

Ticket Terms

1. Purpose and applicability of these Ticket Terms

- 1.1. These Ticket Terms (**Ticket Terms**) apply to the purchase and use of each official ticket (**Ticket**) for the FIFAE Nations Cup Final 2022™ e-football competition (**Competition**) organised by Fédération Internationale de Football Association (**FIFA**) and scheduled to be held at Bella Arena Copenhagen (**Venue**) on the 30th of July, 2022 (**Competition Date**). The Venue and Competition Date are subject to change by FIFA.
- 1.2. Any person who purchases Tickets is referred to as a **Ticket Purchaser** in these Ticket Terms.
- 1.3. Any person who purchases, accepts and/or uses a Ticket is referred to as a **Ticket Holder** in these Ticket Terms. A Ticket Purchaser is also a Ticket Holder.
- 1.4. By purchasing, accepting and/or using a Ticket, each Ticket Holder unconditionally and irrevocably agrees to be legally bound by and comply with these Ticket Terms at all times. If a Ticket Purchaser provides a Ticket to another person to use in accordance with these Ticket Terms, the Ticket Purchaser shall ensure such person is made aware of, agrees, and complies at all times with these Ticket Terms.
- 1.5. All Tickets are sold by FIFA Ticketing AG, a Swiss domiciled company (**FIFA Ticketing**). Each Ticket shall remain at all times the property of FIFA Ticketing.
- 1.6. Each Ticket Holder is also legally bound by and shall comply with the Venue's rules governing Venue safety, security and conduct (**Code of Conduct**). The Code of Conduct will include a list of prohibited behaviours and items that a Ticket Holder may not bring into the Venue and will be made available on the Ticketing Website prior to the start of the Competition. Under the Code of Conduct, each Ticket Holder will be required to follow all applicable laws, regulations, orders and instructions given by Venue security and local authorities whilst inside the Venue.
- 1.7. These Ticket Terms and the Code of Conduct may be modified or revised by FIFA Ticketing at any time by providing an updated version of the Ticket Terms and the Code of Conduct on the Ticketing Website. Ticket Holders should visit the Ticketing Website periodically to review the latest versions of the Ticket Terms and the Code of Conduct.

2. Nature and Use of Tickets

- 2.1. Each Ticket represents a personal, revocable licence for one person to enter the Venue on the Competition Date to attend the Competition as a spectator during the hours designated by FIFA Ticketing, subject at all times to these Ticket Terms. A Ticket Holder must be able to demonstrate, to the satisfaction of Venue security, that they are validly entitled to use the respective Ticket, for example by verifying their identity. Acceptable forms of identification will be described from time to time on the Ticketing Website. If the Ticket Holder is not able to demonstrate their entitlement to use a Ticket, they may be refused entry to the Venue (or removed from the Venue) and the Ticket may be cancelled without notice.

- 2.2. TICKETS ARE NOT ASSIGNED TO INDIVIDUAL SEATS WITHIN THE VENUE. HOWEVER, TICKETS MAY, AT THE DISCRETION OF FIFA TICKETING, BE ASSIGNED TO DESIGNATED SECTIONS OF THE VENUE. TICKET HOLDERS WILL BE ABLE TO SELECT THEIR OWN SEATS WITHIN THE VENUE (OR DESIGNATED SECTIONS WITHIN THE VENUE) ON A 'FIRST COME' BASIS, SUBJECT TO APPLICABLE HEALTH AND SAFETY RULES. FIFA TICKETING MAKES NO REPRESENTATIONS, WARRANTIES OR GUARANTEES OF ANY KIND THAT ALL AVAILABLE SEATING AREAS WITHIN THE VENUE WILL GIVE A TICKET HOLDER AN UNINTERRUPTED OR UNINHIBITED VIEW OF THE COMPETITION.
- 2.3. To use a Ticket to enter the Venue, a Ticket Holder must present a valid mobile Ticket on their mobile device using the authorized mobile application software (available on the Google Play Store and the Apple App Store for supported devices) (**Mobile Ticket App**). The Mobile Ticket App is provided by a third party developer and will require the Ticket Holder to accept separate terms of use applicable to the application.
- 2.4. Every person wishing to attend the Competition needs their own Ticket, irrespective of their age. Persons under the age of 15 must be accompanied by an adult at all times whilst in the Venue and its surrounding areas. Parents or legal guardians of any minor under the age of 18 using a Ticket are responsible for the conduct of the minor at all times.
- 2.5. Certain Tickets may be personalised to a Ticket Holder by their first and last name or other methods of personalization. Each Ticket Purchaser is responsible for ensuring Tickets are accurately personalised for each of their Guests.
- 2.6. Ticket Holders are responsible for arranging, at their own cost, transportation to and from the Venue as well as any accommodation that they may require.
- 2.7. Ticket Holders who leave the Venue after entry will not be permitted to re-enter the Venue except in exceptional circumstances as determined by FIFA Ticketing in its sole discretion.
- 2.8. A Ticket does not permit a Ticket Holder to park a vehicle at a Venue.

3. Purchase of Tickets

- 3.1. Tickets are only available for purchase through www.FIFA.com/tickets (**Ticketing Website**). Tickets purchased through any other sources are invalid and subject to cancellation at any time without notice.
- 3.2. All Ticket prices are stated in Danish Krone (DKK) and are inclusive of all applicable taxes.
- 3.3. Additional fees, such as processing fees, may apply to the purchase of Tickets depending on the specific Ticket being purchased. If such additional fees do apply, they will be stated at the time of purchase.
- 3.4. Ticket prices do not include any fees imposed by third parties, such as transaction fees and/or currency exchange fees, which may be applied to the purchase of Tickets depending on the Ticket Purchaser's payment card. The Ticket Purchaser is responsible for the payment of any such fees.
- 3.5. To purchase Tickets, a Ticket applicant must first create a FIFA ticketing account on the Ticketing Website (**Ticketing Account**). Ticket applicants are prohibited from having more than one Ticketing Account at any given time.

- 3.6. At the time of submitting a Ticket application, a Ticket applicant must be at least 18 years of age and must otherwise have full capacity to enter into a legally binding contract.
- 3.7. Using their Ticketing Account, a Ticket applicant can apply for Tickets by following the steps set out on the Ticketing Website. The Ticket applicant is solely responsible for providing complete and accurate information in the Ticket application.
- 3.8. A Ticket Purchaser may purchase up to ten (10) Tickets in total solely for their own use and for use by bona fide, privately-invited guests of the Ticket Purchaser with whom the Ticket Purchaser is capable of demonstrating a pre-existing relationship, such as a friend or family member (**Guest**). Ticket Purchasers are required to attend the Competition with their Guests.
- 3.9. Tickets may only be purchased by means of payment card. The types of accepted payment cards are listed on the Ticketing Website and may change from time to time. The name appearing on the payment card used to purchase Tickets must match the name of the Ticket applicant. **FULL PAYMENT IS REQUIRED AT THE TIME OF PURCHASE.** If FIFA Ticketing is not successful in charging the Ticket applicant's payment card for the full payment for any reason, then FIFA Ticketing will reject the corresponding Ticket application in its entirety and will not deliver any Tickets to the Ticket applicant.
- 3.10. Once the purchase is confirmed, the Ticket Purchaser will receive an e-mail with an invitation to download the Mobile Ticket App. The Tickets will be displayed in the Mobile Ticket App shortly before the start of the Competition. Ticket Purchasers are responsible for sending instructions to download the Mobile Ticket App to their Guests.

4. Accessibility Tickets

- 4.1. Ticket applicants applying for Tickets for disabled people and people with limited mobility (**Accessibility Ticket**) must provide information and/or official documents in such form and at such time as described on the Ticketing Website in order for FIFA Ticketing to verify the eligibility of the intended recipient of the Accessibility Ticket (**Proof of Eligibility**).
- 4.2. If the Ticket applicant fails to provide Proof of Eligibility, or if at any time FIFA Ticketing becomes aware of a misrepresentation in respect of the eligibility for an Accessibility Ticket, FIFA Ticketing reserves the right to reject the entire Ticket application or to cancel without notice the Accessibility Ticket and all other Tickets purchased by the Ticket Purchaser within the same Ticket application.
- 4.3. In order to enter and remain inside the Venue, an Accessibility Ticket Holder must carry and be able to present their Proof of Eligibility upon the request of Venue security. Failure to do so may result in the cancellation of the Accessibility Ticket.
- 4.4. Except as set out in this Section 4, Accessibility Tickets are subject to the same terms as other Tickets under these Ticket Terms (including the terms regarding cancellation).

5. Venue Searches of Ticket Holder and Belongings

To use a Ticket to attend the Competition, a Ticket Holder must consent to their person and belongings being searched prior to and/or after entry into the Venue. If the Ticket Holder refuses to consent to such searches, the Ticket Holder may be refused entry into, or may be required to leave, the Venue.

6. Ticket Transfer Restrictions

Except for the transfer of Tickets by a Ticket Purchaser to his/her Guests as permitted by these Ticket Terms, Ticket Holders shall not, whether physically or online, offer for sale, sell, offer at auctions, give away or otherwise transfer (**Transfer**) or attempt to Transfer, or engage a third party to facilitate or solicit offers for the Transfer of their Tickets under any circumstances, including any use or attempted use of Tickets for promotions, incentive programs, sweepstakes, contests, giveaways or raffles or as part of hotel, flight, hospitality or travel packages. Tickets that have been impermissibly transferred are not valid and may be cancelled at any time without notice. Tickets may also not be used for any advertising, promotional or other commercial purposes without FIFA Ticketing's express prior written authorisation.

7. Safeguarding of Tickets

- 7.1. Ticket Holders are responsible for safeguarding their Tickets at all times. FIFA Ticketing is not under any obligation to replace lost, stolen, damaged or corrupted Tickets.
- 7.2. A Ticket Holder presenting a fake or altered Ticket or a screenshot or print-at-home of the Ticket to attend a Match may be refused entry into the Venue.
- 7.3. Where applicable, FIFA Ticketing will provide instructions on using and safeguarding mobile Tickets on the Ticketing Website, which must be followed at all times.
- 7.4. Ticket Holders acknowledge that the attempted duplication of a Ticket may result in the Ticket Holder being refused entry to (or being removed from) the Venue and the Ticket being cancelled without notice.

8. Data Protection

- 8.1. By purchasing a Ticket, the Ticket Purchaser authorises FIFA to store, transfer or otherwise process any information identifying an individual ("**Personal Data**") provided by the Ticket Purchaser as set out below and in FIFA's Data Protection Portal available on www.FIFA.com. The Ticket Purchaser is responsible for notifying Guests of the provisions of this clause and for obtaining each Guest's consent to the Ticket Applicant providing their Personal Data in accordance with these Ticket Terms when purchasing Tickets.

- 8.2. FIFA or entities duly authorised by FIFA may use the Personal Data:

- 8.2.1. to process Ticket applications;
- 8.2.2. to issue Tickets;
- 8.2.3. to carry out necessary security and/or background checks;
- 8.2.4. to comply with applicable laws;
- 8.2.5. to inform Ticket Purchasers about FIFA news and competitions, subject to the consent provided by the Ticket Purchase upon purchase of the Ticket.

Furthermore, Ticket Purchasers in particular agree that certain personal data for communication purposes in relation to the COVID19 pandemic (limited to full name, telephone number and email

address) may be collected and processed to fulfil some of the above-mentioned purposes and for safety and security reasons.

- 8.3. FIFA will comply with the obligations and safeguard the rights of data subjects under applicable data protection laws. FIFA puts technical and organisational security measures in place taking into account the state of the art, the costs of implementation and the nature, scope, context and purposes of processing as well as the risks of varying likelihood and severity for the rights and freedoms of natural persons.
- 8.4. The Ticket Purchaser acknowledges and agrees that Personal Data may be transferred to third parties, which process personal data on behalf of FIFA, subject to appropriate organisational measures, such as data processing agreements. FIFA may further transfer Personal Data to the relevant public authorities and/or authorised bodies and organisations as may be required under applicable national laws and/or for security reasons.
- 8.5. The Personal Data is stored in a database in Switzerland. Some Personal Data may be stored outside of the European Economic Area (EEA). If FIFA and/or FIFA Ticketing store and/or otherwise process Personal Data outside of the EEA, FIFA and/or FIFA Ticketing will take all reasonable steps to ensure that the Personal Data is treated as safely and securely as it would be within the EEA and under any applicable data protection laws. Such measures may include the conclusion of data transfer agreements such as the EU standard contractual clauses.
- 8.6. Data subjects have the following rights under FIFA's Data Protection Regulations:
 - 8.6.1. the right to be informed about the collection and use of the Personal Data;
 - 8.6.2. the right of access to and receiving a copy of the Personal Data that FIFA holds about the Ticket Purchaser;
 - 8.6.3. the right to rectification if any Personal Data that FIFA holds about the Ticket Purchaser is inaccurate or incomplete;
 - 8.6.4. the right to ask FIFA to delete any Personal Data that FIFA holds about the Ticket Purchaser and/or to delete it sooner than as indicated in this clause;
 - 8.6.5. the right to restrict (i.e. prevent) the processing of the Personal Data;
 - 8.6.6. the right to data portability (obtaining a copy of the Personal Data to re-use with another service or organisation);
 - 8.6.7. the right to object to FIFA using the Personal Data for particular purposes; and
 - 8.6.8. rights with respect to automated decision-making and profiling.
- 8.7. Data subjects may contact FIFA for any queries concerning data protection via dataprotection@fifa.org or via Fédération Internationale de Football Association (FIFA), FIFA Data Protection Officer, FIFA-Strasse 20, 8044 Zurich, Switzerland. FIFA's representative in the EU may be contacted as follows: VGS Datenschutzpartner UG, Am Kaiserkai 69, 20457 Hamburg, Germany. The data subject has the right to lodge a complaint with the competent data protection supervisory authorities.

9. Image and Likeness Release

By using a Ticket to attend the Competition, each Ticket Holder grants to FIFA and any third party authorised by FIFA the unrestricted right and licence to use worldwide and in perpetuity the Ticket Holder's image,

likeness, actions, name, voice and statements in connection with any live or delayed broadcast or other transmission or reproduction of the Competition, in whole or in part, by means of any media existing now or in the future, for any purpose and without compensation, consideration or notification. Each Ticket Holder waives in advance all rights and actions seeking to oppose such use.

10. FIFA's Commercial and Intellectual Property Rights

- 10.1. Each Ticket Holder acknowledges that FIFA is the sole and exclusive owner of the Competition and of all commercial and intellectual property rights relating thereto, including all copyright, trademarks, trade names, trade dress, symbols, logos and emblems. Each Ticket Holder further acknowledges that, other than as may be permitted by existing laws on fair use, the Ticket Holder has no right to use, display or exploit FIFA's commercial and intellectual property rights without FIFA's prior written approval.
- 10.2. Ticket Holders are strictly prohibited from conducting any activities in or around the Venue, on behalf of themselves or any third parties which, in FIFA's opinion, may directly or indirectly create a commercial association between a third party and FIFA, the Competition (or any part of it) or its commercial affiliates without the authorisation of FIFA, whether by way of an unauthorised use of logos or otherwise ("**Ambush Marketing**"). Ambush Marketing includes, without limitation, marketing, sales, product or sample distribution as well as any promotional or advertising activities of any kind, including wearing, possessing or holding promotional or commercial items. Such items may be confiscated by Venue authorities without compensation to the Ticket Holder.
- 10.3. Ticket Holders are strictly prohibited from conducting, or assisting others in conducting, from within the Venue any form of live transmission, broadcast, streaming or other live dissemination of any audio, still or moving images, or statistics or data relating to the Competition.

11. Event Content and Licence

- 11.1. Any photographs, sounds, videos, other audio, visual or audio-visual material, accounts or descriptions of the Competition (such as text, data or imagery) or any other content relating to the Competition which is captured or produced by a Ticket Holder whilst attending the Venue ("**Event Content**") may only be captured or produced with equipment that is permitted to be brought into the Venue under the Code of Conduct and must only be used for personal, non-commercial purposes.
- 11.2. Each Ticket Holder hereby grants to FIFA a worldwide, perpetual, royalty-free, irrevocable licence to use and exploit their Event Content (including all copyright, database rights and any other intellectual property rights relating thereto) for any purpose whatsoever. The licence granted to FIFA herein shall be exclusive, save in respect of any Event Content used solely by the Ticket Holder for personal, non-commercial purposes, in which case the licence shall be non-exclusive.
- 11.3. Examples of personal, non-commercial purposes may include posting non-live Event Content on the Ticket Holder's personal webpage or social media account, or sharing such Event Content (by means of physical or electronic media) with the Ticket Holder's close friends and family. Personal, non-commercial purposes never include any live dissemination of Event Content prohibited under clause 10.3 above, using Event Content to promote, sponsor, endorse or sell products or services, or posting or displaying Event Content on any form of physical or electronic media which purports to be affiliated to, associated with or sponsored by FIFA or the Competition. FIFA reserves the right, at its sole discretion, to determine whether any use of Event Content represents a violation of these Ticket Terms.

- 11.4. Each Ticket Holder acknowledges that FIFA, at its sole discretion, has the right but not the obligation to enforce its rights in any Event Content.

12. Competition Details

- 12.1. The teams playing in the Competition are subject to change without notice. No specific players or other individuals are guaranteed to play or otherwise participate in the Competition or any parts thereof.
- 12.2. The duration of the Competition is not guaranteed, and the Competition (or any parts thereof) may be stopped prematurely, interrupted or replayed for any reasons FIFA considers appropriate.

13. Cancellation, Rescheduling, Relocation and Replay of Competition

- 13.1. The Competition may be cancelled, rescheduled, relocated or replayed for any reasons FIFA considers appropriate.
- 13.2. If the Competition is cancelled, all Tickets for the Competition will automatically be cancelled. FIFA Ticketing will notify the Ticket Purchaser by email and the Ticket Purchaser is responsible for notifying his/her Guests that the Competition has been cancelled. The Ticket Purchaser is entitled to a refund for the cancelled Tickets as set out in Clause 17 below.
- 13.3. If the Competition is rescheduled, FIFA Ticketing may determine at its sole discretion and on a Ticket-by-Ticket basis whether a Ticket for the originally scheduled Competition will remain valid for the rescheduled Competition, whether a new Ticket will be issued to the Ticket Purchaser for the rescheduled Competition, or whether a Ticket for the originally scheduled Competition will be cancelled. FIFA Ticketing will notify the Ticket Purchaser by email that the Competition has been rescheduled and whether some or all of the Tickets purchased by the Ticket Purchaser have been cancelled. The Ticket Purchaser is responsible for notifying his/her Guests that the Competition has been rescheduled. For any Tickets cancelled by FIFA Ticketing as a result of a rescheduling of the Competition, the Ticket Purchaser is entitled to a refund for the cancelled Tickets as set out in Clause 17 below.
- 13.4. If the Competition is relocated to a new venue, FIFA Ticketing may determine at its sole discretion and on a Ticket-by-Ticket basis whether a Ticket for the originally located Competition will remain valid for the relocated Competition, whether a new Ticket will be issued to the Ticket Purchaser for the relocated Competition, or whether a Ticket for the originally located Competition will be cancelled. FIFA Ticketing will notify the Ticket Purchaser by email that the Competition has been relocated and whether some or all of the Tickets purchased by the Ticket Purchaser have been cancelled. The Ticket Purchaser is responsible for notifying his/her Guests that the Competition has been relocated. For any Tickets cancelled by FIFA Ticketing as a result of a relocation of the Competition, the Ticket Purchaser is entitled to a refund for the cancelled Tickets as set out in Clause 17 below.
- 13.5. A replayed Competition is considered a new Competition and Tickets issued for the original Competition are not valid for the replayed Competition or entitled to any refunds.

14. Infectious Disease Safety Precautions & Protocols

- 14.1. In order to attempt to reduce the spread of or the risk of contracting certain infectious diseases, such as COVID-19, FIFA Ticketing may adopt rules and protocols that a Ticket Holder must agree to abide by in order to attend the Competition. FIFA Ticketing will notify Ticket Purchasers by email of any such rules and

protocols. Each Ticket Purchaser shall be responsible for notifying his/her Guests of such rules and protocols. Due to the evolving understanding about appropriate and effective methods to reduce the risk of spreading or contracting certain infectious diseases, including COVID-19, such rules and protocols may only be provided to Ticket Purchasers shortly before the Competition and may be subject to change. Tickets Holders will not be entitled to any refunds or other form of compensation if they are unable or unwilling to abide by such rules and protocols.

- 14.2. FIFA Ticketing may at any time reduce the number of Ticket Holders that can attend the Competition as a result of safety, security, technical, health or other reasons FIFA Ticketing considers appropriate. In such event, FIFA Ticketing may determine in its sole discretion which Tickets will be cancelled and will notify the Ticket Purchaser of the cancelled Tickets by email. For any Tickets so cancelled by FIFA Ticketing, the Ticket Purchaser is entitled to a refund for the cancelled Tickets as set out in Clause 17 below. The Ticket Purchaser is responsible for notifying his/her Guests that their Tickets have been cancelled.

15. Cancellation of Tickets

- 15.1. Without limiting any other circumstances under which Tickets may be cancelled as set out in these Ticket Terms, a Ticket may be cancelled without notice to the Ticket Holder if:
- 15.1.1. the Ticket Holder fails to comply with or otherwise violates any of these Ticket Terms, including by undertaking any unauthorized Ticket Transfer; or
 - 15.1.2. the Ticket Purchaser who purchased the Ticket violates any of these Ticket Terms (whether in respect of the cancelled Ticket or otherwise).
- 15.2. Each Ticket Purchaser is responsible for ensuring each of their Guests is made aware of, agrees, and complies at all times with these Ticket Terms. FIFA HAS THE RIGHT TO CANCEL ALL TICKETS PURCHASED BY A TICKET PURCHASER IF ANY OF THEIR GUESTS VIOLATES ANY OF THESE TICKET TERMS.
- 15.3. If a Ticket is cancelled, the licence to enter and remain in the Venue associated with the Ticket is immediately and automatically revoked.

16. Assumption of Risk; Waiver and Release of Liability; Limitation of Liability

- 16.1. EACH TICKET HOLDER ACKNOWLEDGES AND VOLUNTARILY ASSUMES ALL RISKS RELATED TO ATTENDING THE COMPETITION AND PARTAKING IN ANY EVENTS AND ACTIVITIES IN AND AROUND THE VENUE, INCLUDING THE RISK OF PERSONAL INJURY (INCLUDING TEMPORARY OR PERMANENT DISABILITY OR DEATH), THE RISK OF EXPOSURE TO COMMUNICABLE DISEASES, VIRUSES, BACTERIA OR ILLNESSES OR THE CAUSES THEREOF, SICKNESS, LOST, STOLEN OR DAMAGED PROPERTY, LOUD MUSIC, FLASHING LIGHTS AND FIREWORKS, TEMPERATURE AND WEATHER CONDITIONS, OFFENSIVE, VULGAR OR OBSCENE LANGUAGE OR MATERIALS, THE ACTIONS OR INACTIONS (INCLUDING NEGLIGENT ACTIONS OR INACTIONS) OF OTHER PERSONS WITHIN AND AROUND THE VENUE. TO THE MAXIMUM EXTENT PERMITTED UNDER THE APPLICABLE LAW, EACH TICKET HOLDER HEREBY WAIVES ALL CLAIMS RELATING TO SUCH RISKS.
- 16.2. AN INHERENT RISK OF EXPOSURE TO COVID-19 EXISTS IN ANY PUBLIC PLACE WHERE PEOPLE ARE PRESENT, INCLUDING VENUE PROPERTY. COVID-19 IS AN EXTREMELY CONTAGIOUS DISEASE THAT CAN LEAD TO SEVERE ILLNESS, TEMPORARY AND PERMANENT DISABILITY, AND DEATH. PRE-EXISTING RISK FACTORS SUCH AS UNDERLYING MEDICAL CONDITIONS AND ADVANCED AGE MAY MAKE CERTAIN INDIVIDUALS

PARTICULARLY VULNERABLE. BY ENTERING VENUE PROPERTY, A TICKET HOLDER VOLUNTARILY ASSUMES ALL RISKS RELATED TO EXPOSURE TO COVID-19.

- 16.3. To the maximum extent permitted under the applicable law, each Ticket Holder fully, irrevocably and unconditionally releases FIFA and all of its affiliated entities (including FIFA Ticketing), each member association and confederation that is part of FIFA, the owner and/or operator of any Venue, any event production company(ies) appointed by FIFA to stage the Competition, and the officers, directors, members, shareholders, employees, elected and appointed officials of each of the foregoing entities (**Released Parties**) from any and all claims that the Ticket Holder may have against any of the Released Parties that relate to any of the risks described in clauses 16.1 and 16.2 above, whether caused by any action, inaction or the active or passive negligence of any Released Party or otherwise.
- 16.4. Each Ticket Holder consents to receiving medical treatment that may be deemed advisable or necessary in the event of an injury, accident or illness suffered by the Ticket Holder whilst attending the Competition, and fully releases FIFA, FIFA Ticketing (and each of their designees) from any and all liability resulting from taking such action.
- 16.5. TO THE MAXIMUM EXTENT PERMITTED UNDER THE APPLICABLE LAW, IN NO EVENT SHALL ANY RELEASED PARTIES BE LIABLE FOR ANY SPECIAL, CONSEQUENTIAL, INCIDENTAL, INDIRECT OR PUNITIVE DAMAGES OF ANY KIND. WITHOUT LIMITING ANY OTHER PROVISIONS OF THESE TICKET TERMS, TO THE MAXIMUM EXTENT PERMITTED UNDER THE APPLICABLE LAW, THE MAXIMUM LIABILITY OF ANY RELEASED PARTY TO A TICKET HOLDER SHALL NOT EXCEED THE FACE VALUE OF THE TICKET.

17. Refunds; Limitation of Liability

- 17.1. A Ticket Purchaser is entitled to a refund for those Tickets purchased by that Ticket Purchaser that are cancelled by FIFA Ticketing pursuant to Clauses 13.2, 13.3, 13.4 and 14.2 above. A Ticket Purchaser is not entitled to a refund under any other circumstances.
- 17.2. Refunds shall always be limited to the amounts originally received by FIFA Ticketing from the Ticket Purchaser. Under no circumstances shall FIFA or FIFA Ticketing compensate the Ticket Purchaser for any other costs or expenses incurred in connection with attending the Competition, including but not limited to travel or accommodation costs of the Ticket Purchaser or his/her Guests.
- 17.3. If the Ticket Purchaser is entitled to a refund, FIFA Ticketing will refund the prescribed amount in Danish Krone to the same payment card used by the Ticket Purchaser to purchase the Ticket within thirty (30) working days from the date of entitlement to the refund of the Ticket. If FIFA Ticketing is unable to refund the Ticket Purchaser's payment card, FIFA Ticketing will request that the Ticket Purchaser provide their bank account details in order to process the refund via bank transfer.
- 17.4. ONLY THE TICKET PURCHASER SHALL BE ENTITLED TO ANY RIGHT OF REFUND UNDER THESE TICKET TERMS. NO OTHER TICKET HOLDER IS ENTITLED TO A REFUND OR ANY OTHER COMPENSATION UNDER ANY CIRCUMSTANCES, INCLUDING (WITHOUT LIMITATION) IN CONNECTION WITH THE USE, ATTEMPTED USE OR CANCELLATION OF A TICKET OR THE RESCHEDULING, RELOCATION, POSTPONEMENT OR REPLAY OF THE COMPETITION.

18. Miscellaneous

- 18.1. FIFA and FIFA Ticketing may enforce these Ticket Terms, including the right to cancel Tickets under these Ticket Terms.
- 18.2. Although these Ticket Terms have been distributed in multiple languages, the Danish version shall control in the event of any dispute or in the event of any conflict or ambiguity between the different versions.
- 18.3. Certain provisions of these Ticket Terms may be restated in a condensed version on a Ticket. In the event of any ambiguity or inconsistency between the condensed version and the full-form version of the Ticket Terms set out herein, the full-form version shall always govern.
- 18.4. If any portion of these Ticket Terms is held invalid, illegal or unenforceable by a competent court, the invalid, illegal or unenforceable terms shall be severed from these Ticket Terms and the remainder of these Ticket Terms shall remain in effect.

19. Places of Jurisdiction and Governing Laws

- 19.1. The parties agree that the exclusive places of jurisdiction to resolve any disputes under or in relation to these Ticket Terms that cannot otherwise be amicably resolved shall be:

For Legal Proceedings Initiated by Ticket Holders:

- 19.1.1.1. The courts in Copenhagen, Denmark; or
- 19.1.1.2. The courts in the place of domicile or residence of the Ticket Holder.

For Legal Proceedings Initiated by FIFA or FIFA Ticketing AG:

- 19.1.1.3. The courts in the place of domicile or residence of the Ticket Holder.

This means that Ticket Holders can initiate legal proceedings in any of the courts described in 19.1.1 and 19.1.2. above. FIFA or FIFA Ticketing can initiate legal proceedings at the place of domicile or residence of the Ticket Holder.

- 19.2. Any dispute brought before the courts described in clause 19.1 shall be governed by Danish law.