



UEFA EURO 2020™ TICKET RETURN PORTAL TERMS AND CONDITIONS

INTRODUCTION

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™ ticket return portal terms and conditions (the "Ticket Return Portal Terms and Conditions") set out the conditions for the return of tickets for UEFA EURO 2020™ via the official UEFA EURO 2020™ ticket return portal at <https://euro2020-sales.tickets.uefa.com/>.

Definitions

- Allocation Window(s)** collectively, the General Public Allocation Window(s) and PNA Allocation Window(s) (each of which as defined in the Ticketing Terms and Conditions).
- 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 Original Ticket Buyer, or the subject matter of these Ticket Return Portal Terms and Conditions.
- Host Association(s)** the following national football associations responsible for the organisation and staging of the 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 Scottish Football Association (SFA) of Hampden Park, Glasgow G42 9AY
 - h) The Football Association (FA) of Wembley Stadium, Wembley, London, HA9 0WS;
 - i) German Football Federation (DFB) of Otto-Fleck-Schneise 6, 60528 Frankfurt am Main, Germany;



- j) Italian Football Federation (FIGC) of Via Gregorio Allegri, 14, 00198 Roma RM, Italy; and
- k) Russian Football Union (RFS) of 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 Territories

the following territories:

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

Match

any official match to be played as part of UEFA EURO 2020™.

Original Contract

the original contract between the Original Ticket Buyer and UEFA Events SA for the sale by UEFA Events SA of the applicable Ticket to the Original Ticket Buyer.

Original Ticket Buyer

the individual who is a Successful Applicant or Successful Buyer who wishes to return Ticket(s) on the Ticket Return Portal.

Return Confirmation

the email confirmation as sent by UEFA to the email address provided by the Original Ticket Buyer in their UEFA Ticketing Account, which is sent following the closure of the Ticket Return Portal, confirming that the Ticket(s) listed in such Return Confirmation have been returned to UEFA and shall be refunded by UEFA Events SA in accordance with these Ticket Return Portal Terms and Conditions.

Return Notification

the email notification confirming the Return Request of such Ticket(s) as is/are indicated in such Return Notification, as sent by UEFA to the email address provided by the Original Ticket Buyer in their UEFA Ticketing Account.

Return Request

the request to return Tickets and receive a refund for the face value of such Tickets, placed by an Original Ticket Buyer via the Ticket Return Portal in accordance with these Terms and Conditions.

Stadium

the entire premises of the relevant stadium at which the relevant Match will be 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.
Successful Applicant	shall have the meaning given to it in the Ticketing Terms and Conditions.
Successful Buyer	shall have the meaning given to it in the Ticketing Terms and Conditions.
Ticket(s)	the ticket for a Match listed for return on the Ticket Return Portal by the Original Ticket Buyer which was purchased by the Original Ticket Buyer from UEFA Events SA.
Ticket Resale Platform	the official ticket resale platform owned and managed by UEFA, through which a Successful Buyer was able to purchase Ticket(s).
Ticket Return Portal	the ticket return portal owned and managed by UEFA at: https://euro2020-sales.tickets.uefa.com/
Ticketing Terms and Conditions	the terms and conditions available at www.euro2020.com/ticketingTC applicable to tickets to UEFA EURO 2020™, including those allocated in the Allocation Windows and those sold via the Ticket Resale Platform.
Ticket Return Portal Listing Form	the form available on the Ticket Return Portal which the Original Ticket Buyer must complete and submit to UEFA Events SA in order to specify which Ticket(s) they wish to return to validly submit their Return Request.
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 was originally scheduled to be staged in the Host Territories from 12 June 2020 until 12 July 2020, and which is currently scheduled to be staged in the Host Territories from 11 June 2021 to 11 July 2021, and for which UEFA holds the relating rights of exploitation under the national law of each of the Host Territories.
UEFA Events SA	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.
UEFA Ticketing Account	the online UEFA ticketing account of the Original Ticket Buyer.

Listing Tickets on the Ticket Return Portal

Only the Original Ticket Buyer who purchased his/her Ticket(s) during the relevant Allocation Window(s) or on the Ticket Resale Platform, may submit a Return Request on the Ticket Return Portal.



The Original Ticket Buyer must enter the Ticket Return Portal by using their UEFA Ticketing Account login details

The Original Ticket Buyer can make a Return Request to return Ticket(s) purchased by them and receive a refund of the face value price of the relevant Ticket(s) by completing the Ticket Return Portal Listing Form on the Ticket Return Portal, which will be open until such time as specified on the Ticket Return Portal. During this period, the Original Ticket Buyer may access the Ticket Return Portal at any time to modify or cancel their Return Request. Following the closure of the Ticket Return Portal, no modification or cancellation of the Return Request will be permitted.

By making a Return Request on the Ticket Return Portal which is not cancelled by the Original Ticket Buyer prior to the closure of the Ticket Return Portal, the Original Ticket Buyer:

is making an irrevocable offer to waive his or her right to receive the Ticket(s) which are the subject of the Return Request and void the Original Contract in respect of such Ticket(s); and

acknowledges that she/he has read, understood, accepted, and agreed to comply with these Ticket Return Portal Terms and Conditions.

Following the submission of a Return Request, UEFA Events SA shall notify the Original Ticket Buyer of their request to receive a refund for the relevant Ticket(s) by sending a Return Notification. Upon closure of the Ticket Return Portal, and provided that the Return Request has not been cancelled by the Original Ticket Buyer prior to the closure of the Ticket Return Portal, the Original Ticket Buyer shall receive a Return Confirmation and UEFA Events SA shall be deemed to have accepted the Original Ticket Buyer's irrevocable offer to:

waive his or her right to receive the Ticket(s); and

void the Original Contract,

in consideration for the refund of the face value of the Ticket(s) in accordance with Article 0, thus forming a binding contract.

Following the closure of the Ticket Return Portal, the Ticket(s) cannot be withdrawn from the Ticket Return Portal by the Original Ticket Buyer and the Original Ticket Buyer shall lose any and all rights to receive or use the Ticket(s) which are the subject of the Return Confirmation to attend the relevant Match(es).

Upon the closure of the Ticket Return Portal, the Original Ticket Buyer agrees that the Ticket(s) listed in the Return Confirmation will be no longer delivered to the Original Ticket Buyer by UEFA Events SA.

Following the closure of the Ticket Return Portal, the Original Ticket Buyer will receive a refund from UEFA Events SA for the face value of the Ticket(s), which are the subject of the Return Confirmation. The refund will be made by UEFA Events SA within 30 days of the closure of the Ticket Return Portal via Alipay or onto the credit or debit card used by the Original Ticket Buyer when he or she purchased the Ticket(s). In the event that this Alipay account or credit or debit card is no longer valid, UEFA Events SA will notify the Original Ticket Buyer, by email to the email address provided by the Original Ticket Buyer in their UEFA Ticketing Account, that it has attempted to make the refund to such expired account or card and that such refund attempt has failed. The Original Ticket Buyer must then provide their bank account details in accordance with the instructions provided by UEFA Events SA in such email. The Original Ticket Buyer accepts and acknowledges that:

this may delay any refund being processed; and

it is the Original Ticket Buyer's sole responsibility to provide the bank account details into which the refund shall be made.

The Original Ticket Buyer's Alipay account, credit or debit card issuing bank or bank account provider will apply its own currency exchange rates (if applicable) and may levy additional fees or charges for such transaction. Original Ticket Buyers shall contact Alipay, their respective credit or debit card issuing bank or bank account provider before requesting to return Ticket(s) in order to enquire about the relevant



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 Original Ticket Buyer's Alipay account, credit or debit card issuing bank or bank account provider.

In the event that the original payment from the Original Ticket Buyer for the initial purchase of the Ticket(s) is recovered or voided by charge back or otherwise from the Original Ticket Buyer's credit or debit card company (whether before or after the closure of the Ticket Return Portal), the Original Ticket Buyer agrees that they will be liable to re-pay to UEFA Events SA the relevant sum. The Original Ticket Buyer authorises UEFA Events SA to charge the relevant sum to the Original Ticket Buyer's credit or debit card (as provided to UEFA Events SA during the Original Ticket Buyer's purchase of the Ticket(s)) for the face value of the Ticket(s) or, in the event that the Original Ticket Buyer has not already received a refund from UEFA Events SA, the Original Ticket Buyer accepts that they will not receive any refund from UEFA Events SA for the Ticket(s).

The Original Ticket Buyer may withdraw their Return Request on the Ticket Return Portal to return the Ticket(s) at any time prior to the closure of the Ticket Return Portal by following the process listed on the Ticket Return Portal. Any Ticket(s) which are validly withdrawn from return by the Original Ticket Buyer will remain valid for use by the Original Ticket Buyer for the relevant Match(es) and the Original Contract will not be void.

Personal Data

UEFA, acting as data controller, collects and processes personal data for the purposes of the Ticket return and refund process.

UEFA collects and processes the Original Ticket Buyer's personal data for the purpose of listing the Tickets and processing the return and refund of the Tickets: identification data such as first name(s), surname, contact details such as postal address, email address and payment details such as credit or debit card details, which will be only used for the return and subsequent refund of Ticket(s), in accordance with these Ticket Return Portal Terms and Conditions.

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

UEFA is subject to applicable data protection laws when collecting and processing personal data. Personal data submitted by the Original Ticket Buyer to UEFA will be stored and processed via the Ticket Returns Portal in accordance with these Ticket Return Portal Terms and Conditions and the UEFA Privacy Policy set out at <http://www.uefa.com/privacypolicy/index.html>.

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:

technical service providers which help to maintain the security and performance of the Ticket Return Portal;
and

for PNA Allocation Tickets, the relevant PNA to the extent necessary for such PNA to ensure compliance with and subsequent enforcement of its PNA Allocation Rules (as defined in the Terms and Conditions).

The personal data of Original Ticket Buyers provided to UEFA pursuant to these Ticket Return Portal Terms and Conditions is only collected and processed by UEFA for no longer than is necessary for the purposes described in Article 0, unless the use of such personal data is further required for ongoing administrative or judicial proceedings or, where necessary, for preventing or detecting unlawful actions.

Original Ticket Buyers 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 such individual 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 applicable data protection laws (for example, where another legal justification for processing applies). Original Ticket Buyers have the right to file a privacy complaint with their local supervisory authority.

Each Original Ticket Buyer accepts and acknowledges that he/she has understood how UEFA will process their personal data under this Article 0 and, where consent is required under applicable data protection laws, consents to the processing of their personal data as detailed herein.

Liability

In the event that UEFA Parties, the relevant Host Association, the relevant PNA (as defined in the Ticketing Terms and Conditions) and/or the Stadium Owner is in breach of their obligations (under these Ticket Return Portal Terms and Conditions or otherwise), UEFA Parties, the relevant Host Association, the relevant PNA and/or the Stadium Owner shall only be responsible for such loss or damage suffered by the Original Ticket Buyer which was reasonably foreseeable as a result of the breach. UEFA Parties, the relevant Host Association, the relevant PNA 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 Original Ticket Buyer entered into a contract pursuant to these Ticket Return Portal Terms and Conditions.

Notwithstanding Article 0, UEFA Parties, the relevant Host Association, the relevant PNA and/or the Stadium Owner is not liable for any business losses and UEFA Parties, the relevant Host Association, the relevant PNA and/or the Stadium Owner will have no liability to any Original Ticket Buyer for any loss of profit, loss of business, business interruption, or loss of business opportunity.

In any event, to the maximum extent permitted by law, UEFA Parties, the relevant Host Association, the relevant PNA and/or the Stadium Owner hereby exclude any liability for loss, damage or injury to an Original Ticket Buyer 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.

Notwithstanding any provision in these Ticket Return Portal Terms and Conditions, UEFA Parties, the relevant Host Association, the relevant PNA and/or the Stadium Owner do not seek to exclude or limit their liability: (a) for fraud or fraudulent misrepresentation; (b) for death or personal injury caused by UEFA Parties', the relevant Host Association's, the relevant PNA'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.

Nothing stated or implied in these Terms and Conditions will affect the Original Ticket Buyer's statutory rights or any rights that can't be excluded under the laws of the relevant Host Territory.

Severability and Amendment

UEFA Events SA reserves the right to change these Ticket Return Portal Terms and Conditions if reasonably necessary to do so. UEFA Events SA will notify each Original Ticket Buyer who has requested to return Tickets on the Ticket Return Portal of such changes via an email sent to the email address indicated in the Original Ticket Buyer's UEFA Ticketing Account and the Original Ticket Buyer will have the choice, as the case may be, to consent to such changes or to withdraw the Tickets from return on the Ticket Return Portal

Should any provisions of these Ticket Return Portal Terms and Conditions be declared void, ineffective, illegal or unenforceable by any competent court, regulator or authority:

the remainder of the Ticket Return Portal Terms and Conditions shall remain in effect as if such void, ineffective, illegal or unenforceable provision(s) had not been included; and

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.



Authentic Text

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

General

These Ticket Return Portal Terms and Conditions, together with the Ticketing 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 Ticket Return Portal Terms and Conditions or the Ticketing Terms and Conditions which is not already set out in these Ticket Return Portal Terms and Conditions or the Ticketing Terms and Conditions.

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. UEFA Parties are neither obliged nor prepared to attend a dispute settlement procedure before an alternative dispute resolution entity.

These Ticket Return Portal Terms and Conditions are governed by the laws of Switzerland. This choice of law Article shall not affect the statutory rights of an Original Ticket Buyer being a consumer at their usual place of residence within the relevant Host Territory.

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 Original Ticket Buyer if the latter qualifies as a consumer, have exclusive jurisdiction to settle any dispute arising under or in connection with these Ticket Return Portal Terms and Conditions.

Contact

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