

Terms and Conditions of Membership

(last updated on 1 July 2019)

1. In the Terms and Conditions that follow, “**Club**” or “**Juventus**” refers to Juventus Football Club S.p.A. with headquarters in Turin, Corso Galileo Ferraris No. 32, while “**Buyer**” refers to all those purchasing Membership for themselves (in this case, the “Buyer” and the “Member” are the same person) or for others. “**Member**” refers to all those who have signed up to the Membership Programme by activating the service on the website. These people are thus the recipients of the services and benefits offered according to the category of affiliation selected from those now detailed in Point 2. “**Website**” refers to Juventus’ website: www.juventus.com. “**Order**” refers to the application form for the Membership Programme, filled out on the Website. “**Programme**” refers to the Membership Programme subject to the general terms and conditions of membership sale and use contained herein. “**Membership**” refers to the status resulting from subscription to the Programme. “**Juventus Membership Terms and Conditions**” refer to the general terms and conditions of membership sale and use contained herein. “**Contract**” refers to the distance contract for the sale of the Membership, in accordance with the Juventus Membership Terms and Conditions contained herein.

2. Categories of affiliation: a) J1897 Membership b) Premium Membership c) Junior Membership. The characteristics of each are described in the relevant sections on the Website.

The unit price of each membership package includes VAT and all the applicable taxes and charges, as well as the delivery costs of the Welcome Pack. The price is available on the relevant pages of the website and in the membership price charts.

The Club offers the following Services/Benefits intended for strictly personal and non-commercial use to fans who sign up to the Membership Programme:

- Access to events and/or competitions relating to their chosen package organised by the Club and advertised on the website and in the membership price charts;
- Access to any special offers/promotions/discounts with partners of the Membership Programme reserved for holders of the Membership Card relating to their chosen package;
- Access to other special benefits/promotions that the Club reserves for holders of the Membership Card relating to their chosen package;
- Special Welcome Pack including Juventus products and a personalised loyalty card relating to their chosen membership package;
- For residents of Italy, discounted Juventus Card (ex Supporters’ Card) if the request is made at the same time as membership registration (not valid for Junior Membership);

Any variations to the Membership Programme, such as access to pre-emptions/advance ticketing periods, special offers and/or additional services that may be provided by the Club or by other companies with which the Club signs future agreements (hereinafter “Partner Companies”), will be communicated to the Member via the juventus.com Website, consultable 24 hours a day, except in cases where there are interruptions due to a force majeure, or via the email address supplied by the Member during registration.

3. Price and payment methods. The unit price of each membership package is given in Euros (€) and includes VAT, as well as the delivery costs of the Welcome Pack, but Buyers in foreign countries are obliged to pay for customs charges and/or additional taxes for importing goods. The price is available on the relevant pages of the Website and in the membership price charts.

Payment must be made when the Order is sent, using one of the accepted credit cards shown on the Website at the payment stage. The total amount shall be debited from the Buyer when the Order is confirmed and does not involve extra costs for the Buyer on top of the price shown.

Juventus uses a secure payment service that corresponds to the PCI Data Security Standard. The data stored on the credit card (card number, card name, expiry date, security code) is sent in encrypted form to the payment operator. Therefore, Juventus never has access to and does not memorise the data on the credit card used by the Buyer to pay for the Order.

4. Information regarding the finalisation of the contract. Subscription to the Membership Programme is possible via the registration and insertion of personal data on the Website and the payment of the relative registration fee via credit card, prepaid card or PayPal. In accordance with the various technical phases that must be followed to finalise the Contract, the Website sets out a guide which will allow the Buyer to verify and validate all of the information they insert and correct any errors before sending off the form, right through to the finalisation of the Contract. The technical phases involved in placing the Order are as follows:

1. Registration using authentication credentials (username and password) where users are in possession of these, or via the users’ social media account or by creating an account, after agreeing to the terms of personal data processing.
2. Selection of “purchase” (if the Buyer is purchasing for themselves) or “give as gift” if the Buyer is purchasing a Membership for a third party).
3. Insertion and confirmation of the Member’s data.
4. Selection of payment method.
5. Before proceeding to their purchase, the Buyer will need to view the Juventus Membership Terms and Conditions, by clicking on the relevant link, and accept these by clicking on the box by the statement “I confirm that I have read and accept the Juventus Membership Terms and Conditions”.
6. Insertion of the Member’s credit card details (or other accepted payment method) – this is necessary for the completion of the transaction. The Buyer will have to click the “complete purchase” icon. The purchase order carries with it an obligation to pay and that the sending of that order is thus equivalent to the Buyer authorising extraction of payment of the sum indicated in the contract.
7. Payment confirmation (from **interbank circuit**).
8. Confirmation of completion of Membership Programme registration process.
9. Confirmation email confirming Order receipt.

5. Finalisation of the contract. The Contract with the Member will be considered finalised and binding for the Parties on Juventus’ receipt of the purchase order. Juventus will show that the order has been received by sending an order confirmation (henceforth “Order Confirmation”) to the email address supplied by the Member during registration on the Website. This will detail the type of Membership, the price including VAT, the pre-selected payment method, the Membership’s duration, how to deactivate automatic renewal, the address to which the welcome pack will be sent, the existence of the right of withdrawal pursuant to Article 15 below, which can be exercised if the relevant conditions are met, as well as information on Client Service Contacts and a link to the Juventus Membership Terms and Conditions, to which the Buyer is able to have access by downloading and printing or archiving the email and the Juventus Membership Terms and Conditions on their own computer. It is therefore important to make sure that a valid email address is provided when the Order is sent.

The Order and receipt (Order Confirmation) will be deemed to have arrived when the Parties to which they are addressed are able to access them. The Buyer can maintain access to the Juventus Membership Terms and Conditions, and specific conditions, by downloading the Order Confirmation email onto their own computer.

The finalised contract is available in Italian and English. In the event of conflict between the provisions contained in the Juventus Membership Terms and Conditions, as published in Italian and in the corresponding text published in English, as well as in the event of conflict in the Italian and English versions as regards any other detail and/or contents of the contract, the Italian version should prevail.

6. Execution of the contract. In order to guarantee the proper delivery of the services/benefits, the personal data entered must be correct and truthful. The processing of this data will be carried out according to the statement that users must read before concluding the registration process on the Website. Where necessary, the Member can modify the data supplied during the registration process.

The relevant services will be activated only once the period in which the right of withdrawal can be exercised, pursuant to Point 15 below, comes to an end. Once the Order has been sent, the Buyer will be able to expressly request the immediate activation of the services and benefits of their Membership, by checking the relevant box, or by later issuing a request by other means. By doing so, the Buyer acknowledges that they lose their right of withdrawal. In order to access the Services/Benefits included in the Membership Programme, the Member must receive the welcome email, which also confirms the activation of services (Activation Confirmation). The Welcome Pack will be sent by Juventus within five days of the withdrawal period ending or of the Buyer requesting the immediate activation of the services and benefits of their Membership, acknowledging the loss of their right of withdrawal. The delivery timescale is purely indicative and does not represent a binding deadline for Juventus. Delivery may be delayed because of Welcome Pack contents being temporarily unavailable, because of delays on the part of the delivery company, because of force majeure or bank holidays. The Buyer/Member does not have the right to compensation merely because of late delivery, without prejudice to the Buyer’s rights under current legislation.

The package will be mailed to the delivery address specified in the Order. The Buyer must enter the delivery information (in the case of a gift, the information must be entered by the individual receiving the gift). Juventus cannot be held responsible for a non-delivery in the event that incorrect data is entered. The Member may check the delivery status of the Welcome Pack by logging on to the Website with their Membership credentials and consulting the MY PROFILE section.

7. **Duration.** Unless expressly indicated otherwise, the Contract is valid for one year, from the date of the activation of the Services. The Contract will also be considered renewed year on year unless notice of cancellation is sent to Juventus at least 15 days before the expiry date via the communication channels made available by the Club and specified on the Website. This does not apply to Junior Memberships or in the case of a Buyer purchasing the Membership as a gift for a third party. In any case the Buyer will have the right to deactivate the automatic renewal function during the purchase process, by clicking on the relevant icon on the Order form. The Buyer can also deactivate that same automatic renewal function at any other moment by altering their profile settings, by logging on to the Website with their Membership credentials and visiting the MY PROFILE section.

8. **Prohibition of Assignment.** The right of the Member to use the Services/Benefits is personal and non-transferable. The Member is prohibited from reselling or making any other commercial use of the Services/Benefits provided by the Club.

9. **Property rights.** The Member expressly recognises that the Club is the holder of all intellectual property rights that can be safeguarded on the basis of the laws relative to copyrights and other legal provisions, including, by way of non-exhaustive example: know-how, source code, software, hardware, projects, applications, patents, databases and similar relating to the Services/Benefits, as well as images, content, data and other material belonging to the Club and made available to the Member. The Member is prohibited from copying, modifying, reusing, selling, ceding, sublicensing, conferring or transferring to third parties or creating jobs deriving from any rights belonging to the Club, or from allowing third parties to do this via the use of the Services/Benefits supplied to the Member, even when the Member is unaware of this.

The Member is declared, as of now, the holder of the user rights to images, text and material shared by the Member via the Services/Benefits provided by the Club. The Club is considered authorised by the Member to reap economic benefit from the images, text and material, with the Member renouncing the right to any compensation thereof, though the moral right to remain the recognised author of the images, text and material is maintained. The Member will thus be responsible for any violation of third-party rights in regard to the images, text and material they share and shall absolve the Club of any liability for third-party claims.

10. **Authorisation for use of images.** By registering, the Member grants their consent that photographs in which they appear taken by Juventus at sporting and/or other events and images sent in by the Member to Juventus may be used by Juventus for publicity and promotional purposes, ergo that the images can be used in Juventus publicity campaigns, via the publishing and diffusion of the photographs on the Website and via other Juventus channels of communication, such as social media accounts owned by Juventus or that may be created by Juventus in the future. Should the Member not wish to grant their consent for such use, they must send written notification of this when they register via the form available in the "Contact" section of the Website, stating their opposition to the use of images of them on the aforementioned Juventus channels of communication. A lack of written opposition from the Member will be considered by the Club to be implicit acceptance of use.

11. **Responsibility of the Club.** The Club is in no way linked to the Member, with whom it will have no direct links apart from those relating exclusively to the provision and delivery of the Services/Benefits included in the type of membership purchased. The Club is in no way responsible for the behaviour of the Member.

The Member recognises that the use of the Services/Benefits occurs exclusively at their own risk and of their own responsibility. The Services/Benefits are supplied "as they are" and "as available". The Club offers no guarantees that the Services/Benefits correspond to the requests made by the Member and operates no controls on the use of these by the Member. It is the responsibility of the Member – or in the event that the Member is not yet an adult, the responsibility of a parent or legal guardian – to ensure that the Services/Benefits are used in compliance with applicable laws.

The Club cannot be considered to have not complied with their obligations nor be responsible for damages deriving from the non-supply of all or part of the Services/Benefits due to the errant or non-functioning of means of electronic communication for reasons outside of its preventable control, including, for example, fires, natural disasters, power cuts, out-of-service telephone lines and other network services, malfunctioning calculators or other electronic equipment – even where this does not form part of the internet, malfunctioning of software installed by the Member and actions of other users or persons with access to the network.

12. **Responsibility of the Member.** The Member accepts sole responsibility for their behaviour within the context of the Services/Benefits and will indemnify the Club against any claims, demands or threats relating to or deriving from the use or abuse of the Member's participation in the Services/Benefits supplied by the Club. The Member will immediately inform the Club – using the "Contact" section on the website – of any unauthorised use of their username and/or password and of any other security violation of which they become aware. The Member is able to change their password at any time according to the procedure indicated by the system. The Member commits to utilising the Services/Benefits exclusively for licit purposes permitted by the applicable laws, by accepted practice or by the rules of ordinary diligence without damaging the rights of any third party, whether they are the user of the means of communication or not, and with particular emphasis on regulations pertaining to the protection of personal data, laws in regard to intellectual and industrial property protection and telecommunications regulations. The Member assumes full responsibility for the content of the messages, text and images sent by them or by third parties in their names via the Services/Benefits, acknowledging that they are the sole responsible party for this and absolving the Club, the subjects connected to the Club or controlled by the Club, its representatives, employees and any partners of the Club of any damages or compensation claims and reimbursing the Club of any costs deriving from claims or action brought by third parties on account of damages caused by the Member or by third parties via the Services/Benefits supplied to the Member, even where the Member is unaware of this.

The Club operates no surveillance or controls on content supplied by the Member. In using any of the aforementioned Services/Benefits, the Member is bound to respect the rules of "Netiquette" (good etiquette on the internet), such as, for example:

- Using the Services/Benefits available on the Website for licit purposes, employing a general tone and expressions that conform to norms of civil interaction;
- Not using the Services/Benefits available on the Website for commercial and/or publicity purposes;
- Not using the Services/Benefits available on the Website to threaten or harass other Members, to publish material that is obscene, defamatory, slanderous, adverse to public order or morality or capable of causing harm or offence to other Members or third parties;
- Not using the Services/Benefits available on the Website to spread material or content protected by industrial property rights without authorisation from the holder of the rights;
- Not using the Services/Benefits available on the Website to spread confidential information or information that violates the privacy of others;
- Respecting and following the themes that fall under the area of interest of the Website and abstaining from publishing inappropriate information.

The Member acknowledges that the Welcome Pack provided with Black&White and J1897 Membership may contain products/services/promotions not suitable for those under the age of 18 from partners of the Membership Programme and that Juventus operates no specific or selective controls on the composition of the Welcome Pack, assuming that the Member is of age. It is the responsibility of the parent or legal guardian to protect the minor and ensure that the minor has no access to the aforementioned products/services.

13. **Suspension or interruption of Services.** The Club may suspend or partially or definitively interrupt the provision of Services/Benefits to the Member at any time, in the following circumstances:

- a) If a Member fails to provide up-to-date, complete and truthful personal data;
- b) If a Member uses the Services/Benefits for illegal purposes in a way that is illicit, disruptive, racist, slanderous, defamatory, compromising of the privacy of others, abusive, threatening, harmful, vulgar, obscene or otherwise reprehensible, could violate the intellectual and industrial property rights or other rights of third parties, could harass, distress or harm children in any way (violence, paedophilia, exploitation etc.) or could generate direct or indirect commercial benefits from the use of the Services/Benefits, a violation of the principle whereby the Services/Benefits associated with Membership must only be used for personal and non-commercial use.
- c) If a Member is objectively deemed to have behaved in such a way that is oriented towards the active participation in episodes of violence on the occasion of or as a result of sporting events or that could endanger public safety on the occasion of or as a result of those sporting events;
- d) If a Member violates points 8 (Prohibition of Assignment), 10 (Property Rights) and 13 (Responsibility of the Member) of these terms and conditions.

14. **Right of Withdrawal.** Pursuant to Article 52 et seq of the Consumer Code (Legislative Decree 206/2005, modified by Legislative Decree 21/2014), the Member has the right to withdraw from the Contract, without incurring penalties or being required to provide any explanation thereof, within 14 (fourteen) days of the conclusion of the contract, i.e. on receipt of Order Confirmation.

The Buyer can also inform the Club by sending a specific instruction via fax or via any other ways allowed by the law, to:

Juventus Football Club S.p.A., 175 Via Druento, Turin, 10151.

Fax: 011-5119212

In this case, the Buyer can also fill out the [withdrawal form](#) found in the **FAQ/Documents** section, but this is not obligatory. The instruction must simply contain the following necessary information:

- the correct order number;
- the Buyer's name, surname and email address.

Where the right of withdrawal has been carried out in respect of the above stipulations, Juventus shall refund all payments relating to the order in question within 14 (fourteen) days of receiving the instruction to carry out the right of withdrawal, using the same payment method as the Buyer's initial transaction.

In accordance with Article 59 Subparagraphs a) and o) of the Consumer Code, the Member has no right of withdrawal when they have specifically declared their wish to immediately benefit from all the Services by reneging on this right; this can happen either during the initial order by checking the relevant box or during the withdrawal period thereafter in the MY PROFILE section. The exclusion of the right of withdrawal functions only if the Buyer checked the box accepting the loss of this right following the complete execution of the contract by the Club. If this box was not checked, the Buyer can exercise their right of withdrawal according to the terms and conditions set out by law.

15. **Registration.** In order to purchase Membership and benefit from the Services entailed therein, it is necessary to register on the Website in advance. The Buyer/Member must fill out the appropriate form on the Website to register and create their account, inserting any personal data as required and providing an email address and password. In doing so, they accept the terms and conditions of the Website and confirm they have read and understood the Information Sheet on the Processing of Personal Data.

Children under the age of 16 cannot complete the pre-registration stage with a view to finalising a purchase for Black&White or J1897 Membership. Only their parent or legal guardian can do this. The email address provided must be that of the parent or legal guardian. The personal details provided must be those of the child who will hold the Membership. As set out in the Privacy Policy, the personal data of the child will only be processed for service requirements associated with issuing the Membership or for other services that require registration.

During registration, it is forbidden to supply false, made-up or third-party data, or any information that is not truthful. The Club reserves the right to take up any cases of improper use of personal data with the relevant authorities.

Only one registration per person is allowed: Buyers/Members are forbidden from creating multiple accounts relating to one natural and/or legal person and/or company and/or body of any kind, even when truthful information has been supplied. If this condition is violated, Juventus reserves the right to close all the accounts relating to the natural and/or legal person and take up any cases of improper use of personal data with the relevant authorities.

The Buyer's registration credentials (email address and password) must be looked after with the utmost care and attention, as stipulated in Point 12 previously. They must only be used by the Buyer/Member and never passed on to third parties. The Buyer/Member is required to keep this information secret and ensure that nobody else has access to it. They are also obliged to immediately inform Juventus in case they learn about or suspect illicit use or disclosure of their registration credentials and can be held liable for taking undue care of them.

The Buyer/Member guarantees that the personal data given to Juventus during registration, or at any other moment and/or occasion during their relationship with Juventus, is complete, truthful and refers to the Buyer/Member themselves. They also absolve Juventus of any damages, compensation claims and/or sanctions deriving from and/or in any way connected to violations on behalf of the Buyer/Member of the guarantee set out here and/or the terms and conditions of registration to the Website and/or the commitment to take care of registration credentials.

16. **Requests and claims assistance.** It is possible to ask for information, send requests and initiate complaints/claims by getting in touch with Juventus Customer Services in the Contact section of the Website.

17. **The protection of personal data.** The data supplied by the Buyer and the Member to execute the Contract shall be processed in accordance with binding regulations, as defined by EU Regulation 2016/679 of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation). The processing of the data is to ensure the Order is carried out, Services included in the type of membership purchased are supplied, customer assistance is provided and payments are managed. To this end, data is transferred to authorised service providers that supervise and/or are in charge of its processing. If ever the data shall be used for other aims, express consent shall be sought from the interested party in advance. For more information, consult the [Privacy section](#) on the Website. When making an Order, the Buyer acknowledges that their data may be stored, used, archived and processed in ways according to the purposes set out in the Club's [Information Sheet on the Processing of Personal Data](#) and following freely and expressly given consent, which shall be requested in the manner required by binding regulations.

18. **Modifications.** The club may, at its own discretion, terminate or modify the supply of part or all of the Services/Benefits at any time, provided 30 days' notice is given via the Website. All direct communication to all Members is considered effectively understood by all recipients, once the publication period of the aforementioned communications on the Website of 15 continuous days has finished. Direct communication to individual Members is to be considered carried out via the sending of emails to the address provided during registration, or to another address communicated to the Club in writing by the Member.

19. **Applicable Law and Competent Court.** In agreeing the contract as set out in point 5, the Parties accept that the contract is regulated by Italian law and subject to Italian jurisdiction. Members whose regular residence is not in Italy are entitled to any more favourable, binding provisions set out by the law in the country of their regular residence.

If the Buyer is a resident of Italy or domiciled in the country, the sale of Membership through the Website constitutes a distance contract regulated by Chapter I, Part III (Article 45 et seq) of the Consumer Code (Legislative Decree 206/2005, modified by Legislative Decree 21/2014) and Legislative Decree No. 70 of 9 April 2003, which regulates e-commerce.

For any disputes concerning the validity, execution or interpretation of the contract and its effects, the competent court will be: a) the local Court to the Buyer's place of residence or domicile, if they are a resident of Italy or domiciled in the country; b) the Court of Turin in all other cases.

The Buyer is entitled to an extra-judicial settlement of disputes concerning consumer relations by resorting to the procedures set out under Part V, Subheading II-bis of the Consumer Code (ADR – Alternative Dispute Resolution). With reference to alternative avenues of resolving disputes, the Buyer is informed that a European platform has been set up online to resolve consumer disputes (the ODR Platform). The ODR Platform can be accessed on the following link: <http://ec.europa.eu/consumers/odr/>. Here the Buyer can consult a list of ADR options, access the website of each of them and begin the procedure to resolve a dispute they are involved in online. The rights of the Buyer to begin legal proceedings following a dispute deriving from the Juventus Membership Terms and Conditions or Contract, whatever the outcome of the extra-judicial settlement, are never in question.