

## UEFA NATIONS LEAGUE FINALS™ 2023 TICKETING TERMS AND CONDITIONS

### A. INTRODUCTION

#### 1. **Scope**

Union des associations européennes de football (UEFA), the European governing body responsible for the sport of football at the European level, is the exclusive owner of the commercial rights relating to the UEFA Nations League Finals™ 2023.

The following UEFA Nations League Finals™ 2023 Ticketing Terms and Conditions (the “Terms and Conditions”) set out the general conditions for requests, purchase and use of tickets available to fans via participating national associations and to the general public for UEFA Nations League Finals™ 2023. 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.3.23) 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 Events SA to a PNA for such PNA to disseminate to its PNA Members to give such PNA Members priority to purchase Tickets from the relevant PNA Allocation.
<b>Allocation Window(s)</b>	collectively, the General Public Allocation Window(s) and PNA Allocation Window(s).
<b>App</b>	the ‘UEFA Mobile Tickets’ app (or such other app as communicated to the Successful Applicant by UEFA Events SA) which will be made available by UEFA Parties 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 (including any issued in the context of COVID-19), of any governmental or local authority that apply to the Applicant, Successful Applicant, Guest and/or Ticket Holder, or the subject matter of these Terms and Conditions.
<b>Applicant</b>	any natural person above 18 years of age with legal capacity to enter into an agreement for the purchase of Tickets to the UEFA Nations League Finals™ 2023 in accordance with these Terms and Conditions.
<b>Companion Ticket</b>	a complimentary Ticket issued with an Accessibility Ticket pursuant to Article B.3.23 for the use of the personal companion/assistant accompanying a disabled Ticket Holder.



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<b>Delayed Allocation</b>	the allocation of any Ticket by UEFA Events SA 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 Events SA from time to time on a first-come-first-served basis.
<b>General Public Allocation</b>	collectively, the Tickets allocated by UEFA Events SA 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 Events SA in which an Applicant may apply for a General Public Allocation Ticket via the Ticket Portal in accordance with Article B.3.8.a.
<b>Guest(s) (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.
<b>Host Association</b>	<p>The Royal Netherlands Football Association (KNVB) of Woudenbergseweg 56-58, 3707 HX Zeist, The Netherlands, which is responsible for the organisation and staging of the Matches.</p> <p>For the avoidance of doubt, the Host Association is deemed to be the “organiser” of the UEFA Nations League Finals™ 2023 under Applicable Laws.</p>
<b>Host Cities</b>	<p>the following cities in the Host Territory (or such other towns or cities as notified by UEFA):</p> <ul style="list-style-type: none"><li>a) Rotterdam; and</li><li>b) Enschede.</li></ul>
<b>Host Territory</b>	The Netherlands.
<b>Match</b>	the relevant UEFA Nations League Finals™ 2023 match(es).
<b>PNA</b>	a participating national association, being any UEFA national association participating in the UEFA Nations League Finals™ 2023.
<b>PNA Allocation</b>	collectively, the Tickets allocated by UEFA Events SA to the PNAs which are on sale during the PNA Allocation Window(s) in accordance with Article B.3.8.b.
<b>PNA Allocation Rules</b>	a rule or set of rules defined and applied by the PNAs to allocate Tickets to its supporters which may include the requirement to be a PNA Member and/or possess an Access Code (as communicated to the PNA Member by the relevant PNA).



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<b>PNA Allocation Window(s)</b>	any window(s) specified by UEFA Events SA in which an Applicant may apply for a PNA Allocation Ticket via the Ticket Portal.
<b>PNA Fan</b>	any Applicant who identifies themselves as a fan of the applicable PNA but who does not have to be a PNA Member.
<b>PNA Member</b>	an official fan club member of a PNA as specified by the applicable PNA.
<b>Price Categories</b>	the price categories of the Tickets from time to time as determined by UEFA Events SA (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 Events SA 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 Events SA as applicable from time to time which is available for review at:  <a href="https://ticketingdocs.page.link/UNLF_2023_Refund_Policy_EN">https://ticketingdocs.page.link/UNLF_2023_Refund_Policy_EN</a>
<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 relevant 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 Events SA (at its discretion), being a Ticket for the relevant 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 a UEFA Nations League Finals™ 2023 Match(es) in accordance with these Terms and Conditions. For the avoidance of doubt, a Request does not create a binding agreement between UEFA Events SA 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 Events SA 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 relevant Match.



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<b>Stadium(s)</b>	the entire premises of the relevant stadium at which the relevant Match is played and any other areas which require a Ticket (or other access device, if applicable) to gain access.
<b>Stadium Owner</b>	the owner of the relevant Stadium and any operator or lessee of such Stadium.
<b>Stadium Rules</b>	the Stadium Rules as applicable to the Match which can be accessed at:  <a href="http://www.uefa.com/Netherlands">www.uefa.com/Netherlands</a>
<b>Successful Applicant</b>	any Applicant whose Request has been accepted by UEFA Events SA in accordance with Article 5.
<b>Ticket(s)</b>	the electronic/mobile (or, in limited cases, paper) ticket(s) provided by UEFA Events SA to the Successful Applicant and subsequently transferred to the Ticket Holder which (subject to these Terms and Conditions) grants the Ticket Holder the right to attend the relevant Match and occupy a seat at the relevant Stadium as indicated on each such ticket. For the avoidance of doubt any mobile or other electronic device which has the App, which in turn has an electronic/mobile ticket assigned to it, shall be considered a Ticket for the purposes of these Terms and Conditions.
<b>Ticket Draw</b>	any draw for Tickets held by UEFA Events SA 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 platforms owned and managed by UEFA Parties on which the Applicant can (subject to availability and these Terms and Conditions) purchase Tickets:  <a href="https://nationsleague-sales.tickets.uefa.com/">https://nationsleague-sales.tickets.uefa.com/</a> (for sales of the General Public Allocation); and  <a href="http://nationsleague-access.tickets.uefa.com">http://nationsleague-access.tickets.uefa.com</a> (for, unless otherwise notified by the relevant PNA, sales of the PNA Allocation).
<b>Ticket Type(s)</b>	Single Ticket(s), which may be Accessibility Ticket(s) or Restricted View Ticket(s).
<b>UEFA</b>	Union des associations européennes de football, whose offices are located at Route de Genève 46, 1260 Nyon 2, Switzerland.
<b>UEFA Events SA</b>	UEFA Events SA of Route de Genève 46, 1260 Nyon 2, Switzerland.
<b>UEFA Nations League Finals™ 2023</b>	the UEFA Nations League Finals™ 2023 which is scheduled to be staged in the Host Territory from 14 June 2023 to 18 June 2023 (or on such other date as notified by UEFA), and for which UEFA holds the relating rights of exploitation under the terms of the national law of the Host Territory.



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**UEFA Parties** shall be UEFA and UEFA Events SA.

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

## **B. SALE OF TICKETS**

### **3. Buying Tickets on the Ticket Portal**

- 3.1. For the purposes of these Terms and Conditions UEFA Events SA is the seller of the Tickets and UEFA are the owner of the commercial rights in the UEFA Nations League Finals™ 2023. The Host Association is the organiser of the UEFA Nations League Finals™ 2023 and is responsible for its staging.
- 3.2. The contract between the Successful Applicant and UEFA Events SA, made in accordance with these Terms and Conditions, will be deemed to have been made in Nyon, Switzerland.
- 3.3. 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.
- 3.4. 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.
- 3.5. Notwithstanding Article 3.3, the UEFA Parties give no warranty that the Ticket Portal will offer an Applicant the opportunity to purchase Tickets for a Match.
- 3.6. Upon identifying Ticket(s) which they wish to purchase, the Applicant will notify UEFA Events SA with an offer that the Applicant is willing to purchase the Tickets from UEFA Events SA for the Purchase Price by completing and submitting a Request on the Ticket Portal.
- 3.7. 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.
- 3.8. 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 Events SA 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. PNA Allocation Tickets which will be open during the PNA Allocation Window(s). In addition to these Terms and Conditions, each PNA may also impose its PNA Allocation Rules which each Applicant must comply with. During the PNA Allocation Window:
    - i. the applicable PNA may elect to offer priority to PNA Allocation Tickets to its PNA Members on a FCFS Basis and/or via a Ticket Draw;
    - ii. the applicable PNA may elect to offer priority to its PNA Allocation Tickets to its PNA Members (for example via an Access Code or by way of data validation) to complete a purchase on a FCFS Basis; and
    - iii. if there are still PNA Allocation Tickets available after any PNA Member priority window detailed in Articles 3.8bi and 3.8bii has closed, these remaining Tickets shall be available to PNA Fans via a Ticket Draw,

and the Ticket Portal will indicate at the relevant time which of the processes above are applicable.

- 3.9. 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 Events SA constitutes a firm and non-revocable undertaking to purchase the Ticket(s) indicated in the Request, which may be accepted by UEFA Events SA in accordance with Article 5.
- 3.10. An Applicant cannot submit a Request for more Tickets for the relevant Match (including Single Tickets, Restricted View Tickets and Accessibility Tickets) than is permitted on the Ticket Portal by UEFA Events SA from time to time and, with respect to the PNA Allocation Tickets, under the relevant PNA Allocation Rules. Unless otherwise specified on the Ticket Portal or under the relevant PNA Allocation Rules, an Applicant can submit the Request for up to four (4) General Public Allocation Single Tickets per Match. Requests for more than the maximum number of Tickets permitted pursuant to this Article 3.10 and/or multiple applications by the Applicant are not permitted and will be rejected or cancelled.
- 3.11. Single Tickets (included 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.
- 3.12. Unless otherwise specified on the Ticket Portal, 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 and the PNA the Applicant indicated that they supported.
- 3.13. Applicants whose applications were unsuccessful after a Ticket Draw will be informed by UEFA Events SA 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.
- 3.14. Applicants and Successful Applicants are required to provide certain information (including where required under Applicable Laws) during the Ticket application process (both during and after submission of the Request), further details of which (including the method and deadlines for the provision of such information) shall be communicated to them on the Ticket Portal or by such other method as determined by UEFA Events SA (which may include by way of email) from time to time. More particularly:
- i. all Applicants are required to provide the surname, first name, date of birth, passport/ID issued by country name, Passport or ID number for themselves and their Guest(s) and an address and phone number for themselves along with any other personal data which is required under Applicable Laws;
  - ii. all Applicants are required to indicate which PNA they are a supporter of when registering on the Ticket Portal (i.e. which PNA the Applicant is a PNA Fan of);

and Applicants and Successful Applicants accept and acknowledge that any failure to provide the required details within the timescales and deadlines communicated to Applicants and Successful Applicants shall result in the Request being voided and/or cancellation of the Tickets allocated to a Successful Applicant.

- 3.15. It is the sole responsibility of the Applicant to ensure that:
- a. the Request has been filled-in completely and accurately with all required details (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 Events SA 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.12.2.a 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 Events SA 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 Alipay account or credit or debit card issuing bank fees referred to in Article 4.5) are available on the Alipay account or 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 3.15 will result in the Request (and thus such Applicant's offer to purchase Ticket(s)) being rejected.

- 3.16. 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 3.16 UEFA Events SA shall be entitled to refuse their application or void their Ticket(s) (if it has/they have been issued).
- 3.17. By completing and submitting the Request on the Ticket Portal, the Applicant acknowledges that they have read, understood and agree to comply with these Terms and Conditions.
- 3.18. 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 Alipay account or credit or debit card payment in accordance with Article 4.
- 3.19. 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 Events SA 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.
- 3.20. The Applicant accepts and acknowledges that any Request which results in the Applicant exceeding the Ticket purchase limits identified in Article 3.10 or being allocated Tickets which would result in a breach of Articles 3.24 or 3.25 shall be cancelled in full, regardless of whether such Applicant has become a Successful Applicant.
- 3.21. Any Applicant who, in the reasonable opinion of UEFA Parties, purchases Ticket(s) using any computer software which is designed to afford the Applicant with an increased chance of being

successful in the purchase of Tickets on the Ticket Portal (such as bots or spiders) shall have any Tickets purchased by them cancelled in full, regardless of whether the Applicant has become a Successful Applicant.

- 3.22. Whilst UEFA Events SA will attempt to ensure that listings for Tickets on the Ticket Portal are accurate, technical errors may occur. If UEFA Events SA discovers that an error has occurred which has resulted in an incorrectly confirmed order for Tickets, UEFA Events SA will inform the Applicant as soon as possible and reserves the right to cancel the Applicant's purchase. Where possible, UEFA Events SA will give the Applicant the option of reconfirming their order with the correct details or cancelling their order for a full refund. If UEFA Events SA is unable to contact the Applicant, the Applicant agrees that UEFA Events SA may treat the Applicant's order as cancelled without any liability to UEFA Parties and/or the Host Association.
- 3.23. 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 Events SA (in such form as communicated to the Applicant by UEFA Events SA) a valid official document confirming their 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 Events SA work in close collaboration. Any such Applicant who does not submit the required document to UEFA Events SA (within the timescales communicated by UEFA Events SA) upon becoming a Successful Applicant shall have their Tickets cancelled without any liability to UEFA Parties and/or the Host Association.
- 3.24. 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.
- 3.25. Any Successful Applicant who purchases or is allocated Tickets for the relevant Match via an Allocation Window is not permitted to receive Tickets for such Match via any other Allocation Window. Similarly, any Successful Applicant who purchases or is allocated Tickets for the relevant 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 Events SA. Where the Tickets have been cancelled by UEFA Events SA pursuant to this Article 3.25, 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 Alipay and 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 Events SA 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 Events SA 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 Events SA (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 EVENTS SA (THE TIMING OF SUCH PAYMENT DEPENDANT ON WHETHER IT IS A DELAYED ALLOCATION OR A SIMULTANEOUS ALLOCATION) ON THE ACCOUNT CORRESPONDING TO THE COMMUNICATED ALIPAY ACCOUNT OR CREDIT OR DEBIT CARD.

THE APPLICANT UNDERSTANDS AND AGREES THAT THEIR REQUEST WILL BE REJECTED AND THAT THEIR 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 Alipay account or 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 Alipay or 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 Parties and the Host Association shall not be responsible for any such exchange rates, fees or charges levied by the Successful Applicant's Alipay account or credit or debit card issuing bank.
- 4.6. The Applicant acknowledges and accepts that UEFA Events SA may use service providers throughout the sales process (including, but not limited to, for the purposes of invoicing where such invoices may be issued by the Host Association) however, and for the avoidance of doubt, UEFA Events SA shall remain the seller of the Tickets and retain ownership of all rights vesting in such Tickets.

**5. Offer Acceptance**

- 5.1. The agreement between UEFA Events SA and the Successful Applicant for the purchase of the Ticket(s) will be concluded and confirmed (under these Terms and Conditions) only after the:
  - a. successful processing of the Alipay or 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 Events SA by way of submission of the Purchase Notification to the Successful Applicant.
- 5.2. Successful Applicants are requested to review their Purchase Notification for any inaccuracies, in particular with regards to their Ticket(s) quantity, price, and category. Any inaccuracies shall be immediately notified to UEFA Events SA in accordance with Article 18.
- 5.3. For the avoidance of doubt, Successful Applicants shall have no right of withdrawal when purchasing a Ticket (either within two weeks or otherwise). Consequently, every agreement between UEFA Events SA and a Successful Applicant for the purchase of the Ticket(s) (as confirmed in accordance with Article 5.1) is binding on the Applicant and obliges the Applicant to pay for, and accept, the ordered Ticket(s).

## **6. Delivery of Tickets**

- 6.1. Tickets will be delivered to Successful Applicants in the following ways, with such method to be determined at UEFA Events SA's sole discretion and, if applicable for PNA Allocation Tickets, following consultation with the relevant PNA:
- a. by virtue of electronic "mobile phone tickets" (which shall be the default delivery method). UEFA Events SA may use other delivery methods described below at their 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 by virtue of electronic "mobile phone tickets", the Ticket Holder 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. Tickets are remitted to the Successful Applicant for onward transmission to the Ticket Holder(s) and it is the responsibility of the Successful Applicant to download the App on their mobile phone and transfer the Ticket(s) to the Ticket Holder(s). It is then the responsibility of the Ticket Holder 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 and/or Ticket Holder has problems with the installation of the App or the retrieval of the Tickets through the App, the Successful Applicant must immediately inform UEFA Events SA and in any event no later than two (2) days prior to the day of the Match. The Ticket Holder will be required to provide, by such deadline as communicated by UEFA Events SA, their surname, first name, email address, mobile telephone number, date of birth, passport/ID issued by country name and ID/passport number, along with any other information required under Applicable Laws, when downloading and registering within the App. The Applicant accepts and acknowledges that any failure to provide the required personal details within the timescales and deadlines communicated to Applicants and Successful Applicants shall result in the relevant Ticket(s) being cancelled, with no right to a refund;
  - b. by express courier sent to the address of the Successful Applicant as provided to UEFA Events SA 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 Events SA, the Ticket(s) will be remitted to such Successful Applicant personally during the official opening hours of the ticketing centre at the relevant Stadium (or in its vicinity) as further described in Article 6.3;
  - d. in relation to a limited number of Tickets, as part of the general effort aimed at maximising safety and security for the Match and preventing the black market resale of the Tickets, UEFA Events SA may decide (at its reasonable discretion and, if applicable for PNA Allocation Tickets, following consultation with the relevant PNA) to remit the Tickets personally to the respective Successful Applicant during the official opening hours of the

ticketing centre point at the relevant Stadium (or in its vicinity) as further described in Article 6.4.

- 6.2. Subject to Articles 6.3, 6.4 and 6.5, the Ticket delivery method will be notified to the Successful Applicant on the Ticket Portal. Thereafter, Successful Applicants will not be able to request: (i) a change to the delivery method by UEFA Events SA (unless in exceptional circumstances, as determined by UEFA Events SA); and/or (ii) a refund of the Ticket(s) on the basis of the distribution method applicable to their Ticket(s). For the avoidance of doubt, Successful Applicants will not receive a refund for any Ticket(s) which they fail to download using the App, which are sent by express courier in accordance with Article 6.1.b which the Successful Applicant rejects delivery of, fails to rearrange delivery of or fails to collect from the express courier company, or which the Successful Applicant does not collect in accordance with Articles 6.3, 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 their 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 relevant Stadium or in the relevant Host City centre. In order to collect such Ticket(s), the Successful Applicant must show a personal identification document (passport or national identity card) for them and their Guest(s) and the print-out of the above mentioned email. The Guest(s) must be present at the ticketing centre with the Successful Applicant in order to collect the Tickets.
- 6.4. In the event of that the Successful Applicant is required to collect their Tickets in accordance with Article 6.1.d, the Successful Applicant, subject to Article 6.5, will be informed by email, no later than 10 days prior to the Match, that their Ticket(s) can be collected during the opening hours at the Ticket collection point. The email will provide the exact details of the Ticket(s) collection point as well as the opening times during which the Ticket(s) can be collected. Such location shall be in the vicinity of the Stadium or in the relevant Host City centre. In order to collect such Ticket(s), the Successful Applicant must show a personal identification document (passport or national identity card) for them and their Guest(s) and the print-out of the above mentioned email. The Guest(s) must be present at the Ticket collection point with the Successful Applicant in order to collect the Tickets. For the avoidance of doubt, Tickets will not be remitted to any Successful Applicant who fails to meet the identification requirements or who is deemed to be an Excluded Person (as defined in Article 12.2) pursuant to these Terms and Conditions (including but not limited to any Successful Applicant who has acted in breach of these Terms and Conditions).
- 6.5. The Applicant acknowledges that for PNA Allocation Tickets the relevant PNA 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 PNA, the Successful Applicant will be informed as soon as reasonably practicable of such requirement from the PNA, 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 Events SA. UEFA Parties does not accept any responsibility and shall not be liable for any such decision of the PNA 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 their Ticket(s) are delivered to an alternative address and/or recipient by the express courier service nominated by UEFA Events SA to deliver the Ticket(s), Applicants acknowledge and agree that the courier service will notify UEFA Events SA of such alternative delivery details and/or recipient details and that identity checks may be carried out at the Stadium in respect of the Tickets allocated to the Successful Applicant.
- 6.7. Tickets shall remain the property of UEFA Events SA at all times.



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- 6.8. Defective mobile phone 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 Parties, 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 Parties, UEFA Events SA 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 Events SA in writing in accordance with Article 18 within seven (7) days of receipt of the Tickets (save for where such Ticket(s) have been collected by the Successful Applicant at the Stadium (or in its vicinity), in which case the Successful Applicant must immediately notify UEFA Events SA). Defective Ticket(s) will be replaced free of charge provided that the original defective Ticket(s) are returned/remitted to UEFA Events SA in their original condition. UEFA Parties, 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 Parties, 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 Articles 7.2 and 7.3, any resale, transfer of Ticket(s), offer or advertisement of Ticket(s) for resale or transfer, whether for free or for consideration, is strictly prohibited. This prohibition extends to providing access to the mobile (or other) device upon which a Ticket is held/displayed, to providing login details for the App and to providing login details for the Ticket Portal.
- 7.2. The Successful Applicant shall be permitted to (if applicable) transfer Tickets to their Guest(s) provided that (jointly):
- i. save where the provisions of Article 7.3 apply, the Successful Applicant will attend the relevant Match together with their 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;
  - iv. if applicable, such transfer is carried out before the deadline expires for the provision of Ticket Holder data as communicated to the Successful Applicant by UEFA Events SA; and
  - v. 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 PNA 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 (i) such transfer is carried out in compliance with, and subject to, Articles 7.1 and 7.2, (ii) the personal details of such individual are provided in accordance with the procedure notified to the Successful Applicant by UEFA Events SA, and (iii) if applicable, such transfer takes place

before the deadline expires for the provision of Ticket Holder data as communicated to the Successful Applicant by UEFA Events SA.

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 Parties, the UEFA Nations League Finals™ 2023 or the Match;
- b. advertise, promote, give away, distribute, sell or offer for sale any product or service from any part of the Stadium or via the display of overt commercial messages on clothing worn or items brought into the Stadium; or
- c. exploit any marketing or promotional opportunities in relation to the Ticket(s).

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

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

7.7. Any breach of these Terms and Conditions, any Applicable Laws and/or of any Regulations shall entitle UEFA Events SA to cancel and invalidate the Ticket and any other Tickets that have been purchased by the Successful Applicant for the same or any other UEFA Nations League Finals™ 2023 Match with no right to a refund.

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

8.1. Access to the relevant Stadium will be permitted during such hours as specified on the Ticket or as published on UEFA's website at [www.uefa.com](http://www.uefa.com).

8.2. Entrance to the relevant Stadium shall be:

- a. subject to compliance with:
  - i. these Terms and Conditions;
  - ii. the Stadium Rules;
  - iii. any sanitary measures or policies in place;
  - iv. all Applicable Laws (whether statutory or otherwise and including health and safety requirements and any sanitary measures in the context of COVID-19) governing

access or presence at the Stadium, attendance at the Match, use of the Tickets, general safety certificate and any special safety certificate applying to the Stadium, issued by any authority that has jurisdiction or authority in relation to the holding of the Match at the Stadium;

- b. authorised upon presentation of a valid Ticket per person (regardless of age) and proof of identity with valid photograph (passport or national identity card); and
  - c. where the Applicable Law(s) of the Host Territory 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 the Applicant, Successful Applicant, Guest and/or Ticket Holder (as applicable) shall result in the Ticket Holder being deemed a trespasser and shall give UEFA Parties and/or the Host Association the right to eject said Ticket Holder from the relevant Stadium.
- 8.4. Ticket Holders leaving the Stadium will not be re-admitted.

## **9. Conduct at the Stadium**

- 9.1. For safety and security purposes, all persons attending the Match, if and when so requested by stewards, safety personnel and/or any other legally authorised persons representing the organiser of the Match, shall:
- a. produce a valid Ticket together with proof of identity with valid photograph and signature (passport or national identity card) in order to provide satisfactory evidence that the Ticket Holder's identity corresponds to that of the Ticket Holder whose details were provided to UEFA Events SA in accordance with these 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 policies in place at the Stadium and follow any and all instructions from safety personnel, stewards and/or police and/or any other duly authorised persons at the Stadium in relation to sanitary and hygiene measures; and
  - e. be subject to additional safety controls inside the Stadium, as the case may arise.
- 9.2. It shall be strictly forbidden inside the Stadium to express, to disseminate 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. Ticket Holders should 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 Parties, the Host Association, the PNA and/or the Stadium Owner.

## **10. Sound and Image Recordings**

- 10.1. Ticket Holders attending the Match at the Stadium, acknowledge being informed that they may be photographed, filmed or taped by UEFA Parties, 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 reasonably 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 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 clause is assigned (by way of present assignment of future rights) to UEFA. Ticket Holders further agree (if and whenever required to do so by UEFA Parties) to promptly execute all instruments and do all things necessary to vest the right, title and interest in such rights to UEFA absolutely and free of all encumbrances and other charges.

## **D. MISCELLANEOUS**

### **11. Liability**

- 11.1. Subject to Article 11.5, in the event that UEFA Parties, the Host Association, the relevant PNA and/or the Stadium Owner is in breach of their obligations (under these Terms and Conditions or otherwise), UEFA Parties, the Host Association, the relevant PNA 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 Parties, the 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 Successful Applicant entered into a contract pursuant to these Terms and Conditions.
- 11.2. Notwithstanding Article 11.1 and subject to Article 11.5, UEFA Parties, the Host Association, the relevant PNA and/or the Stadium Owner is not liable for any business losses and UEFA Parties, the Host Association, the relevant PNA 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.



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- 11.3. Subject to Article 11.5, in any event, to the maximum extent permitted by law, UEFA Parties, the Host Association, the relevant PNA and/or the Stadium Owner hereby exclude any liability for loss, damage or injury to a Ticket Holder and/or their property, including (but not limited to) any indirect or consequential loss or damage, including (but not limited to) loss of enjoyment or travel or accommodation costs, regardless of whether the loss or damage: (a) would arise in the ordinary course of events; (b) is reasonably foreseeable; or (c) is in the contemplation of the parties, or otherwise.
- 11.4. Subject to Article 11.5, UEFA Parties, the Host Association, the relevant PNA and/or the Stadium Owner shall not be responsible for any interruptions and/or restrictions to the view of the Match caused by virtue of (i) the position of the seat and/or (ii) the actions of other spectators.
- 11.5. Notwithstanding any provision in these Terms and Conditions, UEFA Parties, the Host Association, the relevant PNA 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 Parties', the 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.
- 11.6. Nothing stated or implied in these Terms and Conditions will affect the Ticket Holder's statutory rights or any rights that cannot be excluded under the laws of the Host Territory.

## 12. Unauthorised Spectators

- 12.1. Ticket Holders are permitted to attend the relevant Match provided that:
  - a. they are not an Excluded Person;
  - b. the Ticket has been obtained in accordance with these Terms and Conditions;
  - c. they comply with any and all entry requirements and/or acknowledgements (including any epidemiological acknowledgements, if required) in the context of COVID-19, as notified to them by UEFA Parties;
  - d. where required, they have obtained a valid VISA from the Host Territory;
  - 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 Parties, the Host Association and the relevant Stadium Owner shall not be liable for any loss or damage suffered by a Ticket Holder should they fail to comply with the provisions of this Article 12.1 and/or, where required, fail to obtain the necessary documents.

- 12.2. For the purpose of this Article 12, "Excluded Person" means:
  - a. any person banned by the Host Association from membership of the fan club for the national football team (or banned from any equivalent official supporters club by a football governing body in any jurisdiction in the World);
  - b. any person subject to an administrative or judicial football ban under the Laws of the relevant Host City and/or Host Territory;
  - c. any person banned by UEFA, FIFA, any football governing body or otherwise, from travelling to or attending an association football match;

- d. any person banned by UEFA, the Host Association and/or the relevant Stadium Owner from attending events at the Stadium;
- e. any person who is deemed by the participating teams in the Match to be a person to whom Tickets should not be allocated (including but not limited to persons who have been issued with a stadium ban by the respective participating teams);
- f. any person who is deemed by the relevant public authorities to be a person to whom Tickets should not be allocated for safety and security reasons; and
- g. any person who has breached or is in breach of these Terms and Conditions, in relation to the relevant Ticket and/or any Ticket previously held by the Ticket Holder for the UEFA Nations League Finals™ 2023.

### 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 surname/first name(s), date of birth, passport/ID number, passport/ID issued by country name, and contact details such as mobile telephone number, email address and address. UEFA collects and processes the Ticket Holder's following personal data for the purpose of carrying out any access check procedure or other necessary screening: identification data such as surname/first name(s), date of birth, passport/ID issued by country name and passport/ ID number and any other information required by Applicable Laws. Where Tickets are remitted by virtue of electronic "mobile phone tickets", Ticket Holders are requested to provide the following personal data when downloading and registering within the App: surname/first name(s), email address, mobile telephone number, date of birth, passport/ID issued by country name, title, ID/passport number, along with any other information required by Applicable Laws. 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 Events SA and the Successful Applicant, including for determining eligibility of persons interested in purchasing Ticket(s) and ensuring Tickets are delivered to the right individual as well as for the legitimate interest of guaranteeing an effective security system and a safe environment inside and around the Stadium, as well as to combat the unlawful sale of Tickets.

13.3. UEFA collects and processes the Applicant's personal data for the purpose of selling and issuing the Tickets: identification data such as surname/first name(s), contact details such as address, email address and payment details such as credit card details 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 Events SA and the Successful Applicant and any subsequent steps following a successful Ticket allocation.

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, they can opt-out directly in their 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 and the App in accordance with these Terms and Conditions, the [Privacy Notification](#) and the UEFA Privacy Policy set out at <http://www.uefa.com/privacypolicy/index.html>.
- 13.6. UEFA uses the following categories of third party and may transfer personal data to these recipients for the sole purpose of the performance of their activities:
- technical service providers which help to maintain the security and performance of the Ticket Portal and the App;
  - service providers which help to issue and deliver the Tickets;
  - the PNA in relation to the PNA Allocation Rules;
  - the Host Association; and
  - the relevant Stadium Owner, Stadium security and access service providers and any such other providers which help to organise the Match and maintain safety and security (including in relation to sanitary measures).

The transfer of personal data to the relevant public authorities, based on legal provisions and obligations, for the purpose of safety, security and sanitary measures and law enforcement related to the relevant Match(es), is reserved.

- 13.7. The personal data of Applicants, Ticket Holders and Guests provided to UEFA pursuant to these Terms and Conditions is only collected and processed by UEFA for no longer than is necessary for the purposes described in Articles 13.2, 13.3 and 13.4, unless the use of such personal data is further required for ongoing administrative or judicial proceedings relating to the Match or, where necessary, for preventing or detecting unlawful actions.
- 13.8. 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, Successful Applicants, Ticket Holders and Guests have the right to request access to or information about the personal data related to them which are processed by UEFA. They can access, update and/or request the deletion, restriction, rectification and/or receipt of their personal data in accordance with the applicable data protection legislation of the Host Territory. Any requests relating thereto shall be sent via <https://support.tickets-unlfinals.uefa.com/hc/en-us>. To do so, UEFA may require any Ticket Holder to provide verification of their identity (e.g. copy of official Identification Document with a photo mentioning their date & place of birth). UEFA may refuse, restrict or defer a request where a formal enactment so provides, where this is required to protect the overriding interests of third parties and/or where its own overriding interests so require or where requests are manifestly unfounded or excessive and where UEFA has the right to do so under the applicable data protection laws (for example, where another legal justification for processing applies). Applicants, Successful Applicants, Ticket Holders 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, Successful Applicant, Guest or Ticket Holder (as applicable) legitimately withdraws or restricts their consent, or otherwise objects to how UEFA process their personal data, UEFA may be unable to allow such individual to purchase a Ticket and/or attend the Match.
- 13.10. Each Applicant accepts and acknowledges that they have understood how UEFA will process their personal data under this Article 13 and, where consent is required under applicable data

protection laws, consents to the processing of their personal data as detailed herein. Each Applicant also confirms that they are authorised by each Guest to disclose the personal data of its Guest(s) to UEFA for the purposes detailed hereunder and, where consent is required under applicable data protection laws, has obtained each Guest's consent to the processing of their personal data as detailed herein.

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

- 14.1. UEFA Parties, the Host Association and/or the Stadium Owner reserve the right to make alterations to the time, date and location of the UEFA Nations League Finals™ 2023 and/or the Match(es) due to unforeseen extraordinary circumstances: force majeure, safety and/or security reasons or other decisions (including in the context of COVID-19) made by any competent authority which have a major impact on the Match being played at the Stadium.
- 14.2. In the event of cancellation, abandonment, postponement or replaying of the Match, or in the event of a change of venue, reduction of Stadium capacity or the playing of the relevant Match behind closed doors, the Successful Applicant will be bound by the Refund Policy in respect of any refunds of the Tickets purchased by the Successful Applicant provided however that:
- a. any refunds may be made only to the Successful Applicant (and not to the Ticket Holder) and only up to the Purchase Price paid by such Successful Applicant for the Ticket(s), and shall not, for the avoidance of doubt, entitle the Applicant to a refund of any costs and expenses incurred by the Successful Applicant or Guest(s) in relation to travel or accommodation; and
  - b. subject to the foregoing and Article 11, UEFA Parties, the Host Association, the relevant PNA and/or the Stadium Owner will not have any liability to the Successful Applicant or any Guest or Ticket Holder on account of any such cancellation, abandonment, postponement, replay, reduction of Stadium capacity, change of venue or playing of the relevant Match behind closed doors or other failure or deficiency in the conduct of the Match.

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

- 15.1. UEFA Events SA reserves the right to change these Terms and Conditions if necessary to ensure proper and safe staging of the UEFA Nations League Finals™ 2023 and/or the relevant Match(es). UEFA Events SA will notify each Applicant (or Successful Applicant, as the case may be) of any material changes via an email sent to the address indicated by the Applicant (or Successful Applicant, as the case may be) in the Request and the Applicant (or Successful Applicant, as the case may be) will have the choice to consent to such changes or to withdraw their application or withdraw from the agreement concluded with UEFA Events SA in accordance with Article 5.1 (as applicable).
- 15.2. Should any provisions of these Terms and Conditions be declared void, ineffective, illegal or unenforceable by any competent court, regulator or authority:
- a. the remainder of these Terms and Conditions shall remain in effect as if such void, ineffective, illegal or unenforceable provision(s) had not been included; and
  - b. where required and/or permitted under Applicable Laws, the invalid provision shall be replaced with a provision, which closely approximates the economic purpose of such invalid provision.

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

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



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## 17. General

- 17.1. The Regulations (which shall be provided on request by UEFA Events SA) shall be incorporated into these Terms and Conditions and each Applicant, Successful Applicant, Ticket Holder and Guest shall abide by the Regulations.
- 17.2. Each Applicant consents to these Terms and Conditions themselves and on behalf of their Guest(s) (i.e. the Applicant shall ensure that their 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.
- 17.3. These Terms and Conditions constitute the entire agreement between the parties and no party shall have any claim or remedy in respect of any statement, representation, warranty or undertaking, made by or on behalf of any other party in relation to these Terms and Conditions which is not already set out in these Terms and Conditions.
- 17.4. The European Commission provides on its website the following link to the ODR platform: <https://ec.europa.eu/consumers/odr>. This platform shall be a point of entry for out-of-court resolutions of disputes arising from online sales and service contracts concluded between consumers and traders. UEFA Events SA are neither obliged nor prepared to attend a dispute settlement procedure before an alternative dispute resolution entity.
- 17.5. Save where precluded under any Applicable Laws, the laws of the Host Territory govern these Terms and Conditions. The parties agree that, save where precluded under any Applicable Laws, the courts of the relevant Host City shall have exclusive jurisdiction, save that if the Successful Applicant is deemed to be a consumer for the purposes of any Applicable Laws, any proceedings arising out of or in respect of these Terms and Conditions can be brought in the courts of the place of residence of the domicile of such Successful Applicant.

## 18. Contact

Any information requests about the ticketing sales process should be addressed to the customer service appointed by the UEFA Parties in relation to the ticketing process for the UEFA Nations League Finals™ 2023 and the Matches, through: <https://support.tickets-unlfinals.uefa.com/hc/en-us>