



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

1. Admission tickets to individual matches are issued by Juventus Football Club S.p.A., event organiser, with head offices in Turin at Via Druento 175 – 10151 Turin, VAT No. 470470014 (hereinafter “Juventus”).
2. Admission tickets may only be purchased via official or authorised sales channels, either physical or online, and in accordance with the procedures established by the Club. Juventus declines responsibility for loss or damage suffered by persons purchasing admission tickets via channels other than the authorised channels.
3. The purchase of admission tickets and/or name change services on the website <http://tickets.juventus.com> (hereinafter “[Official Ticket Shop Juventus](http://tickets.juventus.com)”), is also subject to the Terms and Conditions of Use of the Juventus Official Ticket Shop website, which is provided and under the control and management of PG Italia S.r.l., with registered office in Via Morimondo 26, 20143 Milan, Tax Code and VAT No. 10514980969 and Company Register No. 2537217.
4. The purchase and use of tickets involves reading and acceptance of these terms and conditions of and use of tickets for individual matches and match packages (hereinafter “[Terms and Conditions](#)”), of the Code of Conduct for the Sale of Tickets to football events applied by Juventus (hereinafter “[Code of Conduct](#)”), of the [Stadium Rules and Regulations](#), currently in force, 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).
5. 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 (either for a single match or a season ticket) that includes one of the matches of the package.
6. For matches deemed to be “at risk”, the public safety authorities may order bans and/or restrictions on the sale and issue of tickets.
7. Any reduced-price or free tickets (under 14, disabled, etc.) are issued until all available seats allocated by the Club have been filled.
8. Minors aged under 14 may not enter the facility unless they are accompanied by an adult; they must in any case hold an admission ticket entitling them to the seat in the sector to which the ticket refers. This is without prejudice to the provisions below for children under 5 years of age.
9. Children under the age of 5 on the day of the event are only permitted to enter without a ticket if accompanied by an adult holding a valid ticket (in the ratio of 1 to 1). The children referred to above must be held.
10. The ticket is named: the “Ticket Holder” is the person who, duly identified, obtains the issuance of the ticket in their name.
11. **The ticket may not be issued, revoked or made unusable:**



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

- for those who have been subject to the provisions foreseen by article 6 of Law no. 401 of 13 December 1989 or for those who have been convicted, in the last 5 years, even with a judgement that is not final, of crimes committed during or due to sports events;

(ii) in the other cases provided for by law or by the applicable measures even if the conduct in question did not take place during or due to sporting events.

The existence of “prohibited access” status is verified by sending personal data to police headquarters, by the methods specified in the Decree of the Ministry of the Interior of 15 August 2009, including security measures for personal data protection.

Furthermore, the purchaser and/or the Ticket Holder, or the user thereof, are informed and acknowledge that the use of the ticket is conditional on the approval of the Club as governed by the Code of Conduct. Finally, access to the Stadium may be barred, in addition to the instances detailed above, if the admission ticket is used by a person other than the Ticket Holder or in the event of violations of the Stadium Rules and Regulations in the version in force at the time.

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

- 12.** The access title entitles the Holder to attend, exclusively in the sector, row and seat indicated on the title itself, the home match played by Juventus Football Club S.p.A. (hereinafter the “Company” or “Juventus”) in the competition to which the access title refers, in accordance with the calendar, dates, times and venues established by the competition organizer and subject to any possible variations. As specified above, the access title grants exclusively the right to attend the match and therefore to access and remain within the stadium only for the duration of the Event itself; at the end of the match, the Holder is required to leave the stadium promptly in accordance with the terms and methods established by the Company and, in any case, before the closing of the gates.

Furthermore, the possible absence of separation barriers between the various sectors does not justify the occupation by the Holder of a seat different from that indicated on the access title.

The stadium staff on duty during matches are entitled to verify the correspondence between the access title and the seat actually occupied by the Holder and to remove the latter from the stadium should they occupy a seat different from that indicated on the seat marker.

- 13.** Date and time of the match are set by the competition organiser. For the Italian Serie A championship played by the Juventus men’s first team, date and time of the matches are set by the Italian National League Serie A. The purchaser of the ticket and the Ticket Holder acknowledge and accept as a well-known fact that the Italian National League Serie A may change, at any time, the date and time of the match relating to each matchday within the match window established by the same, which extends between the date of the so-called earlier fixture and the date of the so-called later fixture. The earlier and later fixtures for each matchday set and communicated by the Italian National League Serie A do not give the right to reimbursement 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). The aforementioned changes shall in every case be promptly published by the Club through its own official channels, following official communication of the Italian National League Serie A.

- 14.** As envisaged under the rules of Italian National League Serie A – F.I.G.C., if a match is suspended 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.** The purchaser and/or 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 activities of ticket touting and sale or purchase of the ticket through unofficial and/or unauthorised channels, including via social networks and/or online secondary ticketing platforms (including but not limited to: Ticket4football, Ticketbis, Viagogo, Seatwave, StubHub, content posted on social networks, such as Facebook, TikTok, Instagram, etc.) is expressly prohibited. Juventus reserves the right to take action 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 any person found to be in possession a ticket purchased through unauthorised channels, without the right to reimbursement or compensation, and without prejudice to additional claims against that person.
- 16.** The access title may be transferred to third parties exclusively in the cases expressly provided for and authorized by Juventus and, in any event, only through the procedure made available by Juventus. The Holder acknowledges and accepts that the possibility to change the name applies, within the



limits from time to time indicated by Juventus in the section relating to the specific match, which the Holder declares to have consulted and understood, by 23:59 on the day preceding the match and only once per match for each Holder.

It is understood that nothing in these Terms and Conditions may be interpreted as granting the Holder a right to change the name outside the conditions indicated above.

In such cases, the purchaser may proceed to communicate the name change of the user of the access title exclusively through the Official Juventus Ticket Shop, in compliance with the procedures established by Juventus and by the owner of the website.

Juventus reserves the right to require a fee in exchange for the possibility of changing the name.

The transfer of the access title, and therefore the possibility of changing the name, in any case not for purposes of trade and/or resale of the seat—which are expressly prohibited pursuant to the previous art. 7—is in any event subject to any limits imposed from time to time by the competent administrative authorities.

The tickets contained in the Mini-season tickets cannot be transferred to others and therefore a name change is not possible.

Transfer of tickets that is unauthorised or made through platforms and/or procedures other than those communicated by Juventus on the website [www.juventus.com](http://www.juventus.com) constitutes an illicit use of the same. Admission tickets transferred illegally are invalid or in any event unusable if their use is attempted by a person other than the 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.

17. Entry to the stadium without a valid ticket and/or with a ticket bearing a name not corresponding to your identity is prohibited.

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.

18. Furthermore, access to the sports facilities may involve mandatory prevention and safety searches on the person and any bags and 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.

19. The use of the ticket and thus access to the stadium must be in conformity with these Terms and Conditions, the provisions of the [Stadium Rules and 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 attend 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 [Stadium](#)



[Rules and Regulations](#) and/or the [Code of Conduct](#) and any additional legal sanctions, where envisaged.

20. Ticket Holders and/or users will be held liable for any damage they cause to the facilities, to personnel and/or to third parties present within the stadium.
21. 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 to not 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 and/or players and/or members, collaborators, including stewards and hostesses, security staff, match officials, the away fans and, in general, the other spectators present in the Stadium. Furthermore, all conduct contrary to the values of sport is censured, as well as all acts that in their expression support, materialise or incite racial, territorial, ethnic, religious or gender-based discriminatory behaviour towards members of teams or their respective supporters, institutions and civil society or that, contrary to the principles of probity and fairness, incite violence in all its expressions.
22. If the conduct adopted is in breach of the contractual obligations described in the previous article, as reported by those responsible for controlling and ensuring the safety of the stadium, or by other Juventus staff, or by the police or other match officials or through images captured by the video surveillance system, Juventus will have the right, at its sole discretion, to immediately expel the spectator guilty of such conduct, without the purchaser, Ticket Holder and/or user having the right to file a claim, for whatever reason, against Juventus and, in the case of Mini-season ticket, to suspend the subscription for one or more matches or for all the matches included in the Mini-season ticket, without the purchaser and/or the Ticket Holder having any right to compensation, refund of the fee paid, even pro rata, or indemnity.
23. The Ticket Holder and/or user acknowledges that it is expressly forbidden to introduce banners, flags, or any other similar material inside the stadium, including choreographic material, unless expressly authorised by the authorities in charge and that the South Stand is the only sector of the stadium where the introduction of choreographic material is permitted (including, by way of example, flags, posters and banners, if, as mentioned, authorised by the authorities in charge). The Ticket Holder and/or user for the South Stand acknowledges that the presence of choreographic material in that sector contributes to creating the evocative atmosphere that characterises the South Stand and that the presence and/or waving of said choreographic material may temporarily and/or partially limit the visibility of the match.
24. The Ticket Holder and/or user acknowledges that during the match and in the periods immediately preceding and following the match, it is possible that the ball, due to an erroneous shot and/or throw, and/or a deflection might end up in the stands and hit one or more spectators. The Ticket Holder and/or user acknowledges that any injury attributable to such an event has the characteristics of a fortuitous event and that any liability of Juventus is therefore excluded, waiving as of now any claim against Juventus.
25. 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 territorial or time limits, all the images and/or photographic and/or audio and/or video



recordings concerning the voice, image, figure and/or portrait of the Ticket Holder and/or user within the Stadium, with freedom of use for any purpose, on any format or medium used to take those recordings currently known (by way of example but without limitation: audio, video, photo, film, multimedia, digital, television, magnetic medium or any other technological medium, including television, radio, internet and/or other online network) or that is invented in future.

These images and/or recordings may be used, modified, altered, broadcasted, published, disseminated, transferred and granted under licence, in all manners, without limitation, for any purpose and aim - including but not limited to:

- i. editorial uses in relation to publishing initiatives implemented by Juventus' official communication bodies (whatever the language used for publication),
  - 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 archival purposes,
  - iv. for the provision of services offered for any reason to the public (including but not limited to fan entertainment activities),
  - v. for promotional, advertising and commercial use of the products and/or services of Juventus and/or its commercial partners,
- all in compliance with rights related to dignity, reputation and decorum and within the limits established by regulations in force.

**26.** 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, as well as the moments immediately preceding and/or following the same.

**27.** *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 waives the right to use it.*

**28.** These Terms and Conditions are governed by Italian law and by the Italian Consumer Code, where applicable, as amended and supplemented.

This is without prejudice to the application to the purchaser and/or Ticket Holder, if a consumer, who does 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.

For any dispute concerning the validity, application, interpretation, performance of these terms and conditions:

- a) for the purchaser and/or Ticket Holder, if a consumer, residing in Italy: the Court of the place of residence or domicile of the purchaser and/or Ticket Holder shall have jurisdiction;
- b) for the purchaser and/or Ticket Holder, if a consumer, residing in a member state of the European Union: the latter shall be entitled to act both (i) in the member state where he is domiciled and (ii) in Italy;



c) in any other case, the Court of Turin shall have exclusive jurisdiction, without prejudice to any more favourable and mandatory provisions of the law of the country in which the purchaser and/or Ticket Holder, if a consumer, has his/her habitual residence.

In disputes concerning relations between consumers and professionals, the purchaser and/or Ticket Holder 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).

Further details about alternative/online dispute resolution procedures may be 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 to apply to the competent ordinary court for disputes arising from this agreement, whatever the outcome of the out-of-court settlement procedure.

- 29.** The personal data of the purchaser and Ticket Holder and/or user will be processed by Juventus Football Club S.p.A., with headquarters in 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>.

## **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") purchased via the [Official Ticket Shop Juventus](#).

**2.** If permitted by current regulations on preventing the containment and spread of infectious diseases and/or epidemics and/or pandemics, the Ticket Holder and/or user of a Premium Stand ticket may enjoy the accessory food, catering or aperitif service described below which is 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 the aforementioned regulations in force:

### ***Gianni and Umberto Agnelli Club Stand:***

- table service in the pre-match and interval periods with a la carte menu prepared in the open kitchen of the hospitality room of the Gianni and Umberto Agnelli Club;

### ***T100 Stand:***

- table service during the pre-match and half-time periods offered in the hospitality room of T100 Stand;

### ***Giampiero Boniperti Club Stand:***

- buffet catering service in the pre-match and half-time periods offered inside the hospitality room of the Giampiero Boniperti Club Stand;



**Omar Sivori Club Stand:**

- "street food" service offered in the Omar Sivori Club hospitality lounge in the pre-match period and during half-time;

**Legends Club Stand:**

- table service in the pre-match and in interval periods with a la carte menu prepared in the open kitchen of the hospitality room of the Legends Club Stand;

**1897 Lounge Stand:**

- "street food" service offered during the pre-match period in the hospitality room of 1897 Lounge in the East sector of the Stadium (only for Serie A League and Italian Cup matches).

3. For safety reasons, in order to enter and use the accessory food, catering or aperitif services in the hospitality lounges, ticket holders must collect the wristband (or other device determined by Juventus) that identifies the Premium Stand hospitality that has been purchased from the appropriate hospitality lounge counter, showing the ticket, and show said wristband when requested by the stewards and/or hostesses in the corridor leading into the aforementioned lounge. If the wristband is not shown, Juventus has the right to deny entry to the lounge without the Ticket Holder and/or user having the right to present any claim against Juventus, for whatever reason, without prejudice to all additional rights of Juventus pursuant to this Addendum.

4. Without prejudice to the provisions of Article 21 of the Terms and Conditions, the Ticket Holder and/or user of the ticket for the Premium Stands is obliged to behave in a manner that is in keeping with the style, sobriety and distinctiveness of the stand and the hospitality room (by way of example only: to wear appropriate clothing, to not abuse the consumption of alcohol, if permitted, so as to not disturb and/or harass third parties).

5. For safety and accessibility reasons, specific positions are reserved for disabled fans in various sectors of the Stadium, that meet the specific access requirements of wheelchairs and persons with reduced mobility. Premium Stand tickets do not give the right to wheelchair accessible seats.

6. Only children aged under 5, 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 (in the ratio of 1 to 1). The children in question must be carried and will not be entitled to use the restaurant, catering or aperitif service in the hospitality lounge.

7. 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 of the service described above.