or the Stadium Owner, and/or any third parties appointed thereby, which shall have the right, in perpetuity or for the maximum term permitted under the Applicable Laws of the relevant Host Territory, to use, broadcast, publish and license, without any requirement for payment of money or other form of consideration, the Ticket Holder's voice, image and likeness by means of live or recorded video and/or audio display, broadcast or other transmission or recording, photographs or any other current and/or future media technologies.

10.2. Ticket Holders shall not take, record and/or transmit any sound, image and/or description of the Stadium or the Match (as well as any result and/or statistics of the Match) other than for his/her exclusive, private and domestic use (which, for the avoidance of doubt and by way of example only, shall not include recording and/or transmitting any sound, image and/or description of the Stadium for any commercial purposes). It is strictly forbidden to disseminate over the Internet, radio, television or any other current and/or future media, any sound, picture, image, data, description, result and/or statistics of the Match in whole or in part, or to assist any other person(s) conducting such activities. Copyright, database rights and any other intellectual property rights in any unauthorised recording or transmission under this Article 10.2 is assigned (by way of present assignment of future rights) to UEFA. Where assignment is not possible under Applicable Laws, the Ticket Holder grants to UEFA an exclusive, irrevocable and royalty free licence to use such copyright, database and other intellectual property rights. Ticket Holders further agree (if and whenever required to do so by UEFA) to promptly execute all instruments



and do all things necessary to vest the right, title and interest in such rights to UEFA absolutely and free of all encumbrances and other charges.

D. MISCELLANEOUS

11. Liability

- 11.1. In the event that the UEFA Parties, the relevant Host Association and/or the Stadium Owner is in breach of their obligations (under these Terms and Conditions or otherwise), the UEFA Parties, the relevant Host Association and/or the Stadium Owner shall only be responsible for such loss or damage suffered by the Ticket Holder which was reasonably foreseeable as a result of the breach. The UEFA Parties, the relevant Host Association and/or the Stadium Owner shall not be responsible for any loss or damage that is not reasonably foreseeable or contemplated at the time the Applicant entered into a contract pursuant to these Terms and Conditions.
- 11.2. Notwithstanding Article 11.1, the UEFA Parties, the relevant Host Association and/or the Stadium Owner is not liable for any business losses and the UEFA Parties, the relevant Host Association and/or the Stadium Owner will have no liability to any Ticket Holder for any loss of profit, loss of business, business interruption, or loss of business opportunity.
- 11.3. In any event, to the maximum extent permitted by law, the UEFA Parties, the relevant Host Association and/or the Stadium Owner hereby exclude any liability for loss, damage or injury to a Ticket Holder and/or their property, including (but not limited to) any indirect or consequential loss or damage, including (but not limited to) loss of enjoyment or travel or accommodation costs, regardless of whether the loss or damage: (a) would arise in the ordinary course of events; (b) is reasonably foreseeable; or (c) is in the contemplation of the parties, or otherwise.
- 11.4. The UEFA Parties, the relevant Host Association and/or the Stadium Owner shall not be responsible for any interruptions and/or restrictions to the view of the Match caused by virtue of (i) the position of the seat and/or (ii) the actions of other spectators.
- 11.5. Notwithstanding any provision in these Terms and Conditions, the UEFA Parties, the relevant Host Association and/or the Stadium Owner does not seek to exclude or limit their liability: (a) for fraud or fraudulent misrepresentation; (b) for death or personal injury caused by the UEFA Parties', the relevant Host Association's and/or the Stadium Owner's negligence or the negligence of any of their officers, employees or agents; or (c) for any other matter for which it is not possible to exclude or limit liability by law.
- 11.6. Nothing stated or implied in these Terms and Conditions will affect the Ticket Holder's statutory rights or any rights that can't be excluded under the laws of the relevant Host Territory.

12. Unauthorised Spectators

- 12.1. Ticket Holders are permitted to attend the relevant Match provided that:
 - a. they are not an Excluded Person,
 - b. the Ticket has been obtained in accordance with these Terms and Conditions;
 - c. they comply with any and all entry requirements and/or acknowledgements (including any epidemiological acknowledgements, if required) in the context of COVID-19, as notified to them by UEFA;
 - d. where required, they have obtained a valid VISA from the relevant Host Territory;

- e. for Matches staged in Russia, they have obtained a valid FAN ID (which is the responsibility of the Ticket Holder to obtain (in accordance with the relevant rules and procedure laid down by the Russian Authorities));
- f. where the Ticket Holder travels to the Host Territory, they have complied with any requirements which are in place regarding entry into the Host Territory (including but not limited to any travel and entry requirements imposed under applicable laws and/or otherwise in the context of COVID-19)

For the avoidance of doubt, UEFA Parties shall not be liable for any loss or damage suffered by a Ticket Holder should they fail to comply with the provisions of this Article 12.1 and/or, where required, fail to obtain the necessary documents.

12.2. For the purpose of this Article 12, “Excluded Person” means:

- a. any person banned by the relevant Host Association from membership of the fan club for the national football team (or banned from any equivalent official supporters club by a football governing body in any jurisdiction in the World);
- b. any person subject to a football banning order pursuant to a conviction under the Laws of the relevant Host City and/or Host Territory;
- c. any person banned by UEFA, FIFA, any football governing body or otherwise, from travelling to or attending an association football match;
- d. any person banned by the UEFA Parties, the relevant Host Association and/or the Stadium Owner from attending events at the Stadium;
- e. any person who is deemed by the participating teams in the Match to be a person to whom Tickets should not be allocated (including but not limited to persons who have been issued with a stadium ban by the respective participating teams); and
- f. any person who has breached or is in breach of these Terms and Conditions, in relation to the relevant Ticket and/or any Ticket previously held by the Ticket Holder for UEFA EURO 2020™.

13. Privacy

- 13.1. UEFA, acting as data controller, collects and processes personal data for the following three purposes: for organisational and security purposes related to the Match and safety or sanitary measures in the context of COVID-19 (13.2), for the purposes of the Ticket sales (13.3), and/or for commercial purposes (13.4).
- 13.2. UEFA collects and processes the Applicant’s following personal data for the purpose of processing the application for Tickets and carrying out any access check procedure or other necessary screening: identification data such as title, surname/first name(s), date of birth, place of birth, country of residence and nationality, mobile telephone number, email address, passport / ID number, contact details such as complete postal address. UEFA collects and processes the Guest’s following personal data for the purpose of processing the application for Tickets and carrying out any access check procedure or other necessary screening: identification data such as name, surname, date of birth, nationality and passport/ ID number. Where Tickets are remitted by virtue of electronic “mobile phone tickets”, Ticket Holders are subsequently requested to provide the following personal data when downloading the App: surname, first name, email address, mobile telephone number, date of birth, nationality, title and ID/passport number. Where the Successful Applicant is required to collect Tickets in accordance with Article



6.3 or 6.4, UEFA collects and processes the Successful Applicant's following personal data for the purpose of Ticket collection procedures and confirmation of the successful remittance of the relevant Ticket(s): photograph. All such personal data is collected and processed for the purpose of processing the Requests as well as for the purposes of identification, security and sanitary measures related to the Match.

Personal data is required and is necessary for the performance of the contract entered into between UEFA and the Applicant, as well as for the legitimate interest of determining eligibility of persons interested in purchasing Ticket(s) and ensuring Tickets are delivered to the right individual as well as of guaranteeing an effective security system and a safe environment inside and around the Stadium, as well as to combat the unlawful sale of Tickets.

- 13.3. UEFA collects and processes the Applicant's personal data for the purpose of selling and issuing the Tickets: identification data such as first name(s), surname, contact details such as postal address, email address and payment details such as credit card details (if applicable) which will be only used for the purchase of Ticket(s) following their allocation, in accordance with these Terms and Conditions), for the purpose of invoicing and delivery of the Tickets.

Personal data is required and is necessary for the performance of the contract entered into between UEFA and the Applicant and any subsequent steps following a successful Ticket allocation.

- 13.4. Provided that consent has been given by the Applicant in the Application Form, personal data regarding surname, first name(s) and email address will be collected and processed by UEFA to provide the Applicant by electronic means with information and publicity on UEFA's products, services, commercial activities and events.

If the Applicant does not wish to receive, or no longer wishes to receive any offers and information from UEFA, he/she can opt-out directly in his/her account.

- 13.5. UEFA is subject to applicable data protection laws when collecting and processing personal data. Personal data submitted by the Applicant to UEFA will be stored and processed via the Ticket Portal in accordance with these Terms and Conditions, the [Privacy Notification](#) and the UEFA Privacy Policy set out at <http://www.uefa.com/privacypolicy/index.html>.

- 13.6. UEFA uses the following categories of third party and may transfer personal data to these recipients for the sole purpose of the performance of their activities:

- a) technical service providers which help to maintain the security and performance of the Ticket Portal and the App;
- b) service providers which help to issue and deliver the Tickets;
- c) the Host Association within whose jurisdiction the relevant Match occurs, the relevant Stadium Owner, Stadium security and access service providers and any such other providers which help to organise the Match and maintain safety and security (including in relation to sanitary measures); and
- d) the relevant authorities to the extent necessary to maintain safety and security in connection with the Match (including in relation to sanitary measures).

- 13.7. The personal data of Applicants, Ticket Holders and Guests provided to UEFA pursuant to these Terms and Conditions is only collected and processed by UEFA for no longer than is necessary for the purposes described in Articles 13.2, 13.3 and 13.4, unless the use of such personal data is further required for ongoing administrative or judicial proceedings relating to the Match or, where necessary, for preventing or detecting unlawful actions.

- 13.8. Applicants, Ticket Holders and Guests have the right to request access to or information about the personal data related to them which are processed by UEFA. They can access, update and/or request the deletion, restriction, rectification and/or receipt of their personal data in accordance with the applicable data protection legislation of the relevant Host Territory. Any requests relating thereto shall be sent via <https://support.tickets-euro2020.uefa.com/hc/en-us/requests/new>. To do so, UEFA may require any Ticket Holder to provide verification of their identity (e.g. copy of official Identification Document with a photo mentioning their date & place of birth). UEFA may refuse, restrict or defer a request where a formal enactment so provides, where this is required to protect the overriding interests of third parties and/or where its own overriding interests so require or where requests are manifestly unfounded or excessive and where UEFA has the right to do so under the applicable data protection laws (for example, where another legal justification for processing applies). Ticket Holders, Applicants and Guests have the right to file a privacy complaint with their local supervisory authority. Where an Applicant, Ticket Holder and/or Guest legitimately withdraws or restricts their consent, or otherwise objects to how UEFA process their personal data, UEFA may be unable to allow such individual to purchase a Ticket and/or attend relevant Match.
- 13.9. Each Applicant accepts and acknowledges that he/she has understood how UEFA will process their personal data under this Article 13 and, where consent is required under applicable data protection laws, consents to the processing of their personal data as detailed herein. Each Applicant also confirms that he/she is authorised by each Guest to disclose the personal data of its Guest(s) to UEFA for the purposes detailed hereunder and, where consent is required under applicable data protection laws, has obtained each Guest's consent to the processing of their personal data as detailed herein.

14. Unforeseen Circumstances

- 14.1. The UEFA Parties, the relevant Host Association and/or the Stadium Owner reserve the right to make alterations to the time, date and location of UEFA EURO 2020 and/or the Match(es) due to unforeseen extraordinary circumstances: force majeure, safety and/or security reasons or other decisions (including in the context of COVID-19) made by any competent authority which have a major impact on the Match being played at the Stadium.
- 14.2. In the event of cancellation, abandonment, postponement or replaying of the Match, or in the event of a change of venue, reduction of Stadium capacity or the playing of the relevant Match behind closed doors, the Successful Applicant will be bound by the Refund Policy in respect of any refunds of the Tickets purchased by the Successful Applicant provided however that:
- a. any refunds may be made only to the Successful Applicant (and not to the Ticket Holder) and only up to the Purchase Price paid by such Successful Applicant for the Ticket(s), and shall not, for the avoidance of doubt, entitle the Applicant to a refund of any costs and expenses incurred by the Successful Applicant or Guest(s) in relation to travel or accommodation;
 - b. subject to the foregoing and Article 11, the UEFA Parties, the relevant Host Association and/or the Stadium Owner will not have any liability to the Successful Applicant or any Guest or Ticket Holder on account of any such cancellation, abandonment, postponement, replay reduction of Stadium capacity, change of venue or playing of the relevant Match behind closed doors or other failure or deficiency in the conduct of the Match.

15. Severability and Amendment

- 15.1. UEFA Events SA reserves the right to change these Terms and Conditions if necessary to ensure proper and safe staging of the UEFA EURO 2020™ and/or the relevant Match(s). UEFA



Events SA will notify each Applicant of such changes via an email sent to the address indicated by the Applicant in the Application Form and the Applicant will have the choice to consent to such changes or to withdraw his/her application or withdraw from the agreement concluded with UEFA Events SA in accordance with Article 5.1 (as applicable).

- 15.2. Should any provisions of these Terms and Conditions be declared void, ineffective, illegal or unenforceable by any competent court, regulator or authority;
- a. the remainder of these Terms and Conditions shall remain in effect as if such void, ineffective, illegal or unenforceable provision(s) had not been included; and
 - b. where required and/or permitted under Applicable Laws, the invalid provision shall be replaced with a provision, which closely approximates the economic purpose of such invalid provision.

16. **Authentic Text**

These Terms and Conditions have been drafted in the English language and translated into the languages of each of the Host Territories and are available on the Ticket Portal. Where permitted under Applicable Laws, in the event of any discrepancy between the English and the translated versions, the English version shall prevail.

17. **General**

- 17.1. The Regulations (which shall be provided on request by UEFA) shall be incorporated into these Terms and Conditions and each Applicant, Ticket Holder and Guest shall abide by the Regulations.
- 17.2. Each Applicant consents to these Terms and Conditions himself/herself and on behalf of his/her Guest(s) (i.e. the Applicant shall ensure that his/her Guest(s) understand(s), agree(s) with and will conform to these Terms and Conditions). If the Guest is under the age of 18 each Applicant confirms that they have received proper consent to these Terms and Conditions from the Guest(s)'s appropriate parent or guardian under the Applicable Laws of the relevant Host Territory.
- 17.3. These Terms and Conditions constitute the entire agreement between the parties and no party shall have any claim or remedy in respect of any statement, representation, warranty or undertaking, made by or on behalf of any other party in relation to these Terms and Conditions which is not already set out in these Terms and Conditions.
- 17.4. The European Commission provides on its website the following link to the ODR platform: <https://ec.europa.eu/consumers/odr>. This platform shall be a point of entry for out-of-court resolutions of disputes arising from online sales and service contracts concluded between consumers and traders. The UEFA Parties are neither obliged nor prepared to attend a dispute settlement procedure before an alternative dispute resolution entity.
- 17.5. These Terms and Conditions are governed by the laws of Switzerland. This choice of law Article shall not affect the statutory rights of an Applicant being a consumer at their usual place of residence within the relevant Host Territory.
- 17.6. The parties agree that, save where precluded under any Applicable Laws, the courts of the Canton of Vaud, or that of the place of residence or domicile of the Applicant if the latter qualifies as a consumer, have exclusive jurisdiction to settle any dispute arising under or in connection with these Terms and Conditions.



18. Contact

Any information requests about the ticketing sales process should be addressed to the customer service appointed by the UEFA Parties in relation to the ticketing process for the UEFA EURO 2020™ and the Matches, through: <https://support.tickets-euro2020.uefa.com/hc/en-us/requests/new>