



## Terms and conditions of use of Season Tickets

### 2022/2023 Football Season

1. The season ticket is a seasonal entry ticket which entitles the holder to watch, from the indicated seat (or from the different seat assigned by Juventus for justified organisational reasons, force majeure, act of God, public order, safety, requirements of public or sporting authorities), the Home Matches of the men's first team of Juventus Football Club S.p.A. for which public participation is permitted by virtue of the measure and the rules of the state and sporting legal system (hereafter "**Juventus**"), or matches played by the men's first team of Juventus "at home" according to the Sports Regulations applicable in the 2022/2023 Serie A Championship, in respect of the calendar, dates and times established by the F.I.G.C. Serie A National Professional League and any changes, whatever the cause of such changes.

2. The issuance of the season ticket is subject to acknowledgement and acceptance of these terms and conditions as well as the **Regulation Code on the Transfer of Tickets to Football Matches**, (hereafter also "**Code of Conduct**") in the version in force at the time. The Holder is the person who, duly identified and subject to signing the season ticket contract, obtains the issuance of the season ticket in his/her name (hereafter also "**Member**").

3. The purchase and issuance of the season ticket are subject to possession of the digital medium represented by the valid Juventus Card (formerly Fan Card) issued by Juventus. If a valid Juventus Card (formerly Fan Card) is not held, the Member must renew/purchase a new Juventus Card and have it physically in his/her possession when purchasing the season ticket. If the Juventus Card cannot be issued due to the existence of hindering reasons, the season ticket may not be issued.

To gain access to the Stadium, the Member must use the digital medium represented by the Juventus Card (formerly Fan Card) in his/her possession issued by Juventus, which contains the fiscal ticket to the Stadium for the relevant Football Season. The aforementioned Juventus Card (formerly Fan Card) is the only valid document that permits entry to the Stadium, albeit not excluding the possibility of further checks being carried out in compliance with any supervening regulations and/or decisions of authorities (such as verification of the Green Pass) and the possibility of being asked to produce (and the obligation to fulfil) a valid identity document (identity card, passport or driving licence). After purchasing the season ticket, the "My Purchases" section on the website <http://tickets.juventus.com> (hereafter **Official Ticket Shop Juventus**) will contain the printable pdf seat marker with an indication of the sector, row and seat number of the purchased season ticket, which the Member must retain and bring with him/her to the Stadium in order to be able to produce promptly, if a third party claims the same occupied seat, a valid paper document evidencing the right to occupy the specific seat.

4. The season ticket is a named ticket and is strictly personal and may not be transferred to third parties, except in the cases and methods envisaged by the legal rules in that regard and by Juventus; the Member is responsible for all consequences deriving from the use of the ticket by third parties. The Member therefore, without prejudice to the cases expressly permitted by Juventus as detailed *below*, undertakes: (i) not to allow the season ticket to be used by persons who are banned from entering sport facilities (and/or purchasing the respective tickets) in accordance with Italian Law no. 41/2007, (ii) not to use the season ticket for trading or speculation purposes (iii) not to trade or resell the seat or transfer the ticket to third parties (even via online sales platforms that fuel the so-called secondary ticketing phenomenon, such as, by way of example but without limitation: Viagogo, Ticketbis, Ticket4football, StubHub etc.), even as part of an offer of services and/or complementary products or to create packages including the ticket to be put on sale, resell or transfer to third parties even for a single event.

The staff in charge of the sports facilities will verify, in compliance with the requirements, that the name on the ticket matches the name of the person who produces it, by requesting the production of a valid identity document; entry may be denied in the event of a discrepancy, as well as to those who do not have the document. Juventus is entitled not to provide the service or permanently to interrupt its provision to the Member and anyone who is in its possession of the season ticket and/or has made it available and/or benefited from it in breach of these General Terms and their Annexes, without thereby giving rise to the entitlement to a total or partial refund of the fee for the Member or the third party user.





**5. The Member has the right to transfer the ticket for individual matches exclusively through** the season ticket online management system **in the following ways:**

- a) Name Change:** transfer of the Member's seat free of charge for the individual match to a Reserve as defined below;  
**b) Seat Sale:** return of the seat to Juventus, which may, at its discretion, place it back on sale in the normal channels and which, only in the event of a positive outcome of the sale, pays a portion to the Member, in the form of a credit/voucher which can be spent on other products in the Juventus ticket office by the deadline indicated by Juventus.

Access to the Name Change and Seat Sale through the season ticket online management system is subject: (i) to possession of a valid Juventus Card (formerly Fan Card) issued by Juventus, (ii) registration on the Official Ticket Shop Juventus and Juventus.com

The right to transfer the ticket is in any case subject to any limits imposed, also on the occasion of individual matches, by the competent authorities.

Any unauthorised transfer of the ticket and undue use of the name change system constitute an illegal use of the season ticket. If the Club identifies any illegal uses of the season ticket, the same may, at its discretion, suspend the season ticket for one or more matches or withdraw it.

#### **5.1 Specific rules regulating the Name Change function**

- The Name Change is not permitted for Disability rate season tickets;
- Without prejudice to the prohibition on the name change on Disability rate season tickets, for all other special and/or reduced rate season tickets, the Name Change is permitted exclusively in favour of Reserves having the same requirements/parameters indicated in the specific type of season ticket (e.g. women's rate, children's rate, etc.) and it may be carried out via the season ticket online management system. The methods of accessing and using the platform will be communicated by Juventus at the end of the season ticket campaign.
- A maximum number of 3 (three) persons (4 if the Member is registered to an Official Fan Club), in addition to the Member, may be indicated to use the season ticket during the sports season (hereafter "Reserves"), provided that they are also in possession of a valid Juventus Card (formerly Fan Card), to whom it will be possible to transfer free of charge the seat for one or more matches by transferring the ticket onto their Juventus Card (formerly Fan Card).
- In order for the Reserve to be able to use the ticket for the individual match through the Name Change method, the Reserve must be in possession of the valid Juventus Card (formerly Fan Card) issued by Juventus to which the physical ticket to the Stadium will be transferred for the specific match.
- The names of the Reserves may be entered at any time during the sports season and may be changed until the Reserve is selected for the transfer of the ticket for at least one match. Once a name change has been assigned to the Reserve, if the change was successful, the name of the Reserve can no longer be changed. If, at first assignment, the name change operation is not successful, it will still be possible to change the name of the Reserve. The system will notify the Member of the change of name and, if the operation is not successful, the reason for the lack of finalisation. If, after an initial name change, the Member performs a second name change for the same match, both names used will be blocked and may no longer be changeable as Reserves.
- Once the name change has been finalised successfully, the Member may download a pdf to be printed and provided to the selected Reserve as evidence of the assigned seat.
- The name change may be carried out and another Reserve may be selected or the seat may be taken back up to 24 hours before the match; once that deadline has passed, it will no longer be possible to perform any operation or modification.
- The Member accepts responsibility for collecting, verifying and communicating, via the season ticket online management system, the details of the Reserves, of which he/she guarantees the accuracy and truthfulness, in respect of data processing regulations. The Reserves' personal data will only be processed for the purposes of providing the service, and retained for the time needed to do so, and in line with the legal provisions in force. The Member will be responsible for informing the Reserves of the data processing and, where necessary, for obtaining authorisation to communicate the same to Juventus.

#### **5.2 Specific rules regulating the Seat Sale function**

- The Member may express the desire to give up the seat for the individual match and place it on sale via the season ticket online management system. The methods of accessing and using the platform will be communicated by Juventus at the end of the season ticket campaign.
- The Member may select the option relating to the seat sale for the individual match up to 48 hours before the same,



notwithstanding that after the opening of ticket sales for the aforementioned match, once the option of placement on sale has been chosen, it will no longer be possible for the Member to change his/her mind and regain the seat.

- Juventus may decide, at its sole discretion, if and when to place the seat on sale.
- Only when the seat has been sold will the Member be given a credit equal to the portion indicated in advance by Juventus for the selected match. The amount of the portion is established by Juventus, at its sole discretion and may be consulted on the platform.
- The credit may not be converted into cash and may only be spent for purchasing Juventus products on the [Official Ticket Shop Juventus](#), in particular:
  - ✓ Juventus Museum and Stadium Tour tickets.
  - ✓ tickets not included in the season ticket for Juventus first-team matches played at the Allianz Stadium in the European Cups and Italy Cup, exclusively in the name of the Member (it may not be used to purchase tickets for third parties);
  - ✓ renewal of the Member's season ticket for the next sports season (it may not be used to renew the season ticket of third parties).
- The credit accrued may not be used to pay the sale commissions applied by the provider of the ticket services (PG Italia Srl) on ticket purchases via the [Official Ticket Shop Juventus](#).
- The available credit can be consulted in the reserved area *My Balance*; this will be duly updated after each Home Match within 5 days after the same has been played.
- The credit will expire at the end of the season ticket campaign of the next football season and, if not used for the full value, will not be convertible into cash and will be eliminated/removed from the Member's personal page.

6. The season ticket is valid for one Football Season (whereby football season means the period from 1 July to 30 June of the next year) with effect from the first Home Match after issuance of the ticket.

As envisaged by the rules of the Lega Nazionale Professionisti – F.I.G.C., if matches are suspended after the second-half has started, the season ticket will not be valid to attend the rescheduled match.

If the sector of the stadium in which the Member's seat is located is closed, the latter - provided that he/she has not contributed to causing the liability, even objective, of the Club - will be entitled to a pro rata refund of the season ticket, except where Juventus provides a replacement ticket stub 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 Member - provided that he/she has not contributed to causing the liability, even objective, of Juventus - will be entitled to a pro rata refund of the season ticket for the matches in which the circumstance occurred or, at his/her choice, to a replacement ticket stub to watch the match in the other stadium (subject to availability).

Except in the case of culpable breach by the Club, any compensation for damages and travel expenses is excluded, even where the authorities require the match to be played on neutral ground; such costs are borne by the Member.

Juventus may assign a different seat from that indicated on the season 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 the one purchased.

If a refund is to be provided, the only accepted methods will be those communicated by Juventus, subject to applying the legislation applicable at the time.

7. The Member recognises that the season ticket was purchased taking into account the epidemic situation of the last 2 years represented by the spread of the coronavirus disease (COVID-19); therefore, any impossibility for the Member and/or the Reserve to use the season ticket, even for just one Home Match, for reasons related to COVID-19 such as, merely by way of example but without limitation: testing positive for COVID-19, subjection to restrictive measures of isolation/quarantine or prohibition on leaving the region/municipality, limitations and requirements on accessing the Stadium imposed by the legislation and/or the authorities such as, for example, the need for a *green pass* or similar requirements) may not be considered an extraordinary and unexpected event and will not entitle the Member to make any claim against Juventus for a refund and/or reduction, even partial, of the price of the season ticket and will not legitimise any action against Juventus.



As the sole exception to what is envisaged above, if, as a consequence of the measures adopted by the competent authorities to combat the spread of Covid-19, it is prohibited to hold any event and/or sports matches or the same must take place behind closed doors or with limited audience, Juventus will refund the pro rata amount of the season ticket for which the circumstance has occurred, excluding any compensation for damages. The only accepted refund methods will be those communicated by Juventus, subject to applying the legislation applicable at the time.

**8.** The Member and/or the Reserve acknowledge and accept that photographs and/or audio and video recordings may be taken inside the Stadium and to that end they consent to being photographed, recorded or filmed by Juventus and/or by any third parties employed by the same.

Juventus will have the right to use, modify, alter, transmit, publish, broadcast, transfer and grant on licence, without territorial or time limits, all photographic and/or audio and/or video recordings concerning the voice, image, figure and/or portrait of the Member and/or Reserve 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.

Those recordings may be used, modified, altered, broadcast, published, disseminated, transferred and granted on licence, in all methods, without limitation, for any purpose and aim - by way of example but without limitation:

- i. editorial uses in relation to publishing initiatives implemented by the official communication bodies of Juventus (published in any language),
- ii. broadcasting (in any part of the world, live or recorded) of those 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,
- iii. for archiving purposes,
- iv. for the provision of services offered for any reason to the public,
- v. for use for promo-advertising and commercial purposes,

all in respect of the rights relating to honour, reputation and decorum and within the limits established by the legislation in force.

**9.** The Member is obliged – by adopting suitable measures – to keep and correctly use the Juventus Card (formerly Fan Card) on which the season ticket is uploaded and will therefore be responsible for any consequences resulting from the use of the same by third parties. If the card is lost, stolen or removed, the holder of the Juventus Card (formerly Fan Card) must immediately report it to the competent authorities. Subject to producing the report to Juventus, the Member may request the immediate deactivation of the lost or stolen Juventus Card and the issuance of a new card, subject to paying the cost of the same, on which the season ticket will be uploaded. The season ticket may be suspended for one or more official matches, without this giving rise to the payment of any compensation, return of the fee paid, even pro rata, or indemnity if the Member has culpably (for example negligent custody or delayed communication to Juventus of the theft or loss of the ticket) or voluntarily permitted another person to make use (or attempt to make use) of the Juventus Card (formerly Fan Card) in order to access the stadium.

**10.** Use of the season ticket by the Member and/or the Reserve involves acceptance of these terms and conditions as well as the **Regulation Code on the Transfer of Tickets to Football Matches**, the provisions of the **“Regulation on Stadium Use”** of the sports facility in which the Juventus first team plays its Home Matches (hereafter also simply **“Regulations”**), in the versions in force at the time, along with any other provision, rule, code or regulation applicable to those accessing the stadium to watch the match, adopted by Juventus in compliance with any supervening legislation and published on the website [www.juventus.com](http://www.juventus.com). Juventus also reserves the right to modify unilaterally these terms, the Code of Conduct, the Regulation and any other provision, rule, code or regulation applicable to those accessing the stadium to watch the match, in compliance with any supervening legislation to which it is subject, without this entitling the Member to any compensation, indemnity or right to terminate the season ticket contract. Any changes to those documents shall be communicated to the Member by email. Compliance with such provisions is an indispensable condition for spectators entering and remaining in the stadium. Their violation, along with any failure to respect the



instructions of the stewards in charge of supervising respect of the same, constitutes "Relevant Conduct" that may be sanctioned with the institution of "Non-Acceptance" in accordance with the Code of Conduct.

**11.** Access to the sports facility may involve mandatory personal and safety searches on the person concerned and on his/her bags and other belongings he/she is carrying, with the sole aim of preventing illegal objects or illegal substances being brought inside the stadium, which are prohibited or which encourage or provoke acts of violence.

**12.** If, during the course of the Football Season subject to the season ticket, the Member and/or the Reserve are subjected to administrative or judicial measures that lead to a ban on entering any stadium (Italian Law 401/89 and subsequent amendments) or if he/she breaches the "Regulation on Stadium Use", or the "Code of Conduct", or violates the prohibition on transfer indicated in Articles 4 and 5 above, Juventus, in accordance with Art. 1456 of the Italian Civil Code, may terminate this contract and the season ticket may be suspended for one or more matches or for the entire Football Season and access to the stadium disabled, without the Member being entitled to receive compensation or indemnities for lack of use of the season ticket.

**13.** The Member and/or the Reserve, also in accordance with the Code of Conduct, are required to behave in a manner that does not cause a disturbance to other spectators and not to perform any acts that denigrate, offend or challenge impolitely persons, authorities and public and/or private institutions, as well as the Club and the away team and the respective employees and/or representatives, security staff, stewards and hostesses, or fans of the opposing team. The Club will therefore have the right to remove the spectator from the sports facility and, in the most serious cases, to suspend the season ticket for one or more matches or for the entire Football Season, with no entitlement for the Member to compensation, return of the fee paid, even pro rata, or indemnity.

The season ticket may be withdrawn, deactivated or its use temporarily or permanently prohibited at any time in the cases envisaged by law and by these terms and by the Regulation Code on the Transfer of Tickets for Football Matches.

#### **14. Services included in the season ticket price**

##### **14.1 Right of First Refusal for Cups**

Right of first refusal, to be exercised in the terms and methods that will be published, each time, on the website [www.juventus.com](http://www.juventus.com), for the purchase of a ticket on the occasion of Home Matches of the UEFA Champions League, or other Italian or European cups, which Juventus will communicate, at its discretion, during the 2022/2023 Football Season. Members in the East sectors of the Allianz Stadium are not guaranteed the right of first refusal for their seat. Juventus will publish from time to time on the website [www.juventus.com](http://www.juventus.com) the seats subject to restriction. The members involved in the restriction may purchase the ticket in the available seats in the same sector or in another sector, at the discretion of Juventus. If a reduced rate reserved to members is applied, the tickets purchased by way of first refusal with discounted rate may not for any reason and in any capacity be transferred to third parties and the name change will not therefore be permitted for those tickets even between persons holding a Juventus Card (formerly Fan Card); it will be possible, on the other hand, to perform the name change for tickets purchased by way of first refusal at full rate via the season ticket online management system. Juventus will communicate from time to time the terms and methods of the name change on those tickets.

##### **14.2 Right of first refusal for season ticket for the 2023/2024 football season**

Right of first refusal to be exercised, in the terms and methods that will be published, from time to time, on the website [www.juventus.com](http://www.juventus.com), on the purchase of the season ticket for the next Football Season; in particular, members will have a reserved sale phase to purchase the season ticket before the sales open to the public.

##### **14.3 Discounts**

A 15% discount voucher, to be used exclusively to purchase products in the Juventus online store, commencing from the start of the championship and by the expiry date of the season ticket, with the exception of those specific articles or categories of articles that Juventus may expressly exclude from time to time from discounts and/or promotional activities; the voucher is also valid on products already discounted and can be accumulated with the Member discount. Furthermore, exclusive specific promotions in the Stadium store may be dedicated to Members on match days, which will be communicated from time to time by Juventus.

10% discount at J|Medical on services (Updated price list on [www.jmedical.eu](http://www.jmedical.eu); discount cannot be accumulated with any



ongoing offers). To obtain the discount, the season ticket seat marker, which can be downloaded from the My Ticket shop section on [Tickets.juventus.com](https://tickets.juventus.com), certifying the season ticket at the Allianz Stadium must be presented.

**15.** Use of the available services via the Official Ticket Shop Juventus is subject to the terms and conditions of use of the Official Juventus Ticket Shop website which is offered and is under the control and management of PG Italia S.r.l., with registered office in Via Morimondo 26, 20143 Milan, Tax Code and VAT number 10514980969 and Companies Register no. 2537217.

**16.** In accordance with Art. 59, section n) of Italian Legislative Decree no. 21/2014, the purchase of the season ticket, even when purchased off-premises, does 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. There shall be no reimbursement for the price of the season ticket, if cancelled by the purchaser.

**17.** The season ticket terms and conditions of use are regulated by Italian law. Any dispute concerning the validity, application, interpretation, execution and termination of these conditions of use will be referred to the Chamber of Commerce of Turin and settled according to the Conciliation Rules adopted by the Chamber itself. If the Parties decide to refer to the ordinary Judicial Authority, the only competent Court will be that of Turin, or the court in the place of residence or chosen domicile of the Member, if he/she is classified as "consumer" according to Italian Legislative Decree no. 206/2005. The Member, providing the latter is considered a Consumer, has the right to attempt an out-of-court settlement of disputes relating to consumer contracts via the procedures pursuant to Part V, Title II bis of the Consumer Code (ADR – Alternative Dispute Resolution). With reference to possible alternative dispute resolution instruments, it is noted that a European platform has been established for the online resolution of consumer disputes (so-called ODR platform). The ODR platform is accessible at the following address <https://ec.europa.eu/consumers/odr/main>. Via the ODR platform, the Member can consult the list of ADR bodies, find the link to their website and start an online resolution procedure for the dispute in which he/she is involved. Further details about alternative/online procedures for settling disputes 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 of the Member to apply to the competent ordinary court for disputes arising from the season ticket contract, whatever the outcome of the out-of-court settlement procedure.

**18.** The personal data of the Member and any Reserves will be processed, even using electronic tools, in respect of applicable regulations on personal data processing and protection, according to what is specified in the full privacy policy published in the privacy section of the website: <https://www.juventus.com/it/privacy>. The Member undertakes to notify the Reserves of the use proposed by Juventus of their personal data.

**19.** The Member and/or the Reserve undertake to respect the legislation in force on the prevention of Covid-19 as well as the provisions and specific rules aimed at containing the spread of Covid-19 that are adopted by Juventus from time to time and published on the website [www.juventus.com](https://www.juventus.com), in respect of the Covid-19 legislation in force, whereby Covid-19 legislation means any law, measure, circular, protocol, guideline in relation to containing and managing Covid-19, issued and/or being issued by the competent Authorities. Any breach of the prevention rules listed above and/or failure to respect the instructions of the stewards in charge of supervising respect of the same constitutes "Relevant Conduct" that may be sanctioned with the "institution of non-acceptance" in accordance with the Code of Conduct.