

## **TICKET REFUND POLICY**

### **Final Match of the UEFA Europa League™ 2016/2017**

The following terms govern the procedure for obtaining refunds in relation to Tickets for the final match of the UEFA Europa League™ 2016/2017 to be held at the Friends Arena (**Stadium**) in Solna (**Match**). Capitalised terms shall have the meaning as defined in the Ticketing Terms and Conditions available on [www.uefa.com](http://www.uefa.com).

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 Applicant for any reason whatsoever (including where the Applicant 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 the Match and/or the 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 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 after kick-off for any reason other than Force Majeure, the Ticket(s) will be valid for the rearranged playing of the Match. The Applicant shall be entitled to a refund of the face value of the Tickets if the Applicant is unable to attend the rearranged playing of the Match.

In the event of the postponement of the Match after kick-off for a reason of Force Majeure, the Ticket will be valid for the rearranged playing of the Match. The Applicant will not be entitled to a refund of the Tickets if the Applicant 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, an Applicant 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 Applicant will not be entitled to a refund of the Ticket(s) if the Applicant is unable to attend the rearranged playing of the Match.

If the Match is abandoned and it is not re-scheduled by UEFA, the Applicant shall be entitled to cancel their Ticket(s) and request a refund. Where the decision for the abandonment was made for:

- (a) any reason of Force Majeure, the refund shall be an amount equal to:
  - where the Match is abandoned prior to the commencement of the second half, 60% of the face value of the Ticket; or

- where the Match is abandoned between the commencement of the second half and the completion of the Match, 40% of the face value of the Ticket.
- (b) 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 (whether such alternative stadium is located within the same host country or a new host country).

If UEFA notifies the Applicant that their Ticket(s) is not valid for the re-scheduled venue for the Match (e.g., due to limitations of the replacement stadium), UEFA shall not have any liability to the Ticket Holder but shall issue the Ticket Holder with a refund of an amount equal to the face value of the Ticket.

If UEFA notifies the Applicant that their Ticket(s) is valid for the re-scheduled venue for the Match then where the change of venue was made for:

- (a) any reason of Force Majeure, no refunds shall be made; or
- (b) any reason other than Force Majeure, the Applicant shall be entitled to cancel their Ticket(s) and request a refund of the face value of the Ticket(s) if the Applicant is unable, or who opts not, to attend the rearranged playing of the Match.

### **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 UEFA at the time.

### **Refund Procedures**

If any of the above circumstances apply then UEFA 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 Applicant. Any request for a refund submitted by a third party will not be processed.

***The Ticket(s) must be included with the refund application and refunds shall only be made to the Applicant.***

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).