



Terms and Conditions for Access to Services Dedicated to Supporters with Disabilities



1. REQUIREMENTS AND DEFINITIONS

1.1 The online accreditation service, which allows users to request free accreditation for a single Juventus home match or to purchase a reduced-rate season ticket in the dedicated areas within the North Stand and South Stand of the Allianz Stadium, is available to ambulant supporters with disabilities who hold a certificate confirming 100% disability and/or to non-ambulant supporters with disabilities who require a wheelchair, regardless of the degree of disability.

1.2 In this document, terms indicated with capital initials have the following meanings:

- **T&C**: means these Terms and Conditions for access to services dedicated to supporters with disabilities.
- **Juventus Website**: means the Juventus website, www.juventus.com, including the section dedicated to services for supporters with disabilities.
- **Reserved Area for Supporters with Disabilities** (or simply **Reserved Area**): means the online area dedicated to registration and management of the Services.
- **Services**: means, jointly, the Accreditation for Supporters with Disabilities and the Season Ticket for Supporters with Disabilities.
- **Accreditation for Supporters with Disabilities** (or simply **Accreditation**): means the free accreditation for a single match.
- **Season Ticket for Supporters with Disabilities** (or simply **Season Ticket**): means the reduced-rate season ticket for the sports season.
 - **Allianz Stadium App**: means the mobile application made available by Juventus that allows users to securely collect and manage, through a single digital platform, Access Tickets and related information for access to the event and/or to any other services made available by Juventus.
- **Access Ticket**: means the digital document, having fiscal value, which entitles its holder to access the event.

2. REGISTRATION AND ACCESS TO THE SERVICE

2.1 Registration in the Reserved Area

To use the Accreditation for Supporters with Disabilities and/or Season Ticket for Supporters with Disabilities services, as described in the relevant section of the Juventus Website, users must first register in the Reserved Area for Supporters with Disabilities, which is preparatory to the online accreditation system, and complete all required fields with their personal data, taking care to upload in the designated section a copy of the disability certificate confirming 100% disability, without specifying the diagnosed medical condition, which, if present, must be redacted. In the event of entitlement to continuous assistance or inability to walk without the permanent assistance of a companion or wheelchair, this condition must be shown in the attached certificate.

A confirmation e-mail of successful registration will be sent to the e-mail address entered during registration only after the correctness of the submitted documentation has been verified.

In the case of a person with disabilities under the age of 18 (hereinafter, the "**Minor**"), registration in the Reserved Area for Supporters with Disabilities must be carried out by the person exercising parental responsibility over the Minor (hereinafter, the "**Parent**"). The e-mail address must be that of the Parent. The personal data and documentation must relate to the Minor.



2.2 Access to the Season Ticket service for Supporters with Disabilities

Once the registration procedure in the Reserved Area has been completed and confirmation of eligibility has been received, the supporter with disabilities may purchase the Season Ticket exclusively through the Juventus Fan Service by contacting the dedicated number (+39) 011.45.30.486.

2.3 Access to the Accreditation service for Supporters with Disabilities

2.3.1 Access to the accreditation system

Registration in the Reserved Area must be completed only the first time. Once registered, after receiving the confirmation e-mail, users may access the accreditation system and request Accreditation simply by using the e-mail address and password chosen during registration.

2.3.2 Match selection

To submit an Accreditation request for a single match, the user must:

Access the accreditation system using the e-mail address and password provided during registration.

Select the match of interest by clicking on the event name. Accreditation requests may be submitted exclusively within the time windows indicated below and will be accepted subject to seat availability, without prejudice to any exhaustion of availability before the closure of the relevant time window:

For **matches played from Friday to Monday**, requests may be submitted:

From 9:00 a.m. on Monday to 4:00 p.m. on Tuesday of the week of the match for non-ambulant supporters with disabilities who use a wheelchair;

From 9:00 a.m. to 4:00 p.m. on Wednesday of the week of the match for ambulant supporters with disabilities.

For **matches played from Tuesday to Thursday**, requests may be submitted:

From 9:00 a.m. on Wednesday to 4:00 p.m. on Thursday of the week preceding the match for non-ambulant supporters with disabilities who use a wheelchair;

From 9:00 a.m. to 4:00 p.m. on Friday of the week preceding the match for ambulant supporters with disabilities.

Complete the Accreditation request form, taking care to enter correct, complete and up-to-date data, including, where requested, the companion's details. If the person with disabilities requires continuous assistance and wishes to request free accreditation also for their companion, this condition must be shown in the certificate uploaded during registration. Submission of the request does not automatically guarantee receipt of the Accreditation, which remains subject to verification of the required conditions, the correctness of the documentation submitted and seat availability.

2.3.3 Confirmation

If seats are available, confirmation of the Accreditation will be sent to the e-mail address provided during registration.

2.3.4 Verification

Considering that seats reserved for supporters with disabilities are limited and that failure to use the Accreditation may prevent other entitled persons from accessing the service, Juventus reserves the right to verify the actual use of the access ticket through the access control system, as further specified in Article 7 below.

3. VALIDITY OF REGISTRATION IN THE RESERVED AREA

Registration in the Reserved Area for Supporters with Disabilities is valid for one sports season.

If the supporter with disabilities who has registered in the Reserved Area does not confirm or renew their registration for the following sports season within the terms and according to the methods that will be communicated at the end of the sports season, the user account and personal data of the supporter with disabilities will be deleted or anonymized,



without prejudice to any retention obligations provided for by law or applicable policies, and a new registration will be required in order to access the Services.

4. PROHIBITION ON TRANSFER

4.1 The access credentials for the Reserved Area for Supporters with Disabilities, consisting of the e-mail address and password, are strictly personal and non-transferable. The registered user is responsible for keeping the access credentials secret and confidential and shall therefore be held responsible for their use within the limits provided for by these T&C.

4.2 Access Tickets relating to the Accreditation and/or Season Ticket are issued following the submission of documentation certifying the disability; therefore, they are strictly personal and may not be transferred to third parties.

5. COMPANION

For supporters with disabilities who require continuous assistance – a condition that must be shown in the disability certificate uploaded during registration – it is possible to request Accreditation also for a companion. The companion must be of legal age.

Access Tickets are nominative. Therefore, before requesting free accreditation for the companion, if the companion holds a season ticket, they must first change the name associated with their season ticket in accordance with the applicable procedures.

The companion's name may be changed up to 4 hours before kick-off, according to the methods indicated by Juventus. Companions are required to remain in the assigned seats for the entire duration of the event, unless otherwise instructed by service staff or required for safety, accessibility or assistance reasons.

In order to access the stadium, the companion must necessarily present themselves at the entrance together with the person with disabilities, carrying the documents indicated in Article 6 below. Companions who present themselves independently, without the person with disabilities, will not be admitted. Any Accreditation issued to the companion is strictly linked to the Accreditation issued to the person with disabilities and may not be used separately. If the person with disabilities does not access the stadium, access will not be granted to the companion alone.

6. DELIVERY METHODS FOR THE ACCESS TICKET RELATING TO THE ACCREDITATION / SEASON TICKET AND ACCESS TO THE STADIUM

6.1 The Access Ticket will be delivered as follows:

Accreditation

The Accreditation confirmation e-mail sent to the supporter with disabilities will contain the following options for delivery of the Accreditation:

- upload of the Access Ticket in QR Code format to the Allianz Stadium App using the Access ID code indicated in the same e-mail (one ID code for the Accreditation for the supporter with disabilities and another ID code for any Companion);
- upload of the Access Ticket in NFC format to Apple Wallet or Google Wallet.

Season Ticket

a.1 Access Ticket of the supporter with disabilities

Following the purchase of the Season Ticket through the Juventus Fan Service, the supporter with disabilities will receive, together with the purchase confirmation e-mail, the PNR code to be used to enable and upload the Access Ticket in QR Code format to the Allianz Stadium App.



a.2 Access Ticket of the Companion

Any Access Ticket for the Companion is subject to the entry, by the supporter with disabilities who holds the Season Ticket, through a dedicated web procedure (the so-called "Check-in Platform") within 24 hours prior to the start time of each individual match, of the Companion's personal data (name, surname, date of birth, place of birth, residence, e-mail address to which the Access Ticket is to be sent and any other information required by the regulations in force at the time the Access Ticket is issued). Once the above procedure has been completed, the digital Access Ticket to be uploaded to the Allianz Stadium App or Wallet will be sent to the e-mail address entered in the Check-in Platform.

6.2 The reference entrance for supporters with disabilities is:

- GATE C for accreditations in the South Stand
- GATE F for accreditations in the North Stand

6.3 In order to access the stadium, the Access Ticket must be shown to service staff at the stadium entrance together with the identity document of the holder of the Access Ticket.

In the absence of the above-mentioned documents (Access Ticket and identity document), access to the stadium will not be permitted.

Use of the Access Ticket entails acceptance of these T&C, the Terms and Conditions of Use of Access Tickets, the Stadium Regulations and the Code governing the transfer of access tickets to sporting events (the so-called Code of Conduct), in the versions in force from time to time and published on the Juventus Website. Compliance with these rules is an essential condition for access to and remaining inside the stadium.

7. CHECKS, REVOCATION OF REGISTRATION, SUSPENSION AND/OR INTERRUPTION OF SERVICES

7.1 Registration of multiple user accounts referring to the same person with disabilities is prohibited. If Juventus detects the presence of multiple user accounts associated with the same person with disabilities, it may temporarily suspend the accounts concerned in order to carry out the necessary checks and request any clarifications or additional documentation from the user. Following the checks, Juventus may keep only one user account active and disable any further duplicate accounts, giving notice to the e-mail address provided during registration.

7.2 Juventus reserves the right to suspend access to the Reserved Area for Supporters with Disabilities and/or to interrupt, in whole or in part, access to the Services, upon notice to the registered user, if it detects non-compliant, abusive or unlawful use of the Reserved Area or the Services. By way of example and without limitation, this may occur where the registered user:

- uses the Reserved Area or the Services for unlawful purposes or otherwise inconsistently with these T&C;
- transmits, exchanges or uploads unlawful, false, offensive, defamatory or harmful content, or content otherwise capable of causing prejudice to Juventus, other users or third parties;
 - uses the Reserved Area to transmit or disseminate viruses, malware, unwanted messages or unsolicited mass communications;
 - makes untrue statements or submits false, altered or non-corresponding documentation in relation to their situation;
 - fails to communicate relevant changes to their personal data or to the requirements necessary for access to the Services.

7.3 Except in cases of particular urgency, safety, manifest abuse, breach of law or the need to prevent damage to Juventus, users or third parties, Juventus will inform the registered user in advance of the reasons for the suspension, revocation or interruption of the Services, granting a reasonable period to provide any clarifications or additional



documentation. In any case, Juventus will communicate any suspension, revocation of registration, cancellation of the user account or interruption of the Services by sending an e-mail to the address provided during registration. The measures adopted will be proportionate to the seriousness of the established breach and to the need to protect the proper functioning of the Services and the rights of other eligible users.

7.4 In the event of revocation of registration and cancellation of the user account from the Reserved Area, the person with disabilities will lose the right to use the access credentials and the Services, without prejudice to the right to submit any clarifications or requests for review to Juventus according to the methods indicated in the communication received.

7.5 The supporter with disabilities also acknowledges and accepts that Juventus reserves the right to verify the actual use of the Accreditation issued in favour of the person with disabilities and any companion through the access control system. Considering that seats reserved for supporters with disabilities are limited, if the Accreditation for Supporters with Disabilities is not used for at least three events during the same sports season, without prior notice or justified reason, or in other cases of abuse of the Accreditation service for Supporters with Disabilities, Juventus may suspend the Accreditation service for Supporters with Disabilities until the end of the current sports season by simple prior written notice to the person concerned, without prejudice to the latter's possibility to provide any clarifications or supporting documentation.

8. RULES AND AMENDMENTS TO THE T&C

8.1 Use of the Reserved Area for persons with disabilities and access to the Services are subject to these T&C, published on the Juventus Website. By accessing the Reserved Area or using the Services, the user agrees to be bound by these T&C and by any further document referenced or cited herein.

8.2 Juventus may update or amend these T&C for justified reasons, such as, by way of example, organisational, technical or safety needs, regulatory or legal adjustments, updates to stadium access procedures or changes relating to the methods of use of the Services. The amendments will be communicated with adequate notice by publishing a specific notice on the Juventus Website and/or within the Reserved Area and by sending a communication to the e-mail address provided during registration.

8.3 If the user does not intend to accept the amendments communicated pursuant to Article 8.2 above, they may request cancellation of their user account from the Reserved Area. Continued use of the Reserved Area or the Services after the effective date of the amendments will be deemed acceptance of the same.

9. LIABILITY

9.1 The person with disabilities (or the Parent in the case of a Minor) is responsible for the custody and proper use of the access credentials. The user undertakes to keep their credentials confidential and to promptly inform Juventus of any theft, loss, unauthorised use or other security breach of which they become aware, also taking steps to recover or change the password according to the available procedures.

9.2 To the extent permitted by law, the user is responsible for the consequences arising from improper, unlawful or unauthorised use of their credentials, where such use is attributable to them through willful misconduct or negligence. It is understood that Juventus shall not be liable for any unauthorised use of credentials not attributable to an act or fault of Juventus, without prejudice to Juventus' commitment to adopt reasonable measures for the security of the Reserved Area for Supporters with Disabilities.

9.3 The user undertakes to use the Reserved Area and the Services exclusively for the purposes provided for by these T&C and in compliance with the law, the rights of Juventus, other users and third parties. The user is responsible for the truthfulness, accuracy and completeness of the data, statements and documents submitted through the Reserved Area.



9.4 The user undertakes to hold Juventus and its successors harmless from claims, damages, costs or liabilities arising from conduct attributable to the user through willful misconduct or negligence, connected with:

- (i) unlawful or non-compliant use of the Reserved Area for Supporters with Disabilities or the Services;
- (ii) breach of these T&C;
- (iii) submission of false, altered or inaccurate statements or documentation, or documentation relating to persons other than the entitled person;
- (iv) violation of third-party rights or legal provisions.

It remains understood that this obligation applies within the limits permitted by applicable law.

9.5 Juventus undertakes to do what is reasonably possible to ensure the proper functioning of the Reserved Area for Supporters with Disabilities and the Services. However, the user acknowledges that, due to the nature of online services and the Internet, absolute continuity of the service cannot be guaranteed, nor can the total absence of errors, interruptions or malfunctions.

9.6 To the extent permitted by law and without prejudice to cases of willful misconduct or gross negligence by Juventus, Juventus shall not be liable for service disruptions, delays, interruptions, suspensions or malfunctions of the Reserved Area or the Services resulting from causes not attributable to Juventus, such as, by way of example, force majeure events, Internet network failures, malfunctions of third-party systems, maintenance operations, safety needs or measures by the Authorities.

10. ASSISTANCE

10.1 For support requests relating to registration in the Reserved Area, use of the Services, Accreditation requests, purchase of the Season Ticket, change of the companion's name or other needs connected with access to the stadium, the user may contact the Juventus Fan Service through the channels indicated in the relevant section of the Juventus Website.

10.2 Juventus undertakes to respond to assistance requests within reasonable timeframes, taking into account the nature of the request, the proximity of the sporting event and the technical time required to carry out the necessary checks. The user is invited to contact the Juventus Fan Service well in advance of the date of the event.

10.3 In the event of difficulties using the online procedure or the need for support for reasons connected with disability, the user may request assistance through the channels indicated on the Juventus Website. Juventus will assess the request and, where possible, provide operational guidance or support compatible with the applicable procedures, organisational and safety needs of the match and applicable regulations.

10.4 Assistance requests do not result in the automatic suspension of the deadlines, time windows or procedures provided for Accreditation requests or for the purchase of the Season Ticket, unless otherwise communicated by Juventus or expressly provided on the Juventus Website.

10.5 Assistance provided by Juventus does not guarantee obtaining the Accreditation or the Season Ticket, which remain subject to the existence of the required conditions, the correctness of the documentation submitted and seat availability.

11. PROTECTION OF PERSONAL DATA

Use of the Reserved Area and the Services, including the performance of any preliminary and subsequent activity, entails the processing of personal data; such processing is subject to Regulation (EU) 2016/679 (hereinafter, "GDPR") and Legislative Decree No. 196/2003, as amended. For further information, users are invited to read the privacy notice



dedicated to supporters with disabilities published in the privacy section of the Juventus Website (<https://www.juventus.com/it/privacy>).

12. APPLICABLE LAW AND JURISDICTION

12.1 These T&C are governed by Italian law. This is without prejudice to the application, to supporters with disabilities who do not have their habitual residence in Italy, of any more favourable and mandatory provisions provided for by the law of the country in which they have their habitual residence.

12.2 Without prejudice to the right of supporters with disabilities to resort to out-of-court dispute resolution procedures relating to consumer relationships pursuant to Part V, Title II-bis of the Consumer Code (ADR – Alternative Dispute Resolution), any disputes and/or controversies concerning these T&C and/or the Services shall fall under the exclusive jurisdiction of the Court of the place of residence of the supporter with disabilities, where the latter is resident in Italy. For supporters with disabilities resident in a Member State of the European Union, they may bring proceedings either (i) in the Member State in which they are domiciled, or (ii) in Italy. In all other cases, the Court of Turin shall have exclusive jurisdiction, without prejudice to any more favourable and mandatory provisions provided for by the law of the country in which the supporter with disabilities has their habitual residence.