



JUVENTUS CARD TERMS AND CONDITIONS OF USE

1. DEFINITIONS

In these Terms and Conditions:

“**Club**” or “**Juventus**” means Juventus Football Club S.p.A. with registered office in Turin, Via Druento 175, 10151, Italy. VAT number and Tax Code 00470470014;

“**Code of Conduct**” means the Regulation Code on the Transfer of Admission Tickets to Football Matches adopted by Juventus pursuant to Article 12(10) of the Sports Justice Code adopted from time to time by the Club and available at the following link <https://www.juventus.com/en/terms-and-conditions>;

“**Observatory**” means the National Observatory on Sports Events (*Osservatorio Nazionale sulle Manifestazioni Sportive*), a technical-administrative body established within the Italian Ministry of the Interior for the implementation of requirements, organizational measures, and measures for the prevention and suppression of violence in connection with sports events;

“**Services**” means the services rendered by the Club under the Juventus Card loyalty programme;

“**Website**” means the Juventus website www.juventus.com;

“**Terms and Conditions**” means these general terms and conditions governing the issue and use of the Juventus Card;

“**Holder**” means the individual who, having been duly identified, obtains the issuance of the Juventus Card in their name and whose personal details are indicated on the Card.

2. GENERAL DESCRIPTION OF THE CARD

The Juventus Card:

- (i) is a loyalty card issued by Juventus in compliance with Article 8 of Italian Decree Law no. 8 of 8 February 2007, converted by Law no. 41 of 4 April 2007 and it is issued in compliance with the procedures set out in the Ministerial Decree of 15 August 2009;
- (ii) is an electronic document that, where expressly provided for, can be used, in compliance with these Terms and Conditions, the Terms and Conditions of Use of Admission Tickets, the Code of Conduct, as well as the Stadium Rules and Regulations and other applicable regulations, as a ticket for accessing sporting events organised by Juventus at the Allianz Stadium;
- (iii) constitutes a qualifying factor that exempts the holder from specific restrictions that may be imposed



for reasons of public order, should the Observatory deem it necessary, for matches played in Italy, both home and away.

3. SALES CHANNELS

- 3.1.** The Juventus Card can be purchased online on the website “**card.juventus.com**” or, exclusively for JOFC Members, at their Juventus Official Fan Club.
- 3.2.** The issuance cost of the Juventus Card varies depending on the sales channels.

4. ISSUING PROCEDURE AND GROUNDS FOR EXCLUSION

- 4.1.** The acceptance of these Terms and Conditions and of the Code of Conduct, and the submission, upon requesting the Juventus Card, of a copy of a valid identity document of the Holder are essential requirements for the issuance of the Juventus Card.
- 4.2.** The Juventus Card may not be issued in the following cases:
 - (i) non-submission or incomplete submission, at the time of purchase, of the documents required under Article 4.1;
 - (ii) entry of incorrect and/or missing data of the Holder (e.g. Holder’s data not matching the data shown in the identity document);
 - (iii) upon finding, through the IT system referred to in the Decree of the Ministry of the Interior dated 15 August 2009, of “impediments”, meaning that the Juventus Card shall not be issued:
 - a) to individuals subject to the measures provided for in Article 6 of Law No. 401 of 13 December 1989, for the duration of the measure and until rehabilitation has occurred pursuant to Article 6, paragraph 8-bis, of the same Law No. 401 of 1989;
 - b) to individuals subject to the measures provided for in Article 6 of the Code of Anti-Mafia Laws and Prevention Measures, set forth in Legislative Decree No. 159 of 6 September 2011, for the duration of the measure and until rehabilitation has occurred pursuant to Article 70 of the same Code as set forth in Legislative Decree No. 159 of 2011;
 - c) to individuals who have been convicted, even by a non-final judgment, of offences committed on the occasion of or by reason of sports events, or of offences relating to the counterfeiting of products or the unauthorized sale thereof.
- 4.3.** In accordance with applicable law, upon issuance of the Juventus Card, the IT system automatically generates a query to the National Electronic Centre of the Police, which verifies whether any impediments referred to in Article 4.2(iii) above exist and authorises or denies the issuance of the Juventus Card without



providing Juventus the reasons for any refusal of issuance. In case of refusal, the Juventus Card cannot be issued. It is the applicant's responsibility to make sure, before requesting the issuance of the Juventus Card, that they do not fall into any of the situations that would result in the refusal of its issuance. Should the impediments to the issuance of the Juventus Card arise or be communicated to Juventus after the issuance of the Juventus Card, the Card shall nevertheless be invalidated, as provided for in Article 7 below. Juventus is not liable for any refusals caused by errors by the Administrative Authority.

4.4. If the Juventus Card is not issued or is subsequently suspended or revoked for the reasons set out in Articles 4.2 and 7, Juventus shall have the sole obligation to notify the Holder of the non-issuance or suspension or cancellation of the Juventus Card, without the latter being entitled to receive any compensation or indemnity. In the cases envisaged by Article 4.2(i) and (ii), the request cannot be processed even if the purchase procedure has been successfully completed. The Purchaser may be contacted to resolve the anomaly in order to proceed with the processing of the request. In the cases of revocation envisaged by Article 7.3 (a), the revocation shall take effect from the time Juventus becomes aware of it after querying the system used by the police headquarters for the issuance of admission tickets.

5. FUNCTIONALITY OF THE JUVENTUS CARD

5.1. The Juventus Card is the only document certifying the right to participate in the "Juventus Card" loyalty programme and brings the following benefits to fans:

- is a tool for the purchase of admission tickets to the matches: the card allows access to sales procedures but does not automatically give the Holder the right to purchase the admission tickets requested from time to time. This possibility depends on the actual availability of these tickets;
- it exempts the Holder from specific restrictions that may be imposed for reasons of public order on matches played in Italy, both home and away, giving the Holder access to the purchase of admission tickets in high-risk matches. Such facilitations may only be granted by the bodies and authorities responsible for public order and safety;
- in the cases expressly provided for, it is an electronic document suitable for use as a digital support onto which admission tickets issued by Juventus may be loaded, allowing the Holder to gain entry with it through automated turnstiles. The Juventus Card does not in itself constitute proof of purchase, even if activated for that purpose, of admission tickets except at the time when the appropriate readers or, in the absence of technological devices, the appropriate paper documentation, confirm the possibility of use. No more than one valid admission ticket per individual match may be loaded onto the Card, and only admission tickets issued directly in the



name of the Holder may be loaded thereon;

- may give access to any services, privileges or benefits that the Club will offer to the Juventus Card Holders from time to time;

5.2. The loading of the admission ticket on the Juventus Card entails:

- (i) payment of the price for the purchase of the admission ticket requested by the Holder;
- (ii) the acceptance by the Holder of the Terms and Conditions of use of the Admission Tickets and the Terms of Sale of the admission tickets for individual matches in the versions in force from time to time;
- (iii) acceptance by the Holder of the Stadium Rules and Regulations in the version in force from time to time;
- (iv) acceptance by the Holder of the Code of Conduct in the version in force from time to time.

6. GENERAL RULES FOR USE OF THE JUVENTUS CARD. CASES OF SUSPENSION OR REVOCATION OF THE JUVENTUS CARD

6.1 The Juventus Card duly loaded with the admission ticket is a necessary and sufficient document for entering the stadium, provided that it is accompanied by a valid identity document. Any other printouts attached to it or delivered to the Holder (or sent by e-mail) at the time of loading the admission ticket onto the Juventus Card only have the auxiliary function of reproducing the data on paper (such as: the game, the sector, the row and the seat number) which in any case have already been stored electronically. Such printouts therefore do not, under any circumstances, qualify as admission tickets, but are required in order to access the assigned sector and seat.

6.2 Nobody may be the Holder of more than one active Juventus Card. The Juventus Card is issued in the holder's name and is strictly personal and non-transferable.

6.3 The Holder shall keep the Juventus Card with due care, refrain from disclosing the identification code (required for purchasing admission tickets online), and adopt all appropriate and diligent precautions to prevent the Juventus Card from being used by third parties as an admission ticket to the stadium. Any use by third parties resulting from negligence in the duty of care shall be attributable solely to the Holder. In case of theft or loss of the Juventus Card, the Holder must immediately notify Juventus for the purpose of blocking the card, filling out the form in the "Contact Us" section of the Website (<https://www.juventus.com/it/contattaci/>). A stolen, lost, or damaged Card that has been blocked in any case may be replaced only upon the purchase of a new Juventus Card.

6.4 The Juventus Card will be revoked or will in any case become unusable, with the consequent



termination of all related contractual relationship, including those relating to admission tickets that may be loaded on the same without this entailing the payment of any compensation, return of the consideration paid or indemnity, if:

- a) the impediments referred to in Article 4.2 (iii) occur after the issue of the Juventus Card;
- b) the Holder has used the Juventus Card in connection with ticket touting activities;
- c) the Holder has used the Juventus Card in breach of the Terms and Conditions of Use of the Admission Tickets;
- d) the Holder has made false statements, forged documents, or made use thereof for the purpose of the issuance of the Juventus Card.

In the event of the revocation and/or cancellation of the administrative or judicial measure that caused the revocation of the Juventus Card, the data subject may request the issuance of a new Juventus Card, by entering into a new contract. The issue of the new Juventus Card is in any case subject to the clearance referred to in Article 3.3.

6.5 The Juventus Card may be temporarily suspended and therefore become temporarily unusable, with consequent non-usability of any admission tickets loaded on the same, without this entailing the payment of any compensation, return of the consideration paid or indemnity, if its Holder:

- a) has transferred, or attempted to transfer, an admission ticket loaded on their Juventus Card to a person who falls within the conditions set out in Article 3.2 (iii);
- b) has used or attempted to use the Juventus Card irregularly to access the Stadium fraudulently or allow third parties to access it irregularly; or
- c) has voluntarily allowed another person to make use (or attempt to make use) of Juventus Card as an admission ticket to the Stadium.

6.6 The Juventus Card may also be suspended for the number of official matches indicated by the Code of Conduct, and will therefore become unusable for that period (included in the so-called black list), with consequent non-usability of any admission tickets loaded on the same, without this entailing the payment of any compensation, return of the consideration paid or indemnity, if its Holder has violated even one of the provisions of the Stadium Rules and Regulations or the provisions set out in the Code of Conduct, notwithstanding that this has not resulted in the issuance against the Holder of administrative or criminal measures prohibiting access to sports facilities. If the conduct resulting in the suspension of the Card is followed by measures referred to in Article 6 of Law 13 December 1989, no. 401, or convictions, even by a non-final judgment, of offences committed on the occasion of or by reason of sports events, the provision of Article 6.4 will apply.



7. JUVENTUS CARD VALIDITY

7.1 The Juventus Card lasts for 5 years from the date of issuance and, subject to possible cancellation and invalidation (revocation or suspension) for the reasons indicated in Article 6, will be valid until the expiry date shown on the front of the card.

7.2 Upon successful validation of the documents, the Juventus Card will be activated immediately and the Juventus Card identification number can already be used to purchase admission tickets. The aforementioned code is visible in the MyJuve profile if the Holder is registered on the Website.

8. AMENDMENTS

8.1 Juventus reserves the right to update, amend and/or supplement these Terms and Conditions and the Services over time for reasons imposed by regulatory changes or for other purposes related to management of the Services. However, unless required by mandatory provisions of law or unless longer terms are provided for in the Club's communication, such amendments shall take effect upon the expiry of 30 days from the date on which they were made known in the manner set forth below. Changes that (i) add or improve Services, or (ii) have a negligible impact on the Holder's rights and obligations, may be applied as of the date indicated in the notice. If the change results in a significant reduction or elimination of the Services and/or the Holder's rights, the latter may choose between: a) maintain the Juventus Card; or b) withdraw from the contract with effect from the effective date of the amendment.

8.2 The Holder may withdraw from the contract, with effect from the effective date of the amendments, by sending a notice to Juventus at juventus@actalispec.it within 30 days from the date on which the communication was sent by the Club. The use of the Juventus Card by the Holder after the effective date of the amendments will constitute confirmation of their willingness to adhere to the amendments.

8.3 Amendments will be notified in accordance with the terms set forth in Article 10 below, via the Website and by email or by sending an SMS message with an invitation to consult the amendments on the Website. The continuation of the use of the Juventus Card after the effective date of the amendments will entail acceptance of the same.

9. WITHDRAWAL

Either party shall always have the right to withdraw from the contract at any time, by giving written notice to the other party with at least 15 (fifteen) days' prior notice.



10. COMMUNICATIONS

All communications addressed to Juventus Card Holders in general shall be deemed validly known by all recipients, once those communications have been published continuously for 30 days on the Website. Direct communications to individual Holders shall be deemed to be validly made by sending an email to the address indicated in the purchase form, or to the different address communicated in writing by the Holder. It shall be the responsibility of the Holder to maintain active and check the email address provided at the time of subscription, and to notify any changes to their email address.

11. REQUESTS AND COMPLAINTS - ASSISTANCE

To request information, send communications and submit complaints, Juventus' customer service may be contacted free of charge by accessing the "Contact us" section of the Website.

12. APPLICABLE LAW

These Terms and Conditions are regulated by Italian law, without prejudice to the application to Holders who do not have their habitual residence in Italy of any more favourable and mandatory provisions established by the law of the country in which they have their habitual residence.

13. JURISDICTION

13.1 For any disputes concerning the validity, performance or interpretation of the contract:

- a) for the Holder resident in Italy: the Court of the place of residence or domicile of the Holder shall have jurisdiction;
- b) for the Holder resident in a Member State of the European Union: the Holder is entitled to act both (i) in the member state where they are domiciled and (ii) in Italy.

13.2 In disputes concerning relations between consumers and professionals, the consumer is also entitled to an out-of-court settlement of disputes through recourse to the procedures under Part V, Title II-bis of the Italian Consumer Code (ADR - Alternative Dispute Resolution). This is in any case without prejudice to the consumer's rights to seize the competent ordinary court for disputes arising from these Terms and Conditions, whatever the outcome of the out-of-court settlement procedure.

14. PROCESSING OF PERSONAL DATA

The collection and processing of the personal data of the Holders are necessary in order to issue the Juventus Card and for all the purposes better indicated in the privacy policy available on the Website.