

FINAL TOURNAMENT OF THE UEFA FUTSAL EURO 2022 TICKETING TERMS AND CONDITIONS

A. INTRODUCTION

1. Scope

The following Ticketing Terms and Conditions for the Final Tournament of the UEFA Futsal EURO 2022 (the “Terms and Conditions”) are designed to ensure a fair, correct and efficient process for distribution and use of Tickets to the Final Tournament of the UEFA Futsal EURO 2022. The distribution and use of such Tickets are subject to the following Terms and Conditions and any other applicable laws or regulations (as defined below under “Applicable Laws” and “Regulations”) pertaining to access and usage of the Arena(s) (as defined below).

2. Definitions

Accessibility Ticket	one of the types of Ticket offered for sale by the Host Association, being either an Easy Access Seating Ticket or a Wheelchair Ticket for the Match(es).
Applicable Laws	means all laws, statutes, common law, regulations, ordinances, codes, rules, guidelines, orders, permits, tariffs and approvals, including those relating to the environment, health and safety or sanitary measures in the context of COVID-19, of any governmental or local authority that apply to the Buyer, Ticket Holder and/or Guest, or the subject matter of these Terms and Conditions.
Arena	the entire premises of the relevant Arena at which the relevant Match is played and any other areas which require a Ticket (or other access device, if applicable) to gain access.
Arena Owner	the owner of the relevant Arena and any operator or lessee of such Arena.
Arena Regulations	the Arena Regulations as applicable to the Match which can be accessed at: https://knvb.nl/futsaleuro/tickets .
Buyer	any natural person over 18 years of age with legal capacity to apply and enter into an agreement for the purchase of Tickets to the Tournament in accordance with these Terms and Conditions.
Companion Ticket	a complimentary general public Ticket issued with an Accessibility Ticket pursuant to Article 3.6 for the use of the personal companion/assistant accompanying a disabled Ticket Holder.
Easy-Access Seating Ticket	a Ticket for disabled people who do not use a wheelchair but require seating with easy access that is close to accessible amenities in the Arena.

Guest	an individual nominated by the Buyer to whom Tickets may be transferred in accordance with these Terms and Conditions.
Host Association	the Royal Netherlands Football Association with its registered office at Woudenbergseweg 56-58, 3707 HX ZEIST, which is responsible for the organisation and staging of the tournament in The Netherlands. For the avoidance of doubt, the Host Association is deemed to be the “organiser” of the Matches and the Tournament under the applicable law.
Host Territory	The Netherlands.
Match(es)	any official match played as part of the Tournament.
Online Ticket Sales Platform	the Host Association’s website at https://futsaleurotickets.knvb.nl .
Purchase Price	the total purchase price for the Ticket(s) selected by the Buyer including VAT.
Refund Policy	the refund policy as applicable from time to time which is available for review on the Host Association’s website at https://knvb.nl/futsaleuro/tickets .
Regulations	means, without limitation, the terms of the following: <ul style="list-style-type: none"> - Laws of The Netherlands; - Arena Regulations; and/or - UEFA and Host Association’s statutes and regulations applicable for the Tournament.
Ticket	the paper or electronic ticket held by the Ticket Holder which (subject to these Terms and Conditions) grants the Ticket Holder the right to attend the relevant Match and occupy a seat at the relevant Arena as indicated on each such Ticket.
Ticket Holder	any person who is in actual and legitimate possession of a Ticket including, without limitation, successful Buyers and their Guests (as the case may be).
Tournament or UEFA Futsal EURO 2022	the Final Tournament of the UEFA Futsal EURO 2022 to be held from 19 January 2022 to 6 February 2022, or on such other date(s) as notified by UEFA.
UEFA	Union des associations européennes de football whose offices are located at Route de Genève 46, 1260 Nyon 2, Switzerland and any wholly owned subsidiary thereof, including but not limited to, UEFA Events SA. For the avoidance of doubt, UEFA is not the seller of Tickets to the Tournament; the seller of Tickets is the Host Association (as defined above).
Wheelchair Ticket	a Ticket for a disabled person using a wheelchair within a designated wheelchair space at the Arena.

B. SALE OF TICKETS

3. General Purchase Rules

- 3.1. For the purposes of these Terms and Conditions, the Host Association is the seller of the Tickets.
- 3.2. Subject to availability, Buyers may purchase Ticket(s) from the Host Association in the following ways and in accordance with the purchase rules and requirements communicated to the Buyer by the Host Association:
 - a. via the Online Ticket Sales Platform, which will be open from 18 October 2021 and until such dates and times as specified on the Online Ticket Sales Platform; and
 - b. via any other such method as provided by the Host Association.
- 3.3. When purchasing a Ticket the Buyer acknowledges that they have read, understood and agrees to comply with these Terms and Conditions.
- 3.4. During the Ticket purchase process, the Buyer shall be required to provide their first name, surname, date of birth, home address and email address. The Buyer shall provide the data of their Guest(s) upon request by the Host Association.
- 3.5. Tickets will be available in such price categories, in such packages, at such prices and in such locations as identified on the Online Ticket Sales Platform or as otherwise notified to the Buyer during the purchase process. The seat map indicating the respective price categories will be displayed on the Online Ticket Sales Platform. UEFA and the Host Association gives no warranty that the Buyer will have the opportunity to purchase Tickets in any particular Ticket category or at all.
- 3.6. A limited number of Accessibility Tickets (being either an Easy-Access Seating Ticket or a Wheelchair Ticket) will be available for purchase for the Tournament in accordance with the instructions of the Host Association as notified to Buyers on <https://knvb.nl/futsaleuro/tickets>. Accessibility Tickets will be delivered to a successful Buyer with a complimentary Companion Ticket.
- 3.7. Accessibility Tickets can be located in various areas of the Arena, depending on its layout.
- 3.8. A Buyer who requests Accessibility Tickets will be required to provide a valid official document confirming their disability in accordance with the instructions and further requirements of the Host Association.

4. Payment

- 4.1. Payment for the Ticket(s) can be made by such methods indicated to the Buyer by the Host Association.

5. Offer Acceptance

- 5.1. The agreement between the Host Association and the relevant Buyer for the purchase of the Ticket(s) will be concluded (under these Terms and Conditions) only after successful payment for the Ticket(s) in accordance with Article 4.

6. Distribution of Tickets

- 6.1. Tickets will be distributed to the Buyers in the following ways, with such method to be determined at the Host Association's sole discretion:
 - a. by virtue of "e-tickets" (which shall be the default distribution method). Where Tickets are remitted in this manner, a duly printed hard copy of the e-ticket or presentation of such e-ticket on a mobile device must be physically presented by each Ticket Holder at the Arena. It is the responsibility of the Ticket Holder to print such e-tickets or show such e-tickets on a mobile device at the Stadium and UEFA and the Host Association shall be under no obligation to print such e-tickets for the Buyer and/or Ticket Holder or to provide any alternative paper Ticket(s);
 - b. by shipping them to the delivery address provided by the Buyer to the Host Association during the Ticket purchase process; or
 - c. immediately, if the Host Association implements physical ticket office sales as a ticket purchase method.
- 6.2. Defective "e-tickets" Ticket(s) such as for example, with illegible printing or missing any part of the printed area of the Ticket, will be rejected at the entrance to the Arena. UEFA, the Host Association and the Arena Owner shall not be responsible for defective, lost or stolen Ticket(s) and will accept no obligation to reprint or refund any such Ticket(s).
- 6.3. Defective Ticket(s) such as, for example, Tickets with illegible data or missing seat information, or Ticket(s) damaged during the delivery to the Buyer, shall be notified to the Host Association within three (3) days of the receipt of the Tickets (save for where such Ticket(s) have been immediately distributed to the Buyer, in which case the Buyer must immediately notify the Host Association). Defective Ticket(s) will be replaced free of charge provided that the original defective Ticket(s) are returned/remitted to the Host Association in their original condition. UEFA, the Host Association and the Arena Owner shall not be responsible for lost, stolen, damaged or destroyed Ticket(s) after their delivery to the successful Buyer. In particular UEFA, the Host Association and the Arena Owner shall not be liable to refund any Ticket(s) or to re-print Ticket(s).
- 6.4. Tickets shall remain the property of UEFA at all times.

C. USE OF TICKETS

7. Prohibited Use of the Ticket(s)

- 7.1. Except as expressly permitted in Articles 7.2 and C.7.3, any resale, transfer of Ticket(s), offer or advertisement of Ticket(s) for resale or transfer, whether for free or for consideration, is strictly prohibited.
- 7.2. The Buyer shall be permitted to transfer Tickets to their Guest(s) provided that (jointly):
 - a. the Tickets are for their personal use;
 - b. such permitted transfer is free of any extra consideration over and above the face value of the Ticket; and
 - c. Guests, by accepting the transfer of Tickets from the Buyer, agree to be subject to these Terms and Conditions.

7.3. In the event that a Ticket Holder (which, for the avoidance of doubt, includes the Buyer and any Guest(s)) is unable to attend the relevant Match, the Buyer shall not be entitled to a refund in respect of such Ticket but shall, be entitled to transfer such Ticket to a friend or family member (who shall in turn become the Guest for the purposes of these Terms and Conditions), provided that such transfer is carried out in compliance with, and subject to, Articles 7.1 and 7.2 and that the personal details of such individual are, if requested by the Host Association, provided in accordance with the procedure notified to the Buyer by the Host Association.

7.4. The Ticket(s) shall not be:

- a. used for any promotion, advertising, fundraising, auction, raffle or any other similar commercial or non-commercial purposes;
- b. used as a prize (or part of a prize) in any contest, competition, (promotional) game of chance, lottery or sweepstake;
- c. combined with and sold as part of any package of goods or services; or
- d. combined with and sold as part of any travel or hospitality package (for example combining flights, hotels and the Ticket(s)).

7.5. Ticket Holders shall not:

- a. run any advertisements or promotions relating to UEFA, the Match(es) or the Tournament;
- b. advertise, promote, give away, distribute, sell or offer for sale any product or service from any part of the Arena or via the display of overt commercial messages on clothing worn or items brought into the Arena; or
- c. exploit any marketing or promotional opportunities in relation to the Ticket(s).

For the avoidance of doubt, no branding, which may be aimed at promotional or marketing purposes whatsoever, may be displayed by any Ticket Holder at the Arena.

7.6. Ticket(s) acquired or used in breach of Article 7 and/or Article 12 of these Terms and Conditions, shall be void and any person seeking to use such Ticket(s) will be deemed a trespasser and will be refused entry or be evicted from the Arena with no right to a refund, and may be liable to further legal action. Any unauthorised sale or transfer of the Ticket(s) may be reported to the police.

7.7. Any breach of these Terms and Conditions, any Applicable Laws and/or of any Regulations shall entitle UEFA and/or the Host Association to cancel and invalidate the Ticket and any other Tickets that have been purchased by the Buyer for the same or any other Match with no right to a refund.

8. Entrance to the Arena

8.1. Access to the Arena will be permitted during such hours as published on the Host Association's website at <https://knvb.nl/futsaleuro/tickets>.

8.2. Entrance to the Arena shall be:

- a. subject to compliance with:
 - i. these Terms and Conditions;

- ii. the Arena Regulations;
 - iii. any sanitary measures or policies in place;
 - iv. all Applicable Laws (whether statutory or otherwise and including health and safety requirements and any sanitary measures in the context of COVID-19) governing access or presence at the Arena, attendance at the Match, use of the Tickets, general safety certificate and any special safety certificate applying to the Arena, issued by any authority that has jurisdiction or authority in relation to the holding of the Match at the Arena; and
 - b. authorised upon presentation of a valid Ticket per person (regardless of age) and, upon request, proof of identity with valid photograph and signature (passport or national identity card).
- 8.3. Ticket Holders leaving the Arena will not be re-admitted.
- 9. Conduct at the Arena**
- 9.1. For safety and security purposes, all persons attending the Match, if and when so requested by stewards, safety personnel and/or any other legally authorised persons representing the organiser of the Match, shall:
- a. produce a valid Ticket together with proof of identity with valid photograph and signature (passport or national identity card);
 - b. submit to inspections, body checks and examinations – including through the use of technical aids – to ensure that they are not in possession of dangerous, prohibited or unauthorised items. Safety personnel, stewards or police shall be entitled to search any person's clothing and their belongings; and
 - c. comply with all instructions and guidelines issued by safety personnel, stewards and/or police and/or any other duly authorised persons at the Arena;
 - d. comply with all sanitary measures and policies in place at the Arena and follow any and all instructions from safety personnel, stewards and/or police and/or any other duly authorised persons at the Arena in relation to sanitary and hygiene measures; and
 - e. be subject to additional safety controls inside the Arena, as the case may arise.
- 9.2. It shall be strictly forbidden inside the Arena to express, to disseminate of any insulting, racist, xenophobic, sexist (relating to either men or women), religious, political or other illegal/prohibited messages, particularly discriminatory propaganda messages or being in possession of such material.
- 9.3. The Arena Regulations contain detailed lists of prohibited items and conduct and each Ticket Holder shall fully comply with any restrictions contained therein. Abbreviated versions of these Terms and Conditions and/or the Arena Regulations, or simple icons illustrating prohibited items or conduct, may also be included on the Ticket and must be fully complied with by the Ticket Holder.
- 9.4. Without limitation, it is strictly forbidden to do any of the following inside the Arena:

- a. occupy or access areas which are closed to the public or for which access is unauthorised in accordance with the relevant Ticket category held by the Ticket Holder;
 - b. restrict or loiter in areas open to traffic, footpaths and roadways, entrances and exits to visitor areas and emergency exits; and/or
 - c. engage in any other conduct which may endanger any person at the Arena.
- 9.5. Fans supporting the teams participating in the Match may not be segregated at the Arena and each Ticket Holder will be required to behave responsibly and in line with the safety and security guidelines communicated by the Host Association.

10. Sound and Image Recordings

- 10.1. Ticket Holders attending the Match at the Arena, acknowledge and, so far as is necessary under Applicable Laws, consent to being photographed, filmed or taped by UEFA, the Host Association and/or the Arena Owner, and/or any third parties appointed thereby, which shall have the right to use, broadcast, publish and license, without any requirement for payment of money or other form of consideration, the Ticket Holder's voice, image and likeness by means of live or recorded video and/or audio display, broadcast or other transmission or recording, photographs or any other current and/or future media technologies.
- 10.2. Ticket Holders shall not take, record and/or transmit any sound, image and/or description of the Arena or the Match (as well as any result and/or statistics of the Match) other than for his/her exclusive, private and domestic use (which, for the avoidance of doubt and by way of example only, shall not include recording and/or transmitting any sound, image and/or description of the Arena for any commercial purposes). It is strictly forbidden to disseminate over the Internet, radio, television or any other current and/or future media, any sound, picture, image, data, description, result and/or statistics of the Match in whole or in part, or to assist any other person(s) conducting such activities. Copyright, database rights and any other intellectual property rights in any unauthorised recording or transmission under this clause is assigned (by way of present assignment of future rights) to UEFA. Ticket Holder's further agree (if and whenever required to do so by UEFA) to promptly execute all instruments and do all things necessary to vest the right, title and interest in such rights to UEFA absolutely and free of all encumbrances and other charges.

D. MISCELLANEOUS

11. Liability

- 11.1. In the event that UEFA, the Host Association and/or the Arena Owner is in breach of their obligations (under these Terms and Conditions or otherwise), UEFA, the Host Association and/or the Arena Owner shall only be responsible for such loss or damage suffered by the Ticket Holder which was reasonably foreseeable as a result of the breach. UEFA, the Host Association and/or the Arena Owner shall not be responsible for any loss or damage that is not reasonably foreseeable or contemplated at the time the Applicant entered into a contract pursuant to these Terms and Conditions.
- 11.2. Notwithstanding Article 11.1, UEFA, the Host Association and/or the Arena Owner is not liable for any business losses and UEFA, the Host Association and/or the Arena Owner will have no liability to any Ticket Holder for any loss of profit, loss of business, business interruption, or loss of business opportunity.

- 11.3. In any event, to the maximum extent permitted by law, UEFA, the Host Association and/or the Arena Owner hereby exclude any liability for loss, damage or injury to a Ticket Holder and/or their property, including (but not limited to) any indirect or consequential loss or damage, including (but not limited to) loss of enjoyment or travel or accommodation costs, regardless of whether the loss or damage: (a) would arise in the ordinary course of events; (b) is reasonably foreseeable; or (c) is in the contemplation of the parties, or otherwise.
- 11.4. UEFA, the Host Association and/or the Arena Owner shall not be responsible for any interruptions and/or restrictions to the view of the Match caused by virtue of (i) the position of the seat and/or (ii) the actions of other spectators.
- 11.5. Notwithstanding any provision in these Terms and Conditions, UEFA, the Host Association and/or the Arena Owner does not seek to exclude or limit their liability: (a) for fraud or fraudulent misrepresentation; (b) for death or personal injury caused by the UEFA's, the Host Association's and/or the Arena Owner's negligence or the negligence of any of their officers, employees or agents; or (c) for any other matter for which it is not possible to exclude or limit liability by law.
- 11.6. Nothing stated or implied in these Terms and Conditions will affect the Ticket Holder's statutory rights.

12. Unauthorised Spectators

- 12.1. Ticket Holders are permitted to attend the relevant Match provided that:
- a. they are not an Excluded Person;
 - b. the Ticket has been obtained in accordance with these Terms and Conditions;
 - c. they comply with any and all entry requirements and/or acknowledgements (including any epidemiological acknowledgements, if required) in the context of COVID-19, as notified to them by UEFA and/or the Host Association;
 - d. where required, they have obtained a valid VISA from the Host Territory; and
 - e. where the Ticket Holder travels to the Host Territory, they have complied with any requirements which are in place regarding entry into the Host Territory (including but not limited to any travel and entry requirements imposed under Applicable Laws and/or otherwise in the context of COVID-19).

For the avoidance of doubt, UEFA, the Host Association and/or the relevant Arena Owner shall not be liable for any loss or damage suffered by a Ticket Holder should they fail to comply with the provisions of this Article 12.1 and/or, where required, fail to obtain the necessary documents.

- 12.2. For the purpose of this Article 12, "Excluded Person" means:
- a. any person banned by the Host Association from membership of the fan club for the national football team (or banned from any equivalent official supporters club by a football governing body in any jurisdiction in the World);
 - b. any person subject to a football banning order pursuant to a conviction under the Laws of The Netherlands;
 - c. any person banned by UEFA, FIFA, any football governing body or otherwise, from travelling to or attending an association football match;

- d. any person banned by UEFA, the Host Association and/or the Arena Owner from attending events at the Arena;
- e. who is deemed by the participating teams in the Match to be a person to whom Tickets should not be allocated (including, but not limited to, persons who have been issued with a stadium ban by the respective participating teams); and
- f. any person who has breached or is in breach of these Terms and Conditions.

13. Privacy

13.1. By purchasing Tickets, the Buyer:

- a. acknowledges and agrees that the personal data provided during the Ticket purchase process and the personal data of their Guest(s) (if requested by the Host Association) submitted pursuant to these Terms and Conditions will be entered into a database owned by the Host Association for the purposes of the organisation and running of the Tournament and/or Match (in particular in connection with the Ticket sales and/or any relevant safety, security and/or sanitary measures), and
- b. warrants that they have obtained the consent of their Guest(s) for the processing of their data for the purposes specified in point a. above.

13.2. The Buyer acknowledges that the Host Association may transfer the Buyer's personal data and the personal information of their Guest(s) (if such Guest personal data is requested by the Host Association) to UEFA and/or the Arena Owner (and their agents), for the purposes set out above. Furthermore, provided that the Buyer has specifically granted their consent during the Ticket purchase process, their personal data can be used to provide them with information on products, services, commercial activities and events of UEFA and/or its commercial partners.

13.3. Personal data provided by the Buyer during the Ticket purchase process is stored and processed in accordance with the Host Association's privacy policies. These policies can be found at <https://www.knvb.nl/info/3043/privacy> (NL) / <https://www.knvb.com/info/292/privacy> (ENG)

13.4. By providing their personal information during the Ticket purchase process, each Buyer acknowledges and agrees, and shall ensure that their Guest(s) acknowledges and agrees, that they have understood, accepted, and will comply with this Article 13.

14. Unforeseen Circumstances

14.1. UEFA, the Host Association and/or the Arena Owner reserve the right to make alterations to the time, date and location of any Match and/or the Tournament due to unforeseen extraordinary circumstances: force majeure, safety and/or security reasons or other decisions (including in the context of COVID-19) made by any competent authority which have a major impact on any Match and/or the Tournament being played at the Arena.

14.2. In the event of cancellation, abandonment, postponement or replaying of any Match and/or the Tournament, or in the event of a change of venue, reduction of Arena capacity or the playing of the relevant Match behind closed doors, the Buyer will be bound by the Refund Policy adopted by the Host Association.

14.3. Subject to the foregoing and Article 11, UEFA, the Host Association and/or the Arena Owner will not have any liability to the Ticket Holder on account of any such

cancellation, abandonment, postponement, replay, reduction of Arena capacity, change of venue, the playing of the Match behind closed doors or other failure or deficiency in the conduct of any Match and/or the Tournament.

15. Severability and Amendment

- 15.1. In case of any change to the Terms and Conditions (if necessary to ensure proper and safe staging of the Tournament) at the Arena, the Host Association will notify Buyers of such changes and Buyers will have the choice to consent to such changes or to withdraw their application or withdraw from the agreement concluded with the Host Association.
- 15.2. Should any provisions of the Terms and Conditions be declared void, ineffective, illegal or unenforceable by any competent court, regulator or authority:
 - a. the remainder of the Terms and Conditions shall remain in effect as if such void, ineffective, illegal or unenforceable provision(s) had not been included; and
 - b. where required and/or permitted under Applicable Laws, the invalid provision shall be replaced with a provision, which closely approximates the economic purpose of such invalid provision.

16. Authentic Text

- 16.1. Terms and Conditions have been drafted in the English language and translated into Dutch. In the event of any discrepancy between the English and the translated version, the English version shall prevail.

17. General

- 17.1. The Buyer consents to these Terms and Conditions on behalf of themselves and on behalf of their Guest (i.e. Buyer shall ensure that their Guest understands, agrees with and will conform to the Terms and Conditions). If the Guest is under the age of 18 each Buyer confirms that they have received proper consent to these Terms and Conditions from the Guest(s)'s appropriate parent or guardian under the Applicable Laws of the Host Territory.
- 17.2. These Terms and Conditions constitute the entire agreement between the parties and no party shall have any claim or remedy in respect of any statement, representation, warranty or undertaking, made by or on behalf of any other party in relation to these Terms and Conditions which is not already set out in these Terms.
- 17.3. These Terms and Conditions are governed by the laws of The Netherlands. The parties agree that the courts of The Netherlands, or that of the place of residence or domicile of the Buyer if the latter qualifies as a consumer, have exclusive jurisdiction to settle any dispute arising under or in connection with these Terms and Conditions.

18. Contact

Any information requests about the ticketing sales process should be addressed to the Host Association:

By phone:
+31 343 499 333

By email:
ticketingfutsaleuro@knvb.nl

By completing and submitting the online form at:
<https://www.knvb.nl/over-ons/contact/knvb-contact>