

## 2021 UEFA EUROPA LEAGUE™ FINAL TICKETING TERMS AND CONDITIONS

### A. INTRODUCTION

#### 1. **Scope**

The following 2021 UEFA Europa League™ Final Ticketing Terms and Conditions (the “Terms and Conditions”) set out the general conditions for requests, purchase and use of tickets available to the general public and to fans via Participating Clubs (as defined below) for the 2021 UEFA Europa League™ Final. 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**

<b>Accessibility Ticket</b>	one of the types of Ticket (as further described in Article B.3.21) offered for sale on the Ticket Portal, being either an Easy Access Seating Ticket or a Wheelchair Ticket for the Match.
<b>Access Code</b>	any access code (which can be used for one Ticket purchase only) provided by UEFA to a Participating Club for such Participating Club to disseminate to its Participating Club Members to give such Participating Club Members priority to purchase Tickets from the relevant Participating Club Allocation.
<b>Allocation Window(s)</b>	collectively, the General Public Allocation Window(s) and Participating Club Allocation Window(s).
<b>App</b>	the ‘UEFA Europa League Final 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.
<b>Applicable Laws</b>	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.
<b>Applicant</b>	any natural person over 18 years of age with legal capacity to enter into an agreement for the purchase of Tickets to the Match in accordance with these Terms and Conditions.
<b>Companion Ticket</b>	a complimentary Ticket issued with an Accessibility Ticket pursuant to Article B.3.21 for the use of the personal companion/assistant accompanying a disabled Ticket Holder.
<b>Delayed Allocation</b>	the allocation of any Ticket by UEFA after a Ticket Draw when there is a delay between the Request by Applicants and payment for the Ticket(s) by Successful Applicants in order to

	facilitate the Ticket Draw and identify the Successful Applicant.
<b>Easy-Access Seating Ticket</b>	a Ticket for a disabled person who does not use a wheelchair but requires seating with easy access that is close to accessible amenities in the Stadium.
<b>FCFS Basis</b>	where a Ticket is made available by UEFA from time to time on a first-come-first-served basis.
<b>General Public Allocation</b>	collectively, the Tickets allocated by UEFA to the general public which are on sale during the General Public Allocation Window(s).
<b>General Public Allocation Window(s)</b>	any window(s) specified by UEFA in which an Applicant may apply for a General Public Allocation Ticket via the Ticket Portal in accordance with Article B.3.7.a.
<b>Guest (if applicable)</b>	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 on the Ticket Portal during the purchase process in accordance with these Terms and Conditions.
<b>Host Association</b>	the Polish Football Association, with its registered office at Bitwy Warszawskiej 1920 r. 7, 02-366 Warsaw, Poland, which is responsible for the organisation and staging of the Match in Poland. For the avoidance of doubt, the Host Association is deemed to be the “organiser” of the Match under the applicable law.
<b>Host City</b>	Gdansk, Poland.
<b>Host Territory</b>	Poland.
<b>Match/2021 UEFA Europa League™ Final</b>	the 2021 UEFA Europa League™ Final due to be held at the Stadium on 26 May 2021 (or on such other date/location as notified by UEFA).
<b>Participating Club</b>	the relevant club, qualified for and participating in the 2021 UEFA Europa League™ Final.
<b>Participating Club Allocation</b>	collectively, the Tickets allocated by UEFA to the Participating Clubs which are on sale during the Participating Club Allocation Window(s) in accordance with Article B.3.7.b.
<b>Participating Club Allocation Rules</b>	a rule or set of rules defined and applied by the Participating Clubs to allocate Tickets to its supporters which may include the requirement to be a Participating Club Member and/or possess an Access Code (as communicated to the Participating Club Member by the relevant Participating Club).
<b>Participating Club Allocation Window(s)</b>	any window(s) specified by UEFA in which an Applicant may apply for a Participating Club Allocation Ticket via the Ticket Portal.
<b>Participating Club Member</b>	an official fan club member of a Participating Club as specified by the applicable Participating Club.

<b>Price Categories</b>	the price categories of the Tickets from time to time as determined by UEFA (and “ <b>Price Category</b> ” shall be construed accordingly).
<b>Purchase Notification</b>	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 during the purchase process on the Ticket Portal.
<b>Purchase Price</b>	the total purchase price for the Ticket(s) selected by the Applicant, inclusive of the shipping/delivery fee (if applicable) and all relevant taxes.
<b>Refund Policy</b>	the refund policy of UEFA as applicable from time to time which is available for review on the Ticket Portal at <a href="https://uefa.com/MultimediaFiles/Download/competitions/Ticketing/02/64/24/69/2642469_DOWNLOAD.pdf">https://uefa.com/MultimediaFiles/Download/competitions/Ticketing/02/64/24/69/2642469_DOWNLOAD.pdf</a> as well as provided to the Applicant along with the Terms and Conditions in accordance with Article B.3.16.
<b>Regulations</b>	without limitation, the terms of the following: <ul style="list-style-type: none"> <li>- Stadium Rules; and/or</li> <li>- UEFA and the Host Association’s statutes and regulations applicable for the Match.</li> </ul>
<b>Restricted View Ticket</b>	one of the types of Tickets which may be offered for sale on the Ticket Portal by UEFA, being a Ticket for the Match which has a restricted view of the pitch.
<b>Request</b>	the offer, in the form required on the Ticket Portal, made by an Applicant for Ticket(s) to the 2021 UEFA Europa League™ Final 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.
<b>Simultaneous Allocation</b>	the allocation of any Ticket by UEFA on a FCFS Basis when there is no delay between the Request, the identity of the Successful Applicant and payment for the Ticket(s).
<b>Single Ticket</b>	one of the types of Tickets offered for sale on the Ticket Portal, being a Ticket for the Match.
<b>Stadium</b>	the Gdansk Stadium at Pokoleń Lechii Gdańsk 1, 80-560 Gdańsk, Poland at which the Match is scheduled to be held, including all areas which require a Ticket (or hospitality pass, if applicable) to gain access.
<b>Stadium Owner</b>	the owner of the Stadium and any operator or lessee of the Stadium.
<b>Stadium Rules</b>	the Stadium Rules as applicable to the Match which can be accessed at: <a href="http://www.uefa.com/gdansk">www.uefa.com/gdansk</a>

<b>Successful Applicant</b>	any Applicant whose Request has been accepted by UEFA in accordance with Article 5.
<b>Ticket(s)</b>	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 Match and occupy a seat at the 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.
<b>Ticket Draw</b>	any draw for Tickets held by UEFA from time to time whereby Successful Applicants are chosen randomly.
<b>Ticket Holder</b>	any person who is in actual and legitimate possession of a Ticket including, without limitation, Successful Applicants and their Guests (as applicable).
<b>Ticket Portal</b>	the Internet platform owned and managed by UEFA on which the Applicant can (subject to availability, whether Tickets are being sold via a Ticket Draw or on a FCFS Basis (which shall be made clear to the Applicant during the purchase process) and these Terms and Conditions) apply for/ purchase Tickets at:  <a href="https://europaleague.tickets.uefa.com">https://europaleague.tickets.uefa.com</a> (for Ticket sales being carried out via a Ticket Draw)  <a href="https://europaleague-sales.tickets.uefa.com">https://europaleague-sales.tickets.uefa.com</a> (for Ticket sales being carried out on a FCFS Basis)
<b>Ticket Type(s)</b>	the Accessibility Ticket(s), Restricted View Ticket(s) and/or the Single Ticket(s).
<b>UEFA</b>	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.
<b>Wheelchair Ticket</b>	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. The contract between the Applicant and UEFA, made in accordance with these Terms and Conditions, will be deemed to have been made in Nyon, Switzerland.
- 3.2. Subject to Ticket availability, the Ticket Portal will offer an Applicant the opportunity to submit a Request for Tickets as follows in the remainder of this Article 3.
- 3.3. For each Allocation Window, the Ticket Portal will indicate whether the Tickets are being sold on a FCFS Basis and/or whether a Ticket Draw will be held.

- 3.4. Notwithstanding Article 3.2, UEFA give no warranty that the Ticket Portal will offer an Applicant the opportunity to purchase Tickets for the Match.
- 3.5. Upon identifying Ticket(s) which they wish to purchase, the Applicant will notify UEFA with an offer that the Applicant is willing to purchase the Tickets from UEFA for the Purchase Price by completing and submitting a Request on the Ticket Portal.
- 3.6. 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.
- 3.7. An Applicant can submit a Request via the Ticket Portal for:
  - a. General Public Allocation Tickets which will be open during the General Public Allocation Window(s). UEFA may elect to offer General Public Allocation Tickets on a FCFS Basis and/or via a Ticket Draw (and the Ticket Portal will indicate which process is being adopted); and
  - b. Participating Club Allocation Tickets which will be open during the Participating Club Allocation Window(s). In addition to these Terms and Conditions, each Participating Club may also impose its Participating Club Allocation Rules which each Applicant must comply with. During the Participating Club Allocation Window, the applicable Participating Club may elect to offer priority to its Participating Club Allocation Tickets to its Participating Club Members (for example via an Access Code) to complete a purchase on a FCFS Basis (and the Ticket Portal will indicate at the relevant time what process is being adopted).
- 3.8. The Applicant accepts and acknowledges that for all Allocation Windows:
  - i. where the Tickets are being offered via a Ticket Draw, the Applicant may access the Ticket Portal at any time before closure of the applicable Allocation Window to modify or cancel their Request;
  - ii. where the Tickets are being offered on a FCFS Basis, the Applicant may not, at any time, modify or cancel their Request, once submitted;
  - iii. following closure of the Ticket Portal (on expiry of applicable Allocation Window), no modification or cancellation of the Request will be permitted; and
  - iv. timely submission of a correctly filled-in Request, properly received by UEFA constitutes a firm and non-revocable undertaking to purchase the Ticket(s) indicated in the Request, which may be accepted by UEFA following the procedure described in Articles 3 and 4, in accordance with Article 5.
- 3.9. An Applicant cannot submit a Request for more than two (2) Tickets for the Match (including Single Tickets, Restricted View Tickets and Accessibility Tickets). Requests for more than the maximum number of Tickets permitted pursuant to this Article 3.9 and/or multiple applications by the Applicant are not permitted and will be rejected or cancelled.
- 3.10. Single Tickets (including Restricted View Tickets) will be available in a maximum of four (4) Price Categories, based on the location of the seat in the Stadium. The seat map indicating an approximate location of the respective Price Categories will be displayed on the Ticket Portal.
- 3.11. The Applicant will not be able to select specific seats, either when making an application for Tickets that are allocated on a FCFS Basis or after a Ticket Draw, which will be randomly allocated based on the Price Category, Ticket Type and quantity of Tickets selected by the Applicant on the Ticket Portal.

- 3.12. Applicants whose applications were unsuccessful after a Ticket Draw will be informed by UEFA by no later than the date indicated on the Ticket Portal via an email sent to the address indicated by such Applicant in the Request.
- 3.13. In the Request, the Applicant is required to provide the surname, first name, date of birth, country of nationality, Passport or ID number (PESEL for Polish citizens) for themselves and their Guest(s) and a postal address and phone number for themselves.
- 3.14. It is the sole responsibility of the Applicant to ensure that:
- a. the Request has been filled-in completely and accurately with all required personal details and payment information (in the case of both Tickets sold on a FCFS Basis and via a Ticket Draw);
  - b. acceptance of these Terms and Conditions as required by UEFA in the purchase process are properly given by clicking the respective box(es) on the Ticket Portal;
  - c. the Applicant and each of their Guests understand how their personal data will be processed as detailed in Article D.13, the Privacy Notification on the Ticket Portal and the UEFA Privacy Policy set out at <http://www.uefa.com/privacypolicy/index.html>. By submitting a Request personally and on behalf of each Guest, each Applicant accepts and acknowledges the foregoing (and confirms that each Guest accepts and acknowledges the foregoing);
  - d. the Request is properly submitted to UEFA in accordance with the instructions specified on the Ticket Portal; and
  - e. sufficient funds to cover the Purchase Price for the Ticket(s) in the case of both Tickets sold on a FCFS Basis and via a Ticket Draw (and any credit or debit card issuing bank fees referred to in Article 4.5) are available on the credit or debit card indicated for payment at the point of payment.

Any failure to comply by the Applicant with the requirements detailed in this Article 3.14 will result in the Request (and thus such Applicant's offer to purchase Ticket(s)) being rejected.

- 3.15. The Applicant warrants that all information provided by them during the application process is true and accurate. If the Applicant is subsequently found to be in breach of this Article 3.15 UEFA shall be entitled to refuse their application or void their Ticket(s) (if it has/they have been issued).
- 3.16. By completing and submitting the Request on the Ticket Portal, the Applicant acknowledges that he/she has read, understood and agrees to comply with these Terms and Conditions. The Terms and Conditions will also be delivered to Applicants by email, following submission of the Application Form.
- 3.17. The Applicant acknowledges and agrees that all Ticket purchases made on the Ticket Portal (either by Delayed Allocation or Simultaneous Allocation) 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 submission of a Request and successful processing of the Applicant's credit or debit card payment in accordance with Article 4.
- 3.18. With respect to Tickets sold via a Ticket Draw, 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 to do so by clicking the respective field in the Request. 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.

- 3.19. The Applicant accepts and acknowledges that any order which results in the Applicant exceeding the Ticket purchase limits identified in Article 3.9 or being allocated Tickets which would result in a breach of Articles 3.22 or 3.23 shall be cancelled in full, regardless of whether such Applicant has become a Successful Applicant.
- 3.20. Any Applicant who, in the reasonable opinion of UEFA, 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.
- 3.21. With respect to Accessibility Tickets:
- a. 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 where the Applicant is:
    - i. not the disabled spectator themselves, the disabled spectator will be considered as the Guest;
    - ii. the disabled spectator, the personal companion/assistant will be considered as the Guest;
  - b. Accessibility Tickets can be located in various areas of the Stadium, depending on its layout; and
  - c. an Applicant applying for Accessibility Tickets on the Ticket Portal will be required to submit to UEFA (in such form as communicated to the Applicant by UEFA) a valid official document confirming her/his disability or the disability of the Guest (whichever the case may be) in the event that such Applicant becomes a Successful Applicant. In this respect, the Centre for Access to Football in Europe (CAFE) and UEFA work in close collaboration. Any such Applicant who does not submit the required document to UEFA (within the timescales communicated by UEFA) upon becoming a Successful Applicant shall have his/her Tickets cancelled without any liability to UEFA and/or the Host Association.
- 3.22. Where an Applicant is permitted to purchase Tickets for Guests, 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.
- 3.23. Any Successful Applicant who purchases or is allocated Tickets for the Match via an Allocation Window is not permitted to receive Tickets for the Match via any other Allocation Window. Similarly, any Successful Applicant who purchases or is allocated Tickets for the Match via any other method 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. Where the Tickets have been cancelled by UEFA pursuant to this Article 3.23, the Successful Applicant will not be due a refund for such cancelled Tickets (as they have been obtained in breach of these Terms and Conditions).

#### **4. Payment**

- 4.1. Payment for the Ticket(s) is possible via either: (1) a Mastercard or Visa credit card; or (2) a Mastercard or Visa debit card which is enabled for (and permits) internet payments. The Applicant's credit/debit card shall have an expiry date beyond the date indicated on the Ticket Portal (which will depend on the applicable Allocation Window).

- 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 Request. The Applicant acknowledges that by clicking the confirmation button/field on the Ticket Portal, the Applicant agrees to make payment of the relevant Purchase Price in accordance with Article 4.3, provided the requested Ticket(s) are allocated by UEFA to the Applicant (the timing of such payment dependant on whether it is a Delayed Allocation or a Simultaneous Allocation). The allocation of Ticket(s) constitutes acceptance of the Request by UEFA and will be notified by updating the Applicant's status on the Ticket Portal.
- 4.3. Upon conclusion of the Request phase and following the allocation process of Tickets (either on a FCFS Basis or after a Ticket Draw), Applicants shall be required to log into the Ticket Portal in order to make payment of the Purchase Price within the timescales communicated by UEFA (the timing of such payment dependant on whether it is a Delayed Allocation or a Simultaneous Allocation).
- 4.4. All Purchase Prices are indicated on the Ticket Portal and in the Request 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, THE APPLICANT UNDERTAKES TO LOG IN TO THE TICKET PORTAL AND MAKE PAYMENT OF THE PURCHASE PRICE WITHIN THE TIMESCALES COMMUNICATED BY UEFA (THE TIMING OF SUCH PAYMENT DEPENDANT ON WHETHER IT IS A DELAYED ALLOCATION OR A SIMULTANEOUS ALLOCATION) ON THE ACCOUNT CORRESPONDING TO THE COMMUNICATED CREDIT OR DEBIT 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.

- 4.5. The Applicant's credit or debit 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 their respective credit or debit card issuing bank before submitting the Request in order to enquire about the relevant exchange rates, charges or fees. UEFA and the Host Association shall not be responsible for any such exchange rates, fees or charges levied by the Successful Applicant's credit or debit card issuing bank.
- 4.6. The Applicant acknowledges and accepts that UEFA 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 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 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 or debit 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 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 in accordance with Article 17.4.



## 6. Delivery of Tickets

6.1. Tickets will be delivered to Successful Applicants in the following ways:

- a. by virtue of electronic “mobile phone tickets” (which shall be the default delivery method). UEFA may use other delivery methods described below at its sole discretion where reasonably necessary to do so, in particular to ensure efficient and secure delivery of Tickets to Successful Applicants, and upon prior notice to Successful Applicants (it being acknowledged and agreed that such prior notice can be given by email). 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 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 (if applicable) will be required to provide their surname, first name(s), email address, mobile telephone number, date of birth, nationality, title and ID/passport number (PESEL for Polish citizens) when registering within the App;
- b. by express courier sent to the delivery address of the Successful Applicant as provided to UEFA in the Request;
- 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, the Ticket(s) will be remitted to such Successful Applicant personally during the official opening hours of the ticketing centre at the 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 may decide (at its reasonable discretion and, if applicable for Participating Club Allocation Tickets, following consultation with the relevant Participating Club) to remit the Tickets personally to the respective Successful Applicant during the official opening hours of the ticketing centre at the Stadium (or in its vicinity) as further described in Article 6.4.

6.2. Subject to Articles 6.3, 6.4 and 6.5, the Ticket delivery method will be notified to the Applicant during the purchase process. Successful Applicants will not be able to request: (i) a change to the delivery method by UEFA; 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, 6.4 and 6.5.

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 or delivered as a mobile phone ticket in accordance with Article 6.1.a. For the former, 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 Stadium or in the 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, subject to Article 6.5, will be informed by email, no later than 5 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 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. The Applicant acknowledges that for Participating Club Allocation Tickets the relevant Participating Club may determine that certain Tickets are to be distributed in accordance with Article 6.1d. In the event that such determination is made by the relevant Participating Club, the Successful Applicant will be informed as soon as reasonably practicable of such requirement from the Participating Club, who will provide to the Successful Applicant the details of the Ticket collection point and Ticket collection procedure. The Applicant acknowledges that such notification may be provided following receipt of an initial "mobile phone ticket" and that such "mobile phone ticket" will then be deactivated by UEFA. UEFA does not accept any responsibility and shall not be liable for any such decision of the Participating Club pursuant to this Article 6.5.
- 6.6. 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 to deliver the Ticket(s), Applicants acknowledge and agree that the courier service will notify UEFA 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.
- 6.7. Tickets shall remain the property of UEFA at all times.
- 6.8. 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. UEFA, the 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, UEFA 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.
- 6.9. Defective printed Ticket(s) such as, for example, Tickets with illegible printing or missing seat numbers, shall be notified to UEFA in writing in accordance with Article D.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). Defective Ticket(s) will be replaced free of charge provided that the original defective Ticket(s) are returned/remitted to UEFA in their original condition. UEFA, the 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, UEFA, the 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 Article 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 transfer Tickets to his/her Guest (the details of whom were provided in accordance with Article B.3.13) provided that (jointly):
- i. the Successful Applicant will attend the 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.
- 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, subject to any Participating Club Allocation Rules to the contrary, 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 UEFA, the UEFA Europa League™ 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.

## **8. Entrance to the Stadium**

- 8.1. Access to the Stadium will be permitted during such hours as specified on the Ticket or as published on UEFA's website at [www.uefa.com](http://www.uefa.com).
- 8.2. Entrance to the Stadium shall be:
- a. subject to compliance with:
    - i. these Terms and Conditions;
    - ii. the Stadium Rules;
    - iii. any sanitary measures or polices in place;
    - iv. all Applicable Laws (whether statutory or otherwise and including health and safety requirements and 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;
  - 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); and
  - c. where the applicable law(s) of the country in which the Match is played stipulate a minimum age for attendance at football matches, authorised only to such persons who meet the minimum age requirements.
- 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 UEFA and/or the Host Association the right to eject said Applicant or Ticket Holder from the 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 accordance with Article B.3.13;
  - 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;
  - 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 polices in place at the Stadium, including but not limited to the [2021 UEFA Europa League Final™ Code of Conduct for Spectators](#), 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 of 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 Rules 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 Rules, 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; 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 Rules 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 UEFA, the Host Association, the local authorities, the Participating Club and/or the Stadium Owner.

## **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 UEFA, the 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 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, disseminate or transmit any sound, video, image and/or description of the Stadium or the Match (as well as any result and/or statistics of the Match) unless it is solely for their exclusive, private and domestic use ("Personal Use"). Personal Use may include, for example, the Ticket Holder taking and storing pictures recording their attendance at the Match or disseminating factual information relating to such attendance. Personal Use shall not include (a) the recording and/or transmission of any sound, video, image and/or description of the Stadium or the Match for any commercial purposes, or (b) live-streaming (via any and all media or technological methods) of the Match or significant parts of the Match, irrespective of whether it is for commercial or non-commercial purposes. Unless it is solely for Personal Use, it is strictly forbidden to disseminate over the Internet, radio, television or any other current and/or future media, any sound, video, picture, image, as well as proprietary

UEFA 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 clause shall be assigned (by way of present assignment of future rights) to UEFA. Ticket Holders further agree (if and whenever required to do so by UEFA) to promptly execute all instruments and do all things necessary (including to conclude appropriate agreements) 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 UEFA, the Host Association and/or the Stadium Owner is in breach of their obligations (under these Terms and Conditions or otherwise), UEFA, the Host Association and/or the Stadium Owner shall be responsible according to the general rules of law and subject to these Terms and Conditions.
- 11.2. In any event, UEFA, the Host Association and/or the Stadium Owner shall only be liable for direct damage, which for the avoidance of doubt does not include loss of enjoyment, or travel or accommodation costs. Notwithstanding Article 11.1, UEFA, the Host Association and/or the Stadium Owner is not liable for any business losses and UEFA, the Host Association and/or the Stadium Owner will have no liability to any Ticket Holder for any loss of commercial profit, loss of business, business interruption, or loss of business opportunity.
- 11.3. In any event, UEFA, the Host Association and/or the Stadium Owner hereby exclude any liability for loss, damage or injury to a Ticket Holder and/or their property, unless caused by UEFA's, the Host Association's and/or the Stadium Owner's intentional fault or gross negligence, or the intentional fault or gross negligence of any of their officers, employees or agents.
- 11.4. UEFA, the 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. Nothing stated or implied in these Terms and Conditions will affect the Ticket Holder's statutory rights.

### **12. Unauthorised Spectators**

- 12.1. Ticket Holders are permitted to attend the 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 Host Territory; and
  - e. 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 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 12.1, “Excluded Person” means any person:
- a. banned by the Host Association and/or Participating Club 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. subject to a football banning order pursuant to a conviction under the Laws of the Host City and/or Host Territory;
  - c. banned by UEFA, FIFA, the relevant Participating Club, any football governing body or otherwise, from travelling to or attending an association football match;
  - d. banned by UEFA, the relevant Participating Club, the Host Association and/or the Stadium Owner from attending events at the Stadium;
  - e. 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/or
  - f. who has breached or is in breach of these Terms and Conditions.

### **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 (Article 13.2), for the purposes of the Ticket sales (Article 13.3) and/or for commercial purposes (Article 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, Participating Club Member number, mobile telephone number, email address, passport / ID number (PESEL for Polish citizens), 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 surname/first name(s), date of birth, Participating Club Member number, nationality and passport/ ID number (PESEL for Polish citizens). 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 (PESEL for Polish citizens). 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 Successful 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 for compliance with the legal obligation to guarantee an effective security system and a safe environment inside and around the Stadium, as well as to combat the unlawful sale of Tickets. If you refuse to provide personal data, you may not be able to purchase a ticket to attend the Match.

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, Participating Club Member number, 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 Successful Applicant and any subsequent steps following a successful Ticket allocation. If you refuse to provide personal data, you may not be able to purchase a ticket to attend the Match.

- 13.4. Provided that consent has been given by the Applicant in the Request, 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 (withdraw their consent) 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 and the UEFA Privacy Policy set out at <http://www.uefa.com/privacypolicy/index.html>.

- 13.6. UEFA may transfer personal data to the following third-party 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) for Participating Club Allocation Tickets, the relevant Participating Club to the extent necessary for such Participating Club to ensure compliance with and subsequent enforcement of its Participating Club Allocation Rules;
- d) the Host Association, the Stadium Owner, Stadium security and access service providers and any such other providers which help to organise the Match and maintain safety and security; and
- e) the relevant authorities to the extent necessary to maintain safety and security in connection with the Match.

- 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. For example, UEFA stores the personal data required for accounting purposes for no longer than 10 years.

- 13.8. UEFA will implement appropriate safeguards in the event of a transfer of personal data to the parties identified above located in a country which does not ensure an adequate level of protection within the meaning of applicable data protection laws. To learn more about those safeguards, please contact us at: [privacy@uefa.ch](mailto:privacy@uefa.ch).

- 13.9. 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 exercise their rights to access, update and/or request the deletion, object the processing of their personal data, restriction of the processing, rectification and/or portability of their personal data in accordance with the applicable data protection legislation. Any requests relating thereto shall be sent via <https://support.tickets-uefinal.uefa.com/hc/en-us/requests/new> . To do so, UEFA may require any Ticket Holder to provide verification of their identity. 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 law on data protection (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. The list of relevant local Data Protection Supervisory Authorities in the European Union is available [here](#). Where an Applicant, Ticket Holder and/or Guest objects to how UEFA process their personal data, UEFA may be unable to allow such individual to purchase a Ticket and/or attend the Match.

- 13.10. Each Applicant accepts and acknowledges that he/she has understood how UEFA will process their personal data under this Article 13. 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.

#### **14. Unforeseen Circumstances**

- 14.1. UEFA, the Host Association and/or the Stadium Owner reserve the right to make alterations to the time, date and location of the Match 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 that the Match is played behind closed doors or with a reduced Stadium capacity, 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; and
- b. subject to the foregoing and Article 11, UEFA, the Host Association, the relevant Participating Club 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 playing of the Match behind closed doors, reduced Stadium capacity or other failure or deficiency in the conduct of the Match.

#### **15. Severability and Amendment**

- 15.1. UEFA reserves the right to change these Terms and Conditions if necessary to ensure proper and safe staging of the 2021 UEFA Europa League™ Final. UEFA will notify each Applicant of such changes via an email sent to the address indicated by the Applicant in the Request 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 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, 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.

#### **16. Authentic Text**

These Terms and Conditions have been drafted in English language and translated into Polish and are available on the Ticket Portal. In the event of any discrepancy between the versions, the Polish version shall prevail.

#### **17. General**

- 17.1. 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 Host Territory.
- 17.2. 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.
- 17.3. 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 are neither obliged nor prepared to attend a dispute settlement procedure before an alternative dispute resolution entity.
- 17.4. These Terms and Conditions are governed by the laws of Poland. Any dispute arising under or in connection with these Terms and Conditions shall be settled by the competent common court.

## **18. Contact**

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