



TERMS AND CONDITIONS FOR THE USE OF ADMISSION TICKETS TO INDIVIDUAL MATCHES - LA MANTRA-POZZO STADIUM IN BIELLA

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. 00470470014.

2. Admission tickets are non-transferable and entitle holders to watch Home Matches (hereafter also referred to as “Sports Event” or “Event”) organised and played at the La Mantra-Pozzo stadium in Biella (hereinafter “Stadium”) by one of the teams of Juventus Football Club S.p.A. (hereinafter “Club” or “Juventus”) in the competitions to which the admission ticket refers, in accordance with the match schedules, dates, times and venues established by the competition organiser, subject to any possible changes.

The purchaser of the admission ticket acknowledges as a matter of record and accepts that the home match will be played at a time set by the match organiser and that the dates and times may be subject to change at the discretion of the match organiser due to organisational and/or television requirements. Any early and/or late schedule changes according to the “match windows” established by the event organiser will be promptly announced by the Club, through its official channels, following the official announcement by the match organiser. Early and/or late schedule changes relating to each calendar day established and communicated by the competent sports bodies will not give the right to refund or compensation. Changes outside the “match window” will only give the purchaser the right to reimbursement of the cost of the admission ticket, if purchased against payment, subject to the correct and complete implementation of the reimbursement procedure that is periodically indicated on the website www.juventus.com. Compensation for damages is instead excluded, as well as the reimbursement of any expenses, of any nature whatsoever, incurred by the Ticket Holder as a consequence of the aforementioned change unless such change is directly caused by wilful or negligent conduct of Juventus, and in any case any right to compensation for damages and/or reimbursement of any expenses incurred is excluded whenever such change (i) results from a request received in this sense from the match organiser and/or (ii) is ordered by Juventus in implementation of an order or provision of the sports, administrative or public authorities.

3. The purchase and/or booking and the use of the admission ticket requires the review and acceptance of these terms and conditions for use of tickets for the individual matches (hereafter “Terms and Conditions”), of the Code Regulating the Sale of Admission Tickets to football events applied by Juventus FC S.p.A. (hereafter “Code of Conduct”), in the versions in effect at the time, which are published on the website <https://www.juventus.com/it/ /regolamenti>.

4. The admission ticket shows the holder’s name: the “Ticket Holder” is the person who, duly identified, is issued the ticket in their name. Name changes are not permitted on admission tickets purchased and/or booked online through the Official Ticket Shop.

5. The Ticket Holder may not use the ticket for trading and/or speculative purposes or put on sale or resell their seat, even as part of a complementary service/product offering, including even just some of the services, to be sold, resold or transferred to third parties. Furthermore, any ticket touting, sale or purchase of the ticket through unofficial channels or online secondary ticketing platforms (including but not limited to: 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 an admission 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.

6. Admission 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. Admission tickets may not be transferred and therefore the names cannot be changed, for purposes of sale and/or resale which are specifically prohibited pursuant to preceding art. 5, and the right to transfer tickets is subject to restrictions which may be imposed at the time by the competent administrative authorities and/or by Juventus. Any unauthorised sale of admission tickets, or transfer not carried out through the name change procedure, constitutes illegal use. Admission tickets transferred illegally are cancelled or otherwise unusable if used by persons other than their Holders.

Juventus reserves the right to refuse the change of name on free tickets and/or those tickets that have been purchased or issued by virtue of a particular right of pre-emption or by persons entitled to enjoy a special rate.

7. Admission tickets may only be purchased via authorised sales channels (physical or online), and in accordance with the procedures established by the Club. Juventus declines responsibility for losses or damages suffered by persons purchasing admission tickets via channels other than the authorised channels.

8. Entry to the facility without a valid admission ticket and/or with a ticket bearing a name not corresponding to your identity is prohibited. It is also prohibited to enter into different sectors from the sector indicated on the admission ticket. To access the Stadium, the Ticket Holder must show a readable paper copy



of the admission ticket and his/her valid ID document. The staff at the sports facilities will verify, in compliance with requirements, that the name on the admission ticket matches the name of the person presenting said admission ticket, as identified through his/her identity document, and entry may be denied to persons who do not have the aforementioned documents or in the event of any discrepancies. In addition, access to the sports facilities may involve mandatory personal and safety searches on the person concerned and on his/her bags and other belongings he/she is carrying along, with the sole aim of preventing anyone to carry illegal objects or illegal substances inside the stadium, which are prohibited or which encourage or provoke acts of violence. The Holder expressly agrees to be subject to such checks.

9. Reduced-price and free tickets (under 16, disabled, etc.) are issued until all available seats allocated by the Club have been filled. Minors aged under 14 may not enter the stadium 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.

10. The admission ticket may not be issued or may be withdrawn 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. 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.

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

Furthermore, the admission ticket is cancelled or otherwise made unusable if the Ticket Holder or the ticket user is a person not authorised to access sports facilities pursuant to Italian Law no. 41/2007, or if it is used by a person other than the Ticket Holder or in case of violations of the Code of Conduct posted on the website www.juventus.com. The purchaser and/or Ticket Holder, or user, are informed and acknowledge that use of the admission 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 admission tickets.

11. For matches deemed to be "at risk", the public safety authorities may order prohibitions and/or restrictions on the sale and issuance of admission tickets.

12. As provided for by the F.I.G.C. Internal Organisational Regulations (Art. 57 par. 3 of the NOIF), in the case of the suspension of any Event, the spectator is not entitled to a refund of the ticket price or recognition of the validity of the ticket applied to the next event when the suspension occurs after the start of the second half.

13The use of the admission ticket and therefore access to the sports facility must take place in compliance with these Terms and Conditions and with the Code of Conduct, in the versions in force from time to time, which can be found on the website www.juventus.com, as well as any other provision, rule, code or regulation applicable to those accessing the stadium to attend the match, adopted by Juventus and published from time to time on the website www.juventus.com or at the sports facility. 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 sports facility, 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 Code of Conduct and any additional legal sanctions, where envisaged.

14. Admission Ticket Holders and/or users will be held liable for any damage they cause to the facilities, to personnel and/or to other people present in the sports facility.

15. 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 Admission 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 networks) 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 any screens inside the Moccagatta 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



16. Use of the admission 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 the Event.

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

18. 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.

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. 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, performance or termination of these Terms and Conditions shall fall under the exclusive and binding jurisdiction of the Court of Turin or the court of the place of residence or elective domicile of the customer, where the latter qualifies as a consumer under Italian Legislative Decree no. 206/2005 as amended and supplemented.

19. 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>.

20. 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, 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 observe the instructions of the personnel in charge of supervising compliance constitutes "Material Conduct" that may be sanctioned and "non-acceptance" measures applied in accordance with the Code of Conduct.