



TICKETS

MOBILE TICKETING SHORT FORM TERMS AND CONDITIONS

A. INTRODUCTION

1. Scope

Capitalised but as yet undefined terms in this paragraph shall have the meaning given to them in Article A.2. The following Mobile Ticketing Short Form Terms and Conditions for each Match (the “**Mobile Ticketing Short Form Terms and Conditions**”) set out the general conditions for the use by Ticket Holders of Tickets for each Match. The use of such Tickets are subject to the following Mobile Ticketing Short Form Terms and Conditions, the Terms and Conditions under which the Successful Applicant originally purchased and/or was allocated Tickets and any other Applicable Laws and Regulations pertaining to access and usage of the Stadium. For the avoidance of doubt, these Mobile Ticketing Short Form Terms and Conditions contain extracts of the Terms and Conditions as agreed to by the Successful Applicant (and adapted to be applicable for the purposes of these Mobile Ticketing Short Form Terms and Conditions).

2. Definitions

App	the 'UEFA Mobile 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	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 Ticket Holder, or the subject matter of the Terms and Conditions and these Mobile Ticketing Short Form Terms and Conditions.
Hospitality Terms and Conditions	the additional terms and conditions that apply where the Successful Applicant has purchased official hospitality packages for the applicable Match.
Host Association	the host UEFA member association appointed by UEFA which is responsible for the organisation and staging of the relevant Match. For the avoidance of doubt, the Host Association is deemed to be the “organiser” of the Match under the applicable law.
Host City	the host city for the applicable Match.
Host Territory	the host country for the applicable Match.
Match	the UEFA sanctioned (including co-sanctioned) match to which the Tickets relate, each of which is due to be held at the Stadium on the Match Date (or on such other date/location as notified by UEFA).

Match Date	the scheduled date of each Match.
Participating Team	the relevant club or team, qualified for and participating in the applicable Match.
Refund Policy	the relevant ticketing or official hospitality (as applicable) refund policy as applicable from time to time.
Regulations	without limitation, the terms of the following: <ul style="list-style-type: none"> - Stadium Rules; and/or - the statutes and regulations of UEFA, the Host Association and/or any third party involved in the sanctioning of the Match, as applicable for the Match.
Stadium	the entire premises of the relevant stadium at which the 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 applicable Stadium and any operator or lessee of the applicable Stadium.
Stadium Rules	the Stadium Rules as applicable to the particular Match, the specific URL of which is specified in the Terms and Conditions for that particular match, and which can otherwise be accessed at the applicable Match ticketing section of www.uefa.com .
Successful Applicant	any individual or entity who purchased and/or was allocated a Ticket or Tickets under the applicable Terms and Conditions for the Match. Where the Successful Applicant has purchased official hospitality packages for the applicable Match, the "Client" as defined in the applicable Hospitality Terms and Conditions shall be deemed to be the "Successful Applicant" in these Mobile Ticketing Short Form Terms and Conditions.
Terms and Conditions	the relevant long form ticketing terms and conditions for each Match and the Hospitality Terms and Conditions (as applicable) under which the Successful Applicant purchased and/or was allocated Tickets to the applicable Match, and the Ticket Holder acknowledges that the Successful Applicant has brought these to the attention of the Ticket Holder.
Ticket(s)	the electronic/mobile ticket provided by UEFA to the Successful Applicant and subsequently transferred to the Ticket Holder which (subject to these Mobile Ticketing Short Form Terms and Conditions and the Terms and Conditions) grants the Ticket Holder the right to attend the particular Match and occupy a seat at the applicable 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 Mobile Ticketing Short Form Terms and Conditions. Where the Successful Applicant has purchased official hospitality packages for the applicable Match, the definition of "Ticket(s)" pursuant to these Mobile Ticketing Short Form Terms and Conditions shall be

construed in accordance with the Hospitality Terms and Conditions.

Ticket Holder

any person who is in actual and legitimate possession of a Ticket from the relevant Successful Applicant's allocation and/or purchase.

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.

B. USE OF TICKETS

3. Prohibited Use of the Ticket(s)

3.1. Except as expressly permitted in the applicable Terms and Conditions, 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.

3.2. 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)).

3.3. Ticket Holders shall not:

- a. run any advertisements or promotions relating to UEFA, any UEFA sanctioned competition, any third party involved in the sanctioning of the Match 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.

3.4. Ticket(s) acquired or used in breach of this Article 3 and/or Article 8 of these Mobile Ticketing Short Form 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.

3.5. Any breach of these Mobile Ticketing Short Form Terms and Conditions, the Terms and Conditions, any Applicable Laws and/or of any Regulations shall entitle UEFA to cancel and invalidate the Ticket and any other Tickets that have been purchased by the Successful Applicant for the Match with no right to a refund.

4. Entrance to the Stadium

4.1. 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.

4.2. Entrance to the Stadium shall be:

- a. subject to compliance with:
 - i. these Mobile Ticketing Short Form Terms and Conditions and the 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.

4.3. It is the responsibility of the Ticket Holder to ensure that the Ticket(s) are displayed correctly on their mobile phone. 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 Ticket Holder upon provision of sufficient evidence from the Ticket Holder.

In the event that the Ticket Holder has problems with retrieval of the Ticket(s) through the App, the Ticket Holder must immediately inform UEFA and in any event no later than 1 (one) day prior to the day of the Match.

4.4. Any breach of these Mobile Ticketing Short Form Terms and Conditions by a Ticket Holder shall result in the Ticket Holder being deemed a trespasser and shall give UEFA and/or the Host Association the right to eject said Ticket Holder from the Stadium.

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

5. Conduct at the Stadium

5.1. 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 whose details were provided to UEFA in accordance with the applicable Terms and Conditions;
 - 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 their 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, 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.
- 5.2. 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.
- 5.3. 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 Mobile Ticketing Short Form Terms and Conditions, the 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.
- 5.4. 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.

- 5.5. 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 Team and/or the Stadium Owner.

6. Sound and Image Recordings

- 6.1. 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, any third parties involved in sanctioning of the Match, 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.

- 6.2. Ticket Holders shall not collect, 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 their 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 6.2 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.

C. MISCELLANEOUS

7. Liability

- 7.1. In the event that UEFA, the Host Association, the relevant Participating Team and/or the Stadium Owner is in breach of their obligations (under these Mobile Ticketing Short Form Terms and Conditions or otherwise), UEFA, the Host Association, the relevant Participating Team 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. UEFA, the Host Association, the relevant Participating Team 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 Successful Applicant entered into a contract pursuant to the Terms and Conditions.
- 7.2. Notwithstanding Article 7.1, UEFA, the Host Association, the relevant Participating Team and/or the Stadium Owner is not liable for any business losses and UEFA, the Host Association, the relevant Participating Team 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.
- 7.3. In any event, to the maximum extent permitted by law, UEFA, the Host Association, the relevant Participating Team 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.
- 7.4. UEFA, the Host Association, the relevant Participating Team 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.
- 7.5. Notwithstanding any provision in the Terms and Conditions or these Mobile Ticketing Short Form Terms and Conditions, UEFA, the Host Association, the relevant Participating Team 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 UEFA's, the Host Association's, the relevant Participating Team'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.
- 7.6. Nothing stated or implied in these Mobile Ticketing Short Form Terms and Conditions will affect the Ticket Holder's statutory rights or any rights that can't be excluded under the laws of the Host Territory.

8. Unauthorised Spectators

8.1. Ticket Holders are permitted to attend the Match provided that:

- a. they are not an Excluded Person (as defined in Article 8.2);
- b. the Ticket has been obtained in accordance with the Terms and Conditions and these Mobile Ticketing Short Form 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 8.1 and/or, where required, fail to obtain the necessary documents.

8.2. For the purpose of this Article 8.1, "**Excluded Person**" means any person:

- a. banned by the Host Association and/or Participating Team 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, any third party involved in the sanctioning of the Match, FIFA, the relevant Participating Team, any football governing body or otherwise, from travelling to or attending an association football match;
- d. banned by UEFA, the relevant Participating Team, 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 the Terms and Conditions or these Mobile Ticketing Short Form Terms and Conditions.

9. Privacy

9.1. UEFA, acting as data controller, collects and processes personal data in accordance with the [Privacy Notification](#).

10. Unforeseen Circumstances

10.1. 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.

- 10.2. 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 Successful Applicant to a refund of any costs and expenses incurred by the Successful Applicant or Ticket Holder in relation to travel or accommodation; and
 - b. subject to the foregoing and Article 7, UEFA, the Host Association, the relevant Participating Team and/or the Stadium Owner will not have any liability to the Successful Applicant or any 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.

11. Severability and Amendment

- 11.1. UEFA reserves the right to change these Mobile Ticketing Short Form Terms and Conditions if necessary to ensure proper and safe staging of each Match. Successful Applicants shall be notified of any material changes and will have the choice to consent to such changes or to withdraw their application or withdraw from the agreement concluded under the Terms and Conditions. If the Successful Applicant withdraws their application or withdraws from the agreement concluded under the Terms and Conditions, the Ticket Holder's right to use the Ticket shall immediately cease
- 11.2. Should any provisions of these Mobile Ticketing Short Form Terms and Conditions be declared void, ineffective, illegal or unenforceable by any competent court, regulator or authority, the remainder of these Mobile Ticketing Short Form Terms and Conditions shall remain in effect as if such void, ineffective, illegal or unenforceable provision(s) had not been included.

12. Authentic Text

These Mobile Ticketing Short Form Terms and Conditions have been drafted in the English language and translated into the primary language of the Host Territory and are available on the App. In the event of any discrepancy between the English and the translated version, the English version shall prevail.

13. General

- 13.1. Each Ticket Holder consents to these Mobile Ticketing Short Form Terms and Conditions. If the Ticket Holder is under the age of 18, the Successful Applicant has confirmed pursuant to the Terms and Conditions that they have received proper consent to these Mobile Ticketing Short Form Terms and Conditions from the Ticket Holder's appropriate parent or guardian under the Applicable Laws of the Host Territory.
- 13.2. These Mobile Ticketing Short Form Terms and Conditions and the 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 Mobile Ticketing Short Form Terms and Conditions and Terms and Conditions which is not already set out in these Mobile Ticketing Short Form Terms and Conditions and the Terms and Conditions.

- 13.3. These Mobile Ticketing Short Form Terms and Conditions and the Terms and Conditions are governed by the laws of the Host Territory. The parties agree that the courts of the Host City have exclusive jurisdiction to settle any dispute arising under or in connection with these Mobile Ticketing Short Form Terms and Conditions. Notwithstanding the foregoing, for any match staged in the United Kingdom: (a) these Terms and Conditions shall not affect a person's statutory rights as a consumer and, in particular, if the claimant lives in England they can bring legal proceedings in either the English or Northern Irish courts or if they live in Scotland, they can bring legal proceedings in either the Scottish or Northern Irish courts; and (b) UEFA reserves the right to pursue legal proceedings in a competent court of the Ticket Holder's domicile.

14. Contact

Any information requests about the ticketing process should be addressed to the customer service appointed by UEFA in relation to the ticketing process for the Match, through the applicable Match ticketing section of www.uefa.com.