



## 2021 UEFA Club Finals OFFICIAL HOSPITALITY REFUND POLICY

The following terms govern the procedure for obtaining refunds in relation to Packages for the 2021 UEFA Club Finals. Capitalised terms shall have the meaning as defined in the 2021 UEFA Club Finals Hospitality Terms and Conditions available on [www.uefa.com](http://www.uefa.com).

In accordance with the 2021 UEFA Club Finals Hospitality Terms and Conditions, the purchase of a Package(s) constitutes a firm and non-revocable agreement to purchase and pay for such Package(s). Save as set out below, Packages cannot be cancelled by the Client for any reason whatsoever (including where the Client or their Guest(s) is unable, or opts not, to attend the relevant Match), and any refund request in such circumstances will be automatically rejected. Refunds in relation to Packages 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 relevant Match, the relevant Stadium and/or the relevant Official Hospitality Facility arising from or attributable to acts, events, omissions or accidents which are beyond the reasonable control of UEFA and/or the relevant 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 relevant 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 instead re-scheduled by UEFA to a later date.

In the event of postponement of the relevant Match before the commencement of the hospitality service included in the Package for any reason other than Force Majeure, the Package (and the Ticket included therein) will be valid for the rearranged playing of the Match. The Client shall be entitled to a refund equal to the face value of the Package(s) if the Client is unable to attend the rearranged playing of the relevant Match.



In the event of postponement of the relevant Match before the commencement of the hospitality service included in the Package for a reason of Force Majeure, the Package (and the Ticket included therein) will be valid for the rearranged playing of the relevant Match. The Client will not be entitled to a refund of the Package(s) if the Client is unable to attend the rearranged playing of the relevant Match.

In the event of postponement of the relevant Match after the commencement of the hospitality service included in the Package for any reason other than Force Majeure, the Package (and the Ticket include therein) will be valid for the rearranged playing of the relevant Match. The Client shall be entitled to a fair and proportionate refund (at UEFA's reasonable discretion), taking into account the value of the hospitality service which the Client has received, if the Client is unable to attend the rearranged playing of the relevant Match.

In the event of the postponement of the relevant Match after the commencement of the hospitality service included in the Package for a reason of Force Majeure, the Package (and the Ticket included therein) will be valid for the rearranged playing of the relevant Match. The Client will not be entitled to a refund of the Package(s) if the Client is unable to attend the rearranged playing of the relevant 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 relevant 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 relevant Match is cancelled prior to the commencement of the hospitality service included in the Package, the Client shall be entitled to a refund of an amount equal to the face value of the Package(s).

If the relevant Match is cancelled after the commencement of the hospitality service included in the Package, the Client shall be entitled to a fair and proportionate refund (at UEFA's reasonable discretion) taking into account the value of the hospitality service which the Client has received.

#### **Abandonment of the Match after kick-off**

For the purposes of this refund policy, a Match is "*abandoned*" if the relevant Match 'kicks-off' on the originally scheduled date but the relevant Match is not, for any reason,



following the determination of UEFA and/or the relevant state and/or local authorities, completed.

If the relevant Match is abandoned and is re-scheduled by UEFA to a later date, for any reason other than Force Majeure, the Package (and the Ticket included therein) will be valid for the re-scheduled relevant Match. The Client shall be entitled to a fair and proportionate refund (at UEFA's reasonable discretion) taking into account the value of the hospitality service which the Client has received and the period of time of the relevant Match which was played prior to the abandonment if the Client is unable to attend the rearranged playing of the relevant Match.

If the relevant Match is abandoned and is re-scheduled by UEFA to a later date for a reason of Force Majeure, the Package (and the Ticket included therein) will be valid for the re-scheduled relevant Match. The Client will not be entitled to a refund of the Package(s) if the Client is unable to attend the rearranged playing of the relevant Match.

If the relevant Match is abandoned and it is not re-scheduled by UEFA, the Client shall be entitled to a fair and proportionate refund (at UEFA's reasonable discretion) taking into account the value of the hospitality service which the Client has received and the period of time of the relevant Match which was played prior to the abandonment.

#### **Change of Venue**

For the purposes of this refund policy, a "*change of venue*" shall occur if the relevant Match is, for any reason, following the determination of UEFA and/or the relevant state and/or local authorities, re-scheduled by UEFA to an alternative stadium compared to the scheduled venue at the time of purchase of the Package(s) (whether such alternative stadium is located within the same host country or a new host country).

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

If UEFA notifies the Client that their Package(s) is valid for the re-scheduled venue for the relevant Match then:

- a. if the re-scheduled venue for the relevant Match is a reasonable travelling distance away from the original venue and:
  - i. the Package offering is the same or substantially similar to the original Package, then the Client shall not be entitled to cancel their Package(s) and no refunds shall be made; or



- ii. the Package offering is substantially different to the original Package, the Client shall not be entitled to cancel their Package(s) but shall be entitled to a fair and proportionate refund which takes into account the difference of the Package offering from that which was originally purchased

or

- b. if the re-scheduled venue for the relevant Match is not within a reasonable travelling distance away from the original venue, the Client shall be entitled to cancel their Package(s) and request a refund equal to the amount of the face value of the Package(s) if the Client is unable, or opts not, to attend the rearranged playing of the relevant Match.

#### **Cancellation or curtailment of the hospitality service**

In the event that the hospitality service included in the Package is cancelled before its commencement, the Client shall be entitled to a fair and proportionate refund (at UEFA's reasonable discretion) of the hospitality service part of the Package price, taking into account that the Ticket will still be valid for the relevant Match.

In the event that the hospitality service included in the Package is curtailed after its commencement, the Client shall be entitled to a fair and proportionate refund (at UEFA's reasonable discretion) taking into account the value of the hospitality service which the Client has received, the period of time for which the hospitality service was received prior to the curtailment and that the Ticket will still be valid for the relevant 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 state and/or local authorities, reduced after the sales of Packages have taken place.

If UEFA notifies the Client that their Package(s) is not valid following a reduction of Stadium capacity, UEFA shall not have any liability to the Client but shall issue the Client with a refund of an amount equal to the face value of the Package(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 Packages have taken place.



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

#### **Stadium entry for rearranged Matches**

If, in the circumstances described above, Packages are valid for re-scheduled Matches, entry to the Stadium for such 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.

#### **Travel or border restrictions in the context of COVID-19**

*These provisions apply only as from 14 days prior to the relevant Match day for which the Client has purchased Packages.*

In the event that a travel or border restriction is imposed by the authorities of the country in which the relevant Match is due to take place, and such restriction prevents residents from the country of the Client from entering the country in which the relevant Match is due to take place for the purposes of attending the relevant Match, UEFA shall not have any liability to the Client but the Client shall be able to request a refund (in accordance with the procedure notified to Clients by UEFA) from UEFA for an amount equal to the face value of the relevant Package(s).

Where such travel or border restrictions are imposed, the Client can request a refund under this Article as follows:

- If such travel or border restriction is in place:
  - 14 days before the relevant Match, the Client shall be able to request a refund as from 14 days before the relevant Match until 7 days before the relevant Match; or
  - less than 14 days before the relevant Match, the Client shall be able to request a refund until 72 hours before kick-off of the relevant Match.

#### **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 Client. Any request for a refund submitted by a third party will not be processed.

***The Ticket(s) provided in the Package(s) (if such Tickets and Packages have already been distributed to the Client) must be included with the refund application and refunds shall only be made to the Client.***



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Refunds will be made through the same payment method and into the same account as used to originally purchase the Package(s) with no exceptions, save where the refund cannot be processed via the original payment method and/or into the original account (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 60 days for refunds to be processed.

In each of the above circumstances, UEFA and the relevant Host Association shall not be liable for any amounts in excess of the face value of the Package(s) 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).