

TICKET REFUND POLICY UEFA FUTSAL EURO 2022™

The following terms govern the procedure for obtaining refunds in relation to Tickets for UEFA Futsal EURO 2022™. Capitalised terms shall have the meaning as defined in the Ticketing Terms and Conditions available on <https://www.knvb.nl/futsaleuro/tickets> or at such other URL as advised by the Host Association.

In accordance with the Ticketing Terms and Conditions, the purchase of Ticket(s) constitutes a firm and non-revocable agreement to purchase and pay for such Ticket(s). Save as set out below, Tickets cannot be cancelled by the Buyer for any reason whatsoever (including where the Buyer or their Guest(s) is unable, or opts not, to attend the Match), and any refund request in such circumstances will be automatically rejected. Refunds in relation to Tickets shall only be made in the circumstances, and in the manner, described below.

For the purposes of this refund policy, **“Force Majeure”** means any event affecting UEFA Futsal EURO 2022™, the relevant Match and/or the relevant Stadium arising from or attributable to acts, events, omissions or accidents which are beyond the reasonable control of UEFA and/or the Host Association including, without limitation, any strike or labour disturbance, fire, abnormally inclement climate conditions, flood, lightning, storm, explosion, earthquake, subsidence, structural damage, epidemic, pandemic or other natural physical disaster, riot, disease, civil commotion or armed conflict, war or (actual, anticipated or threatened) terrorist action.

Postponement of the Match

For the purposes of this refund policy, a Match is “postponed” if the Match does not, for any reason, ‘kick-off’ on the originally scheduled date and is instead re-scheduled by UEFA to a later date.

In the event of the postponement of the Match before entering the Stadium and in the event of the postponement of the Match before kick-off for any reason, the Ticket(s) will be valid for the rearranged playing of the Match. The Buyer shall be entitled to a refund equal to the amount of the face value of the Ticket(s) if the Buyer is unable to attend the rearranged playing of the Match.

For the purposes of this refund policy, a Match that does not, for any reason, “kick-off” at the originally scheduled time but which nevertheless still ‘kicks-off’ on the originally scheduled date shall not be considered to be a “postponed” Match.

Cancellation of the Match

For the purposes of this refund policy, a Match is “cancelled” if the Match does not, for any reason following the determination of UEFA and/or the relevant state and/or local authorities, ‘kick-off’ on the originally scheduled date and is not re-scheduled by UEFA to a later date.

If the Match is cancelled, the Buyer shall be entitled to a refund of an amount equal to the face value of the Ticket(s).

Abandonment of the Match after kick-off

For the purposes of this refund policy, a Match is “abandoned” if the Match ‘kicks-off’ on the originally scheduled date but the relevant Match is not, for any reason, completed.

If the Match is abandoned and is re-scheduled by UEFA to a later date, the Ticket will be valid for the re-scheduled Match. The Buyer shall be entitled to a refund equal to the amount of the face value of the Ticket(s) if the Buyer is unable to attend the rearranged playing of the Match.

If the Match is abandoned and it is not re-scheduled by UEFA, the Buyer shall be entitled to request a refund in accordance with the following:

- a) Where the decision for the abandonment was made for any reason of Force Majeure, the refund shall be a pro-rata amount of the face value of the Ticket which is equivalent to the period of time of the Match which was not played as a result of the abandonment; or
- b) Where the decision for the abandonment was made for any reason other than Force Majeure, the refund shall be an amount equal to the face value of the Ticket.

Change of Venue

For the purposes of this refund policy, a “change of venue” shall occur if the Match is, for any reason, re-scheduled by UEFA to an alternative stadium compared to the scheduled venue at the time of purchase of the Ticket.

In the event of a change of venue:

- a) If the Host Association notifies the Buyer that their Ticket(s) is not valid for the re-scheduled venue for the Match (e.g., due to limitations of the replacement stadium), the Host Association shall not have any liability to the Buyer but shall issue the Buyer with a refund of an amount equal to the face value of the Ticket(s).
- b) If the Host Association notifies the Buyer that their Ticket(s) is valid for the re-scheduled venue for the Match then, the Buyer shall be entitled to: (i) use the Ticket(s) to attend the Match at the re-scheduled venue; or (ii) cancel their Ticket(s) and request a refund equal to the amount of the face value of the Ticket(s) if the Buyer is unable, or opts not, to attend the rearranged playing of the Match.

Reduction of Stadium Capacity

For the purposes of this refund policy, a “reduction of Stadium capacity” shall occur if the Stadium capacity is (i) in accordance with the laws of the country or city/district etc. in which the Match is to take place or (ii) following the determination of UEFA and/or the relevant government and/or local authorities, reduced after the sales of Tickets have taken place.

If the Host Association notifies the Buyer that their Ticket(s) is not valid following a reduction of Stadium capacity, the Host Association shall not have any liability to the Buyer but shall issue the Buyer with a refund of an amount equal to the face value of the Ticket(s).

Match is played behind closed doors

For the purposes of this refund policy, a “Match is played behind closed doors” if spectators are not permitted to attend the Match (i) in accordance with the laws of the country or city/district etc. in which the Match is to take place or (ii) following the determination of UEFA and/or the relevant state and/or local authorities, after the sales of Tickets have taken place.

If the Host Association notifies the Buyer that their Ticket(s) is not valid due to the Match being played behind closed doors, the Host Association shall not have any liability to the Buyer but shall issue the Buyer with a refund of an amount equal to the face value of the Ticket(s).

Stadium entry for rearranged Matches

If in the circumstances described above, Tickets are valid for re-scheduled Matches, entry to the Stadium for that Match shall only be permitted on presentation by the Ticket Holder of the relevant Ticket and shall be subject to compliance with any other arrangements announced by the Host Association at the time.

Refund Procedures

If any of the above circumstances apply, then the Host Association will announce: (i) the details of to whom and where refund applications should be sent; and (ii) any special instructions concerning refund applications and deadlines.

Requests for a refund under this Refund Policy can only be made by the Buyer. Any request for a refund submitted by a third party will not be processed.

Refunds will be made through the same payment method as used to originally purchase the Tickets with no exceptions, save where the refund cannot be processed via the original payment method (e.g., due to the subsequent expiry or closure of the relevant bank account) in which case the refund will be made using alternative appropriate means to the person/entity stated on the relevant invoice. Please allow at least 30 days for refunds to be processed.

In each of the above circumstances, UEFA and the Host Association shall not be liable for any amounts in excess of the face value of the Ticket including, for example, but without limitation, any accommodation/hotel and/or travel expenses.

Refunds will not be provided for any other circumstances not described in this policy (including, without limitation, where a Ticket Holder is ejected from the Stadium).