

Terms and conditions for the use of season passes

Football Season 2019/2020

1. The season pass is personal and gives the right to watch from the indicated seat (or from a different seat assigned by Juventus for justified organisational reasons, force majeure, unexpected circumstances, law and order, security, instructions from public or sports authorities) the Home Games (or football games that the First Team of the Juventus Football Club S.p.A. (hereinafter "Juventus") will play "at home" in accordance with the applicable Sports Regulations) of the Serie A 2019/2020 Championship with respect to the schedule, dates, times and places established by the Lega Nazionale Professionisti Serie A - F.I.G.C. and relevant possible variations for whatever reason. The pass purchaser as described herein acknowledges as a generally-known fact that the alterations to the match schedule, with consequent changes to the date, time and in some instances venue in which the match is held, are a routine feature in the organisation of sports events; the purchaser accepts the risk that such changes may occur. Consequently, the purchaser must take these variations into consideration when buying the pass. It is the responsibility of the pass purchaser to be informed and updated about the day, time and place in which the Home Games will be held. Such variations do not give the pass purchaser the right to partial reimbursement of the pass or compensation for any pecuniary loss, direct or indirect damage that could derive from such variations.

2. The issue of the season pass is dependent on reading and accepting these terms and conditions of use as well as the current version of the Regulations for Transferring Admission Tickets to football games. The holder of the card (hereinafter also the "Holder") is the individual in whose name the season pass has been issued following verification of the latter's identity and his/her signature on the relevant agreement.

3. The season pass is strictly personal and cannot be transferred to third parties, except in the cases and in accordance with the methods provided for by the relevant law and by Juventus; The Holder is responsible for all the consequences that may derive from the use of the admission ticket by third parties. The Holder therefore undertakes: (i) not to allow the use of his/her season pass by persons who are prohibited from entering sports stadiums (and/or the purchase of the relevant admission tickets) pursuant to Law 41/2007, (ii) not to use it for the purposes of business or speculation, (iii) not to sell or resell the seat or transfer the admission ticket to third parties (even through online sales platforms that encourage the phenomenon of secondary ticketing, including but not limited to: Viagogo, Ticketbis, Ticket4football ecc.), also in the area of an offer of complementary services and/or products or as part of mixed packages on payment also for a single event, without prejudice to the cases specifically permitted by Juventus as described in detail herein.

In compliance with instructions, employees of the sports stadiums will verify that the name on the admission ticket corresponds to that of the person presenting the same, request the presentation of a valid identity document, and deny access in the case of non-compliance. Access will also be denied to anyone not in possession of the document. Juventus has the right not to provide or to permanently interrupt the service for the Holder and for anyone in possession of and/or who has made available and/or used the season pass in breach of these Terms and Conditions and their Attachments, without giving rise to any right to a total or partial refund of the season pass by the Holder or third party user.

4. Under the terms and conditions specified herein, through the online system for changing the user of the season pass available by registering on www.juventus.com in the "My Season Pass" reserved area, the Holder has the right to transfer the admission ticket for individual matches, in two ways:

a) Change of Name (free transfer of the Holder's seat for a single match to a Reserve as described herein - with the possibility of naming a maximum of 3 Reserves, 4 if the Holder is registered with an Official Fan Club, - provided that the Reserve is in possession of a valid Supporter Card (or other loyalty card in lieu of the Supporter Card) issued by Juventus.

In this case, to take advantage of the service, the Subscriber will take care of informing their reserves about the processing of data and, where necessary, obtaining authorization to communicate them to Juventus;

b) Sale of the seat (return of the seat to Juventus, which can again place it on normal sales channels and, if it is sold, will credit the Holder with an amount in the form of a coupon that can be spent on other Juventus products within the expiry date indicated by Juventus).

The right to transfer the admission ticket is in any case subject to any limitations imposed by the relevant authority also for individual matches. The non-authorized transfer of the admission ticket and the wrongful use of the change of name system constitute an illicit use of the season pass. If the Company discovers any wrongful uses of the season pass, at the discretion of the latter, it may be suspended for one or more matches or revoked.

Access to the Change of Name and Seat Sale function through the online season pass management system is subject to (i) the possession of a valid Supporter Card (or any other loyalty card in lieu of the Supporter Card) issued by Juventus, (ii) registration on www.juventus.com (hereinafter the "Website").

4.1 Specific rules governing the Change of Name function

- From the reserved area *My Season Pass* on www.juventus.com, in the "Holder and Reserves" section it is possible to indicate a maximum of 3 (three) persons in addition to the Holder who can use the season pass during the sports season (hereinafter "Reserves"), provided that they possess a Supporter Card (or any other loyalty card in lieu of the Supporter Card) issued by Juventus, to whom the seat can be transferred free of charge for one or more matches by transferring the admission ticket to their Supporter Card (or any other loyalty card in lieu of the Supporter Card).

- In order to use the admission ticket for a single match through the Change of Name function, an essential condition for the Reserve is that he/she possesses a valid Supporter Card issued by Juventus which, duly loaded with the admission ticket for the match, is the document necessary to gain entry to the stadium;

- The names of 3 Reserves may be inserted at any time during the sports season and can be changed until the Reserve is selected for the seat transfer. Once a change of name has been assigned to a Reserve, if the change of name is successful, the name of the Reserve cannot be changed again. If the change of name operation was not successful at the first attempt, it will still be possible to change the name of the Reserve. The system will notify the Holder of the change of name and, if the operation was unsuccessful, the reason for non completion. If after the first change of name the Holder makes a second name change for the same match, both names will be blocked and can no longer be changed as Reserves.

- When the name change has been made, the Holder will receive a pdf which should be printed and given to the selected Reserve as a reminder of the assigned seat.

- It will be possible to make a name change and select another Reserve or take the seat back up to 24 hours before the match. At the end of this period, it will no longer be possible to carry out any operations or changes.

- The Subscriber is responsible for collecting, verifying and communicating through the online My Season Pass system, the data about the Reserves, and guarantees their correctness and truthfulness in observance on data processing. The processing of the personal data of the Reserves will be carried out for the exclusive purpose of providing the service, with a storage time congruous with the needs of the same and in accordance with the provisions of the law.

4.2 Specific rules governing the Seat Sale function

- The Holder may express a desire to give up his/her seat for a single match and sell it through the online seat transfer management system made available by Juventus on its www.juventus.com website.

- The operation can be carried out in the *My Season Pass* reserved area on www.juventus.com, where the Holder can select the option concerning the sale of the seat for the single match up to 48 hours before the match, on the understanding that after tickets sales are opened for the said match, the Holder can no longer change his/her mind and take the seat back once the sale option has been selected.

- At its incontestable discretion, Juventus can decide if and when to put the seat on sale.

- After the seat has been sold the Holder will receive a credit equal to the amount established for the selected match calculated on the basis of the price of the season pass and the match selected, which can be referred to in the Games List section in the *My Season Pass* reserved area.

- The credit cannot be converted into cash but used solely for buying Juventus ticket office products exclusively on www.listicket.com, in particular for buying:

- ✓ Juventus Museum and Stadium Tour tickets;
- ✓ Regular UCL and Coppa Italia tickets for games that will be held at the Allianz Stadium exclusively in the name of the season pass Subscriber (it cannot be used to buy tickets for third parties);
- ✓ Renewal of Subscriber season pass for the subsequent sports season (it cannot be used to renew the season pass for third parties).

- The accrued credit cannot be used to pay for fees applied by TICKETONE S.p.A. on the purchase of tickets through www.listicket.com.

- In the "Summary" page of the *My Season Pass* reserved area it will be possible to see the amount of credit available, which will be regularly updated after each home game within 5 days from the day on which the match was played.

- The credit will expire on 31 July of the subsequent sports season. If the entire amount has not been used, it cannot be converted into cash.

5. As envisaged by the rules of the Lega Nazionale Professionisti - F.I.G.C., if matches are suspended after the beginning of the second half, the season pass will not be valid for the rescheduled match. The Holder also acknowledges and accepts that decisions by the sports authorities or public authorities to hold one or more Matches/Home Games on a "neutral field", i.e. in stadiums other than the Allianz Stadium or behind closed doors, and/or the closure of sectors enforced by law or the provisions of public or sports authorities, cannot under any circumstances and for any reason be ascribed to Juventus and will not under any circumstances give the right to the partial reimbursement of the season pass and/or the reduction of the price and/or the right of the Holder to receive compensation. If the field is disqualified, travel costs shall be paid by the Holder, except in cases of non-fulfilment of Article 1218 of the Italian Civil Code, with the specific exclusion of the impossibility of providing the service due to objective liability. The aforementioned limitation does not operate in cases of non-compliance to art. 1218 c.c.. Juventus, it's not define non compliance the impossibility of attending the match due to force major, unforeseeable circumstances or due to the obligations of the organs, by provisions of the competent bodies or authorities following events and/or events not dependent on Juventus direct responsibility.

6. The issue of the season pass is dependent on the possession of the digital medium represented by a valid "Supporter Card" (or any other loyalty card in lieu of the Supporter Card) issued by Juventus. In order to issue the season pass the holder must show the Supporter Card issued by Juventus together with the following mandatory data and documents: Name and Surname, details of Supporter Card and expiry date. If the holder does not have a valid Supporter Card, it is possible to purchase one at the JIMuseum Ticket Office and request the immediate issue of the Supporter Card by showing a valid identity document. If the Supporter Card cannot be issued because of impediments, the season pass cannot be issued.

7. The season pass is valid for one sports season (the sports season is understood to be from 1 July to 30 June of the following year) starting from the first Home Game subsequent to the issue of the admission ticket. To enter the Stadium the Holder must use the digital medium represented by the Supporter Card (or any other loyalty card in lieu of the Supporter Card) in his/her possession issued by Juventus, on to which will be loaded the admission ticket to the Stadium for the relevant Sports Season. The said Supporter Card (or any other loyalty card in lieu of the Supporter Card) will be the only valid document that will allow entrance to the Stadium, without excluding the possibility that additional security checks and the request (and obligation) to show a valid identity document (identity card, passport or driver's licence) will be required. From 29 July 2019, in the *My Season Pass* section on www.juventus.com, a pdf will be available for printing the My Stadium Seat card showing the sector, row and seat number for the purchased season pass that the Holder must keep and take to the Stadium in order to quickly show a valid paper document that states the right to occupy the seat in the event that a third party lays claim to the same seat.

8. The Holder or user of the season pass (the Reserve), acknowledges that photographic and/or audio and video recordings may be made inside the Stadium and agrees to be photographed or filmed by Juventus and/or third parties appointed by the latter, which shall be entitled to use, broadcast, publish, diffuse or licence with no restrictions on territory or time and with no obligation to pay money or make any other form of consideration, the voice, image and portrait in live or recorded videos, with freedom to use any medium for the fixation of images and performances including audio, video, photo, film, multimedia support, digital support, television footage, magnetic support or other technology (including television, Internet and/or other IT networks) currently existing or invented in the future for editorial purposes in relation to the publishing activities carried out by the Company's official communication media (in any language), for transmission over public, private and paid television networks, on the Internet and/or mobile applications, in cinemas or via other communication media, for archiving purposes, or for promotional/advertising purposes, on condition that all rights relating to honour and reputation are respected within the limits established by the laws in force.

9. The Holder is obliged - by adopting suitable measures - to keep and correctly use the Juventus Supporter Card (or any other loyalty card used as support by the company in lieu of the Supporter Card) on to which the season pass is uploaded and is therefore responsible for all the consequences that may result from use by third parties. If the pass is lost, stolen or removed, the Holder must immediately report it to the competent authorities. Upon submission to Juventus of the official report filed with the authorities, the Holder may apply for a new pass upon payment of the cost for the issuance of a replacement pass. Where the card holder has used the Supporter Card inappropriately (e.g. negligent use or delayed communication to Juventus) or has voluntarily permitted another person to make use (or attempt to make use) of the card in order to access the stadium, the Supporter Card may be suspended for one or more official matches and thus become unusable as a method for accessing the stadium for that period, without obligation to pay any reimbursement, including pro-rata, refunds of the amount paid or compensation.

10. The use of the card implies the acceptance of these conditions and the current Code of Regulations on Transferring Admission Tickets to football matches (hereinafter the "Code"), and the provisions of the "Stadium Use Regulations" for the stadium in which Juventus' First Team will play its Home Games (hereinafter the "Regulations"), as well as any other disposal, pretext, code or regulation applicable to those who enter the stadium to watch the game, adopted by Juventus and published on the website www.juventus.com or at the Allianz Stadium.

The above Code and Rules are on display in the stadium and can be viewed on www.juventus.com. Compliance with the Code and Regulations is an essential condition for spectators entering and remaining inside the sports facility. Furthermore, access to the stadium may involve mandatory personal and security searches of the person concerned and of his/her bags and other belongings he/she is carrying, with the sole aim of preventing anyone from taking illegal objects or illegal substances into the stadium, which are prohibited or which encourage or provoke acts of violence.

11. If, during the course of the sports season subject of the season pass, the Subscriber is the subject of an administrative or judicial provision demanding the prohibition to enter any stadium (Law 401/89 and subsequent amendments) or if he/she breaches the "Stadium Usage Regulations", or the "Code of Regulations on Transferring Admission Tickets to football matches", or if he/she breaches the prohibition to transfer it to others as envisaged in Articles 3 and 4, the season pass may be annulled or suspended and entry to the stadium disabled, without any right to reimbursement or compensation for the non use of the season pass by the Holder.

12. Also in compliance with the Code of Regulations on Transferring Admission Tickets to football matches, the Holder and/or the Reserve are required to conduct themselves in a way that will not disturb the other spectators and avoid actions that are intended to denigrate, offend or blatantly criticise persons, public and/or private authorities, the Club, the guest team and the respective employees and/or representatives, security staff, stewards and hostesses, the supporters of the opposing team. Thus, the Company will be entitled to remove the spectator from the stadium and, in the most serious cases, to annul the season pass.

13. **Fringe benefits:** The season pass Subscriber will enjoy the following fringe benefits:

13.1 the right of pre-emption to be exercised under the terms and by the methods that will be published from time to time on www.juventus.com, for the purchase of a ticket for the Home Games of the Champions League, or other Cups, that Juventus will communicate at its discretion during the Sports Season 2019/2020. Holders of season passes for the East sectors of the Allianz Stadium are not guaranteed right of pre-emption for the same seat. From time to time Juventus will publish on www.juventus.com the seats that are subject to limitation. At the discretion of Juventus, season pass holders can buy a ticket for the seats available in the same sector or in another sector. The tickets bought by pre-emption and by using the tariff dedicated to season pass holders cannot under any circumstances or for any reason be transferred to third parties; for these tickets the name change will not be permitted, not even among holders of Juventus Supporter Cards;

13.2 right of pre-emption on the purchase of a ticket with a dedicated tariff for the first Home Game of the Coppa Italia;

13.3 access to the sales stage dedicated to Black&White Members, where it does not coincide with the period of pre-emption for season pass holders, for Home Games not included in the season pass;

13.4 A 15% discount coupon to be used from the start of the championship and until the season pass expiry date exclusively for buying products at the Juventus online store, with the exception of specific items or categories of items that Juventus may specifically exclude from the discount and/or promotional actions from time to time; The coupon is also valid for products that are already discounted and it can be combined with the Member discount. In addition, specific exclusive promotions may be dedicated to the Holder at Stadium stores during match days; they will be announced each time by Juventus.

13.5 A 20% discount coupon for the purchase of Black&White Membership. The coupon will be sent to the Holder at the start of the 2019/2020 championship and can be used by the announced expiry date.
13.6 A 10% discount on services at JIMedical (updated price list on www.jmedical.eu; the discount cannot be combined with any other offers)

14. The use of the services available on the Website is subject to the Terms and Conditions for Website Usage. Juventus does its utmost to ensure interrupted access to services and error-free transmissions. However, given the nature of the Internet, uninterrupted access and the absence of transmission errors cannot be guaranteed. Juventus and/or its suppliers do not issue any guarantees or declarations nor do they accept any responsibility: (i) for the appropriateness, reliability, availability, absence of viruses (or other components that could cause damage), for the accuracy of the information, software, contents of services available through the Website in relation to any purpose whatsoever; (ii) for services that do not correspond to the requirements of the user; (iii) for services that do not operate continually, quickly, securely and without errors, or for results obtained by using the services that are not correct, complete, accurate or correspond to the requirements of the user.

15. The season pass may be withdrawn, cancelled, deactivated or its use may be temporarily or definitively inhibited at any time in cases provided for by law, these conditions and the Code of Regulations on Transferring Admission Tickets to football matches

16. The season pass purchaser does not have the right to withdraw pursuant to Article 52 et seq of the Italian Consumer Code since the supply refers to leisure services pursuant to Article 59, paragraph 1 letter n) of the Italian Consumer Code (Italian Legislative Decree 206/2005 as amended by Italian Legislative Decree 21/2014).

17. The season pass terms and conditions of use are regulated by the 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 wish to have recourse to the ordinary Judicial Authority, the competent Court will be that of Turin, or that of the place of residence or chosen domicile of the Customer, if he/she is qualified as a consumer under Italian Legislative Decree 206/2005

18. The Holder's personal data and that of any Reserves shall be processed also by means of electronic devices in compliance with the applicable regulation concerning the processing and protection of personal data, in accordance with the provisions of the complete policy on the processing of personal data described in Article 1. The Holder undertakes to notify the Reserves about the use of their personal data proposed by Juventus.