



## TERMS and CONDITIONS FOR USE OF TICKETS FOR INDIVIDUAL MATCHES and MATCH PACKAGES - ALLIANZ STADIUM

1. Tickets for individual matches are issued by Juventus Football Club S.p.A., event organiser, with head office at Via Druento 175 – 10151 Turin, VAT no. 00470470014.
  2. Tickets are non-transferable and entitle holders to watch home matches of Juventus Football Club S.p.A. ("Club" or "Juventus") in the competition to which the tickets refers, only in the sector, row and seat indicated on the ticket, in accordance with the match calendar, dates, times and venues established by the competition organiser, subject to related changes.
  3. During the season, Juventus reserves the right to propose packages that cover a limited number of individual matches ("mini-season tickets"), including individual match tickets issued at a discount compared to the standard match ticket purchase price. Mini-season tickets cannot be purchased by a person who already holds a ticket for one of the matches covered in the package. Furthermore, if the mini-season ticket consists of Serie A home matches, the package cannot be purchased by a 2023-24 season ticket holder.
  4. The ticket purchaser fully accepts that the home match can be played at a time set by the competition organiser. For Juventus men's team matches in the Serie A championship, this is set by the Lega Nazionale Professionisti Serie A which can bring forward or postpone fixture dates (according to the "match windows" established by the competition organiser). Any such changes will be promptly published by the Club, on its official channels, in the wake of the official press release of Lega Nazionale Professionisti Serie A. Matches brought forward or postponed for each calendar date, as communicated by the competent sports bodies, does not give the right to a refund or compensation. Changes falling outside the "match window" will only give the purchaser the right to reimbursement of the ticket cost, for individual match tickets, or a pro rata refund on the price of the mini-season ticket where packages cover multiple matches, subject to the correct and full completion of the reimbursement procedure detailed in each instance on the website [www.juventus.com](http://www.juventus.com).
  5. The purchase and use of tickets assumes reading and acceptance of these conditions of sale and use of tickets for individual matches (hereinafter "Terms and Conditions"), of the Code of Conduct for the Sale of Tickets to football events applied by Juventus FC S.p.A. (hereinafter "Code of Conduct"), and the Stadium Regulations, in their current version, as well as any other provision, rule, code or regulation applicable to those entering the stadium to watch a match, adopted by Juventus in compliance with any supervening regulations and published on the website [www.juventus.com](http://www.juventus.com).
  6. The ticket shows the holder's name: the "Ticket Holder" is the person who, duly identified, is issued the ticket in their name.
  7. The Ticket Holder must not use the ticket for trading and/or speculative purposes or sell/resell their seat, even as part of a complementary service/product offering or as part of a package that may include even just one of the services to be marketed, resold or transferred to third parties. Furthermore, any ticket touting, sale or purchase of the ticket through unofficial channels or online secondary ticketing platforms (for example: Ticket4football, Ticketbis, Viagogo, etc.) is expressly prohibited. Juventus reserves the right to take action, in order to protect its interests, against the Ticket Holder and/or user and/or anyone providing a ticket in breach of this article and will have the right, at its sole discretion, to prohibit access to the Stadium, to automatically and immediately seize such a ticket from any person found to be in possession of one, without the right to reimbursement or compensation, and without prejudice to additional claims against that person.
  8. Tickets can only be transferred free of charge and in the cases expressly envisaged or authorised by Juventus. In these instances, the Ticket Holder must change the name of the ticket user via the IT system provided by the Club. This process should be instantaneous unless there is a problem with Internet access to the site or other force majeure reason for which Juventus cannot be held responsible. Ticket transfers, and therefore name changes, in any event not for trading and/or resale of the seat which are specifically prohibited pursuant to the article 7 above, are subject to any restrictions imposed at the time by the competent administrative authorities and/or by Juventus.
- The tickets contained in the mini-season tickets cannot be transferred to third parties and therefore a name change is not possible unless the Club has expressly envisaged a name change rate ("Tariffa CN") for the specific mini-season ticket and the Ticket Holder has paid this price, in which case it will be possible to indicate up to a maximum of 2 (two) substitutes, in addition to the Ticket Holder, who can use the mini-season ticket provided they possess a valid and active Juventus Card, to which an individual match seat can be assigned free of charge, by transferring the ticket on to the substitute's Juventus Card. Any unauthorised sale of tickets, or transfer not carried out through the name change procedure, constitutes illegal use. Tickets transferred illegally are invalid or in any event unusable if their use is attempted by a person other than the named Ticket Holder. Juventus reserves the right to refuse a name change on free tickets and/or tickets purchased or issued under a special pre-emption right or by persons entitled to a special rate.



**9.** Tickets may only be purchased via authorised sales channels (physical or online), and in accordance with the procedures established by the Club. Juventus is not liable for any loss or damage suffered by persons purchasing tickets via channels other than the authorised channels.

**10.** Entry to the stadium without a valid ticket and/or with a ticket bearing a name not matching your ID is prohibited. It is also prohibited to enter a different sector from that indicated on the ticket. Any absence of separation barriers between the various sectors does not entitle a Ticket Holder to occupy a seat position other than that indicated on the ticket. Staff on duty at the stadium have the right to check whether the ticket matches the seat actually occupied by the Ticket Holder and to expel the latter from the stadium if occupying a seat other than that indicated on the ticket.

To access the Stadium, the Ticket Holder must show a readable paper copy of the ticket and his/her valid ID document. The stewards at the sports facilities, in compliance with requirements, will verify that the name on the ticket matches the name of the person presenting that ticket, as per their ID document, and can deny entry to persons who do not have the aforementioned documents or if there is any discrepancy between the ID document details and those stated on the ticket.

Furthermore, access to the sports facilities may involve mandatory personal and safety searches as well as searches of bags and other belongings he/she is carrying, with the sole aim of preventing anyone from bringing illegal items or substances into the stadium which are prohibited or which encourage or provoke acts of violence. The Ticket Holder expressly agrees to such searches.

**11.** Reduced-price and free tickets (under 16, disabled, etc.) are issued until all available seats allocated by the Club have been filled. Minors under 14 may not enter the stadium unless accompanied by an adult; they must in any case hold a ticket entitling them to sit in the sector indicated on the ticket.

**12.** The ticket might not be issued or can be withdrawn or made unusable:

(i) if the IT system referred to in the Decree of the Minister of the Interior dated 15 August 2009 confirms “prohibited access” status, i.e. to:

- individuals subject to a DASPO ban (Divieto di Accedere alle manifestazioni SPORtive, a measure preventing access to sporting events), or one of the prevention measures envisaged in Italian law no. 1423 of 27/12/56, or

- individuals who have been convicted, even in first instance proceedings, for football stadium-related offences.

(ii) in other cases envisaged in applicable laws or measures.

The Ticket Holder and/or user declares and guarantees that they are not subject to any of the prohibited access situations referred to in points (i) and (ii) above.

Prohibited access status is verified by sending personal data to police headquarters, by the methods indicated in the Decree of the Ministry of the Interior dated 15 August 2009, including security measures for personal data protection.

Furthermore, the ticket is cancelled or otherwise made unusable if the Ticket Holder or user is a person not authorised to enter sports facilities in accordance with Italian Law no. 41/2007, or if used by a person other than the Ticket Holder or in the event of violations of the Stadium User Regulations, published on the website [www.juventus.com](http://www.juventus.com) and affixed at the Allianz Stadium, or of the Code of Conduct published on the website [www.juventus.com](http://www.juventus.com). The purchaser and/or Ticket Holder, or user, are informed and acknowledge that use of the ticket is subject to approval from the Club, as regulated in the Code of Conduct.

The aforementioned restrictions will apply automatically, without entitlement to refund or compensation for unused tickets.

**13.** For matches deemed to be “at risk”, the public safety authorities may order bans and/or restrictions on the sale and issue of tickets.

**14.** As envisaged under the rules of Lega Nazionale Professionisti Serie A – F.I.G.C., if a match is abandoned after the beginning of the second half, the ticket will not be valid for the rescheduled match.

If the sector of the stadium in which the Ticket Holder's seat is located is closed, the Ticket Holder - provided he/she did not contribute to causing the liability, objective or otherwise, of the Club - will be entitled to a refund of the individual match ticket price, or a **pro rata refund of the price of a mini-season ticket covering multiple matches**, unless the Club provides a replacement ticket to watch the match in another sector of the stadium.

If the authorities require the match to be played at a neutral ground or behind closed doors, the Ticket Holder - provided he/she did not contribute to causing the liability, objective or otherwise, of the Club - will be entitled to a refund of the individual match ticket price, or a **pro rata refund of the price of a mini-season ticket covering multiple matches** or decide to accept a replacement ticket to watch the match in another stadium (if available).

Except in a case of culpable breach by the Club, any compensation for damages and travel expenses is excluded, even if the authorities require the match to be played on neutral ground; entry tickets are charged to the purchasers.

The Club may assign a different seat from that indicated on the admission ticket for reasons of force majeure, act of God, public order, safety, works in progress or at the order of the Public Safety Authority, Lega Nazionale Professionisti, Osservatorio, CASMS or any other competent body. In this instance, the assigned seat will be of equal or greater value than that purchased.

If a refund is envisaged, the only accepted methods will be those communicated at the time on the Club's official website, subject to the application of regulations in force at that time.

**15.** Use of the Ticket and consequently access to the Stadium must be in compliance with these Terms and Conditions, the provisions of the Stadium Regulations (hereafter “Regulations”) and the Code of Conduct, in the versions in force at the time, which are affixed inside



the stadium and on the website [www.juventus.com](http://www.juventus.com), as well as any other provision, rule, code or regulation applicable to those entering the stadium to watch the match, adopted by Juventus and published from time to time on the website [www.juventus.com](http://www.juventus.com) or at the stadium. Compliance with these provisions is essential for spectators to enter and remain in the stadium. Failure to comply with the aforementioned provisions will result in immediate contractual termination, with consequent removal of the offender from the stadium, without the Ticket Holder and/or third-party user of the ticket being entitled to any compensation and/or reimbursement for improperly used tickets, and will be subject to the fines stipulated in the Regulations and/or the Code of Conduct and any additional legal sanctions, where envisaged.

**16.** Ticket Holders and/or users will be held liable for any damage they cause to the stadium, to personnel and/or to other people present in the stadium.

**17.** The Ticket Holder and/or user, also in accordance with the Code of Conduct, is required to behave in a manner that does not disturb other spectators and not to perform any acts that flagrantly slander, offend or criticise persons, authorities and public and/or private institutions, as well as the Club and the away team and their respective employees and/or representatives, security staff, stewards and hostesses, or the away fans. The Club therefore has the right to immediately expel the spectator from the stadium, and the Ticket Holder and/or user will have no right of claim, for any reason, against Juventus.

**18.** The Ticket Holder and/or user attending the match acknowledges and accepts that photographs and/or audio and video recordings may be taken inside the Stadium and to this end they consent to being photographed, recorded or filmed by Juventus and/or by any of its appointed third parties.

Juventus will have the right to use, modify, alter, transmit, publish, broadcast, transfer and grant under licence, without geographic or time limits, all photographic and/or audio and/or video recordings that include the voice, image, figure and/or portrait of the Ticket Holder and/or user inside the Stadium, with freedom of use for any purpose, in any format or medium used to make the recordings (for example: audio, video, photo, film, multimedia, digital, television shooting, magnetic or any other technological medium, including TV, radio, internet and/or other online network) that is currently known or invented in future.

These recordings may be used, modified, altered, broadcast, published, disseminated, transferred and granted under licence, in all manners, without limitation, for any purpose and aim - for example:

- i. editorial uses in relation to publishing initiatives implemented by Juventus official communication bodies (published in any language),
- ii. broadcasting (in any part of the world, live or pre-recorded) of these recordings (alone and/or in other programmes and/or materials) on radio and/or television - public, private and pay-per-view - via the Internet and/or mobile applications, in cinemas and on any other media (including the screens inside the stadium).
- iii. for archive purposes,
- iv. for the provision of services offered for any reason to the public (including but not limited to fan entertainment activities),
- v. for promo-advertising and commercial use,

all in compliance with rights related to dignity, reputation and decorum and within the limits established by regulations in force.

**19.** Use of the ticket does not give any right or authorisation to copy or use the trademarks owned by Juventus or by third parties, or to record and copy, broadcast, disseminate or use, in any way, the sounds and/or images of the stadium and home matches.

**20. In accordance with Art. 59, section n) of Italian Legislative Decree no. 21/2014, even when purchased off-premises, tickets do not qualify for the right of withdrawal envisaged in Art. 52 of that Decree, as they concern leisure-related services which involve a specific performance period or date. Therefore, the price paid for the ticket will not be refunded if the purchaser fails to use it.**

**21.** These Terms and Conditions are governed by Italian law and by the Italian Consumer Code, where applicable, as amended and supplemented. Disputes concerning the validity, application, interpretation, execution or termination of these Conditions shall fall under the exclusive and binding jurisdiction of the Court of Turin or the court of the place of residence or address for service of the customer, where the latter qualifies as a consumer under Italian Legislative Decree no. 206/2005, as amended and supplemented. The Ticket Holder, providing they qualify as a consumer, has the right to attempt an out-of-court settlement for consumer relations disputes via the procedures pursuant to Part V, Title II-bis of the Italian Consumer Code (ADR – Alternative Dispute Resolution). With reference to possible alternative dispute resolution means, note that a European platform has been established for the online resolution of consumer disputes (the ODR platform). The ODR platform can be accessed at the following address <https://ec.europa.eu/consumers/odr/main>. Via the ODR platform, the Ticket Holder can consult the list of ADR bodies, find the link to the respective websites and begin online procedures to settle their dispute.

Further details about alternative/online dispute resolution procedures may found at the following link: [https://europa.eu/youreurope/business/dealing-with-customers/solving-disputes/online-dispute-resolution/index\\_it.htm](https://europa.eu/youreurope/business/dealing-with-customers/solving-disputes/online-dispute-resolution/index_it.htm).

This is in any case without prejudice to the rights of Season Ticket Holders to apply to the competent ordinary court for disputes arising from season ticket agreements, whatever the outcome of the out-of-court settlement procedure.

**22.** The personal data of the purchaser and Ticket Holder and/or user will be processed by Juventus Football Club S.p.A., based at Via Druento 175 - 10151 Turin, in the capacity of data controller, also by electronic means, in compliance with applicable regulations on



personal data processing and protection, as specified in the Privacy Policy published in the privacy section of the website: <https://www.juventus.com/it/privacy>.

23. The Ticket Holder and/or user undertakes to comply with current Covid-19 prevention regulations as well as provisions and specific rules to limit the spread of Covid-19 (Covid-19-Specific Regulations) adopted by Juventus, as published on the website [www.juventus.com](http://www.juventus.com), [in compliance with current Anti-Covid-19 Regulations. The latter refers to any law, measure, circular, protocol, guideline in relation to containing and managing Covid-19, issued and/or pending issue by the competent Authorities.](#) Any breach of the prevention rules specified above and/or failure to respect the instructions of stewards in charge of supervising compliance constitutes "Material Conduct" that may be sanctioned and "non-acceptance" measures applied in accordance with the Code of Conduct.

### **Addendum - Stands with Hospitality Areas**

1. The following terms and conditions (hereinafter "Addendum") supplement the conditions of sale and use of tickets for individual matches and match packages and apply exclusively to tickets for Allianz Stadium stands equipped with Hospitality areas (hereinafter collectively referred to as "Premium Stands").
2. If permitted by current regulations on preventing the spread of Covid-19, the Ticket Holder and/or user of a Premium Stand ticket may enjoy the accessory restaurant, catering or aperitif service described below and understood to be included in the ticket purchase price. The Ticket Holder is informed and accepts that such services might not be provided or be provided in different ways based on Anti-Covid-19 Regulations in force:

Club Gianni and Umberto Agnelli Stand:

- Catering service with full meal with waiter service or other method (lunch or dinner) in the pre-match period with à la carte menu of dishes prepared in the show kitchen of the Club Gianni and Umberto Agnelli hospitality lounge;

T100 Stand:

- catering service with buffet meal (lunch or dinner) in the pre-match period offered inside the T100 hospitality lounge;

Club Giampiero Boniperti Stand:

- catering service with buffet meal (lunch or dinner) in the pre-match period offered inside the Club Giampiero Boniperti Stand hospitality lounge;

Club Omar Sivori Stand:

- aperitif service offered in the Club Omar Sivori hospitality lounge in the pre-match period;

Legends Club stand:

- full meal (lunch or dinner) with à la carte menu and waiter service in the hospitality lounge of the Legends Club stand in the pre-match period;

East Gold Stand:

3. aperitif or finger food service offered pre-match in the East Gold hospitality lounge (only for Championship and Coppa Italia matches). For safety reasons, in order to enter and use the accessory restaurant, catering or aperitif services in the hospitality lounges, Ticket Holders must collect an identity bracelet from the hall of honour desk for access to the hospitality lounge designated to the Premium Stand ticket purchased and show this bracelet when requested by the stewards and/or hostesses in the corridor leading into that lounge. If the bracelet is not shown, Juventus has the right to deny entry to the lounge and the Ticket Holder and/or user will have no right of claim against Juventus, for any reason, without prejudice to all additional rights of Juventus pursuant to this Addendum.
4. The Ticket Holder and/or user must behave in such a way that does not disturb other spectators and must not engage in behaviour that flagrantly slanders, offends or criticises persons, public and/or private authorities and institutions, or the Club or the away team and their respective employees and/or representatives and/or collaborators, including stewards and hostesses, security staff and away fans. Ticket Holders and/or users must always behave in a manner that suits the tradition, aplomb and exclusiveness of the stand and the hospitality lounge (for example: wear appropriate clothing, and avoid excessive alcohol consumption, if permitted, so as not to disturb or inconvenience third parties). Any conduct contrary to sporting values are also censured, as are all acts that, if expressed, amount to racial, territorial, ethnic, religious or gender discrimination against the away team and its fans, institutions or civil society, or any conduct that - in conflict with moral and fairness principles - incites violence in any form.
5. If conduct adopted is in breach of the contractual obligations described in articles 3 and 4 of this Addendum, identified by those responsible for controlling and ensuring stadium safety, or by other Juventus staff, or by the police, or through images captured by the video surveillance system, or other open sources, Juventus will have the right, at its sole discretion, to immediately expel the spectator guilty of such conduct. In this case, the Ticket Holder and/or user will have no right of claim, for whatever reason, against Juventus.
6. For safety and accessibility reasons, specific positions are reserved for disabled fans in various sectors of the Stadium, suited to particular wheelchair access requirements and for persons with walking difficulties. Premium Stands do not have specific areas for fans with reduced mobility and Premium Stand tickets do not envisage areas accessible to wheelchair users.



7. Only children aged under 4, accompanied by an adult in possession of a Premium Stand ticket can access the Premium Stand free of charge, without allocation of a seat in the stand or at the hospitality lounge table. The children in question must be carried and will not be entitled to use the restaurant, catering or aperitif service in the hospitality lounge.  
Juventus reserves the right to welcome guests in lounges other than those envisaged and/or offer an alternative food and beverage service in the event of temporary unavailability of a hospitality area or the service described above.