



# General Terms and Conditions of Organizer for Purchase of Tickets for 2023/2024 Season

issued in accordance with the provision of Section 1751 of Act No. 89/2012 Coll., the Civil Code, as amended (hereinafter as „**General Terms and Conditions**“)

**1.** The contractual relationship is established exclusively between the organizer of home football matches of the football club AC Sparta Praha at its stadium (hereinafter referred to as "Stadium"), i.e. AC Sparta Praha fotbal, a.s., with the registered office at Praha 7, Tr. Milady Horákové 1066/98, postal code 170 00, ID No.: 46356801, incorporated in the Companies Register administered by the Municipal Court in Prague, file No. 2276 (hereinafter referred to as "Organizer"), and the customer who purchases a ticket. Unless otherwise specified, a ticket shall also mean a season ticket in these General Terms and Conditions as well as in the Stadium Visitor Rules. Any additional modifications or damage shall render the respective ticket invalid. By purchasing the ticket, the customer expresses his/her consent to these General Terms and Conditions and undertakes to comply with them.

**2.** A ticket entitles its holder to attend the event mentioned on the ticket. If the ticket holder leaves the event venue, the ticket shall cease to be valid (this does not apply to season tickets).

**3.** If the event is cancelled by the Organizer, the ticket owner shall receive the entrance fee against the return of the ticket in the place where the ticket was purchased, in a manner and within the deadline set by the Organizer and published on the website (this does not apply to season tickets).

**4.** The Organizer is entitled to issue, in connection with an event, written instructions for customers and/or owners or holders of tickets who are obliged to respect and follow them. These instructions will be available on the Organizer's website. The Organizer can use these instructions particularly to regulate the limit for the purchase of tickets, the obligation to arrive to the event with a certain advance, etc.

**5.** A season ticket entitles the holder to attend home league matches of the A-team of AC Sparta Praha at the Stadium during the 2023/2024 season and the home matches of the A-team of AC Sparta Praha at the Stadium in the cup competition organized by the Football Association of the Czech Republic (FACR Cup) in the 2023/2024 season, and to exclusively use the seat indicated on the permanent ticket, determined by the designation of the seat, row and sector. The season ticket always entitles the holder only to one-time entry to the given event. For the avoidance of doubt, the Organizer states that the permanent ticket does not entitle to entry to any match at the Stadium in which the distribution of seats at the Stadium is not fully within the Organizer's control.

**6.** By purchasing a permanent ticket, the owner of a permanent ticket becomes a member of the loyalty program "CHODIMNASPARTU" and agrees to abide by the general terms and conditions of the loyalty program. The current version of the general terms and conditions of the loyalty program is available at [www.sparta.cz](http://www.sparta.cz) and at [www.chodimnaspартu.cz](http://www.chodimnaspартu.cz).

**7.** Season tickets are transferable. When requesting purchase of a season ticket, the customer is obliged to fill in a form with his/her personal data (when making purchase of a season ticket in person, the customer is obliged to fill in and sign the "Season Ticket Holder Registration Card"). When making purchase online, registration and login to the Sparta iD service is required.

**8.** One person can own no more than 5 season tickets. The owner of a season ticket may give his/her season ticket to another person who will be present in the place where the event is organized. If any provision of the Stadium Visitor Rules is violated, the season ticket shall be invalidated without compensation until the end of the season (in addition to the other penalties contained in the relevant provisions of Stadium Visitor Rules).

**9.** Every user registered in the Sparta iD service who is, at the same time, the owner of a season ticket has the right to transfer ownership of this season ticket to another user of the Sparta iD service once per season.

**10.** In the event of loss, destruction or theft of the season ticket, its owner is obliged to report this without undue delay to the Customer Centre of AC Sparta Praha fotbal, a.s., either by sending an email to [zcentrum@sparta.cz](mailto:zcentrum@sparta.cz), or in person. In the event of loss, destruction or theft of the season ticket, only the person specified in the form containing personal data or in the Season Ticket Holder Registration Card as the season ticket owner may request the issuance of a duplicate ticket. When requesting the issuance of a duplicate ticket, the season ticket owner is obliged to present his/her identity card (ID, passport or driver's license). The fee for the issuance of a duplicate season ticket is 300 CZK. If theft is substantiated with a written confirmation from the Police of the Czech Republic or city/municipal police, the fee is 50 CZK.

**11.** Persons under 2 years of age are not allowed to enter the Stadium. Children under 110 centimeters of height has free of charge entrance fee (without seat right) only if accompanied with adult with valid tickets.

**12.** A ticket sold with a discount on the basis of the valid membership in children's clubs SPARTA CLUB JUNIOR or SPARTA CLUB JUNIOR + (hereinafter referred to collectively as "Children's Clubs" and individually as "Children's Club") shall be invalidated if misused by a person over 15 years of age and the holder shall be taken out of the Stadium without compensation and shall be banned from entering the Stadium.

**13.** A season ticket with a discount provided on the basis of the membership in the Children's Clubs can be purchased only on the basis of the valid membership in the Children's Clubs in accordance with their general terms and conditions of the membership. If, during the term of validity of the season ticket, the membership in the Children's Club ceases to be valid for any reason, or if the membership in the Children's Club is not established at all within a reasonable period of time after the purchase of such season ticket, the Organizer of the event shall be entitled to invalidate the season ticket purchased with a discount on the basis of the membership in the Children's Clubs.

**14.** Purchase of a season ticket leads to the automatic reservation of a ticket for the home matches of the European cups (UEFA's competitions) during the season 2023/2024. The seat of this ticket may not correspond with the seat of the season ticket.

**15.** Rescheduling the organized events is reserved. In case an event is rescheduled, tickets may be returned only up to 24 hours before the time of the event. The tickets cannot be returned less than 24 hours before the time of the event. (This does not apply to season tickets).

**16.** The ticket owner (holder) is obliged to comply with the Stadium Visitor Rules, particularly with instructions issued by the staff of the organizing and security service. Violation of the Stadium Visitor Rules is subject to a contractual penalty in the relevant amount; other rights of the Organizer remain unaffected (especially the right to claim damages). The Stadium Visitor Rules are available at the website of the Organizer and at the entrance to the Stadium.

**17.** The ticket owner is entitled to out-of-court resolution of a dispute arisen in consequence of the conclusion of a purchase contract between the ticket owner and the Organizer of the event. The ticket owner is entitled to refer a proposal for the initiation of out-of-court resolution of a consumer dispute meeting the requirements set forth in Section 20n of Act No. 634/1992 Coll., on consumer protection, to the Czech Trade Inspection, with the registered office at Praha 1, Štěpánská 44, [www.adr.coi.cz](http://www.adr.coi.cz).

**18.** If the Stadium or part thereof is closed for a certain match in connection with an event of force majeure, by decision of a public authority, the League Football Association, the Football Association of the Czech Republic, UEFA

and/or FIFA, the Organizer shall be entitled to eliminate permanent tickets for the seats located in the closed area of the Stadium from the entry to the match. The owner or holder of the season ticket so eliminated is not entitled to a replacement ticket or to a refund of the price of the season ticket or part thereof. The Organizer is obliged to publish information about such measure on its website sufficiently in advance before the match to which the given measure applies.

**19.** Due to the COVID-19 pandemic, at any time during the 2023/2024 season the capacity of the stadium may be limited, and the stadium may be completely closed to the public (based on decision of the public authorities and/or government). During the duration of such a restriction, the owner of a season ticket, who has not secured a one-time ticket for the event (for a limited number of season ticket owners) using the reservation system (under the conditions set by the Organizer and for a minimum handling fee), is not entitled to a refund of the price of the season ticket or its part.

**20.** Tickets are items of value protected by security features. Offering, selling and other disposing of counterfeit, copied or modified tickets is a crime. AC Sparta Praha fotbal, a.s. is not responsible for validity of tickets purchased outside the authorized selling points. Resale of ticket at a price higher than price for which the ticket was purchased at an authorized selling points is prohibited. Protect tickets against any form of counterfeiting! In case of counterfeiting a ticket or purchasing a ticket outside the authorized selling points, the ticket holder exposes himself/herself to the risk of not being admitted for the event. Any violation of this clause of the General Terms and Conditions represents unlawful conduct. Therefore, any person who commits unlawful conduct exposes himself/herself, inter alia, to the risk of invalidation of the ticket and/or to being banned from entering the Stadium.

**21.** Nobody can handle tickets in any manner in connection with his/her or other person's promotion (including consumer competitions and lotteries) without the express written consent of AC Sparta Praha fotbal, a.s.

**22.** The ticket owner (holder) must contact the Organizer of the event concerning all claims for compensation for any damage incurred by the ticket owner (holder) in the course of the event without undue delay after the occurrence of such damage.

**23.** The ticket owner (holder) who violates the General Terms and Conditions expose himself/herself to the risk of invalidation of the ticket and/or to being banned from entering the Stadium.

**24.** AC Sparta Praha fotbal, a.s. is entitled, in case of a reasonable need for change (particularly in connection with the development of the legal environment, when the relevant supervisory authority changes its approach, in order to improve the quality of the services provided) to make a reasonable change of these General Terms and Conditions. In such case, AC Sparta Praha fotbal, a.s., shall publish the new wording of the General Terms and Conditions on its website always before they take effect. In the event of a change to these Terms and Conditions concerning season tickets, the owner of the season ticket is entitled to refuse this change and to terminate the contractual relationship. The season ticket owner will be entitled to receive the proportional price of the season ticket with regard to the moment of termination of the contractual relationship.

**25.** Should any provision of these General Terms and Conditions become invalid, the validity of the other provisions shall remain unaffected.

These General Terms and Conditions of Organizer for purchase of tickets for the 2023/2024 season are effective as from 1<sup>st</sup> June 2023.

