



TERMS OF TRADE

For selling tickets, season tickets and season tickets – members of the Slavia Club (collectively also referred to as “tickets”) to matches of SK Slavia Praha – fotbal a.s. as the “organizer”.

Section I.

PRELIMINARY PROVISIONS

1. Terms of trade

1.1 The below-mentioned terms of trade regulate ticket sales to football matches of SK Slavia – fotbal, a.s. (hereinafter referred to as “Slavia” or “organizer” or “club”) via contractual ticket sales points and also regulate all resulting contractual relations with customers.

1.2 As an inseparable part of these terms of trade is the document entitled SINOBO STADIUM - Visiting Regulations, as subsequently amended, which is available at www.slavia.cz (hereinafter referred to as “Visiting Regulations”).

2. Methods of ticket sales

2.1 Ticket sales to Slavia’s football matches are provided by Ticketportal. The demand to purchase a ticket (tickets) is established by a customer who requests selected tickets at contractual ticket sales points or who properly enters and sends all data necessary to reserve a ticket via the gateway at www.ticketportal.cz.

2.2 A contractual relation between the customer and the organizer is created by the purchase of a ticket. The customer acknowledges all instructions in accordance with section II of the terms of trade, which pertain to personal data processing in respect of the provision of tickets, resulting services and sending important information to be able to fully use this service. Once purchased, tickets cannot be refunded unless these terms of trade expressly state otherwise. Once purchased, tickets cannot be replaced. In case of loss or damage to a ticket, substitute tickets cannot be issued.

3. Used terms / rights and responsibilities

3.1 Ticket

A document that entitles its owner to enter a particular match and to sit in a clearly defined specific seat. They are valid for single use. Once leaving the event venue, the ticket is no longer valid. If the event is canceled, the ticket owner must follow the Complaints policy of Slavia, which is considered as inseparable part of these terms of trade. Any additional changes made to tickets makes the tickets invalid. Falsification, altering or copying a ticket is punishable and the perpetrator will be prosecuted.

3.2 Season ticket

A document that entitles its owner within the stated period of time to enter all home matches of the FORTUNA:LIGA and Czech cup, and to exclusively use their season ticket seat during each match, which is identified by sector, row and seat number.

A season ticket is portable, but a children’s or student’s season ticket only entitles entry by children under 15 years of age, those who are shorter than or 150 cm, or a student. A senior season ticket only entitles entry by person who is more than 63 years of age.



3.3 Season ticket – members of the Slavia Club

A season ticket - members of the Slavia Club is a document which entitles its owner to the same rights that belong to the owner of a season ticket (section 3.2 of these terms of trade).

In addition to all the above-mentioned benefits relating to a season ticket, the owner of a season ticket – members of the Slavia Club is also entitled to:

- enter (free of charge) the Slavia Museum during its opening times,
- attend exclusive conversations with members of the A team club,
- purchase preferred tickets to selected home and away club matches,
- obtain special proposals by club partners,
- receive club gifts throughout the season,
- chat directly with club management.

3.4 General principles for owners of season tickets and season tickets – members of the Slavia Club

In case of force majeure or a decision by a relevant public authority or authority directing the holding of a closed-session stadium event that is not allowed to be attended by general spectators for an individual match or matches, to which the owners of a season ticket/owner of season tickets – members of the Slavia Club would otherwise be entitled, Slavia Praha – fotbal a.s. is entitled to exclude season tickets/season tickets – members of the Slavia Club who are related to this issue entry into the match. Slavia Praha – fotbal a.s. is obliged regarding this measure to inform the owners of season tickets/ owners of season tickets – members of the Slavia Club at www.slavia.cz in due time prior to the match. Owners of season tickets/owners of a season ticket – members of the Slavia Club do not have the right to a substitute ticket, discount or refund of the price of their season ticket/season ticket – members of the Slavia club.

In case that the club offers the owners of a season ticket/owners of a season ticket – members of the Slavia Club the option to purchase a ticket regarding FORTUNA:LIGA, the Czech cup, the Champions League or European League matches and the owner uses it, he or she is entitled to sell these tickets to another person for no more than the same price as he or she purchased the ticket. In the event that he or she provably tries to sell or will sell the tickets for a higher price, his or her season ticket/season ticket – members of the Slavia Club can be invalidated without any compensation.

Slavia is also entitled to invalidate the season ticket/season ticket – members of the Slavia Club without any compensation in the cases regarding any violation of the responsibilities resulting from the Visiting Regulations by the owner of a season ticket/the owner of a season ticket – members of the Slavia Club, especially the provisions contained in section 6 subsection 1 and/or subsection 2.

In case of loss or damage to a ticket, the owner of a season ticket/season ticket – members of the Slavia Club is obliged to notify the club of these circumstances in written form at the following e-mail address: slavia@slavia.cz, and he or she will be instructed regarding the subsequent procedure. In case of a request for the issuance of a duplicate, the owner of a season ticket/season ticket – members of the Slavia Club is obliged to prove their identity by presenting an identity card (ID, passport), or alternatively by presenting a driving license. The fee for the issuance of a duplicate season ticket/season ticket – members of the Slavia Club is 250 CZK. In case evidence is provided regarding theft of the ticket in the form of written confirmation issued by the police, the fee is 50 CZK.



For a season ticket/season ticket – members of the Slavia Club, the customer is obliged to fill in a form with his or her personal data (when purchasing a season ticket/season ticket – members of the Slavia Club, it is necessary to fill in and personally sign the Form for a season ticket owner/Form for a season ticket – members of the Slavia Club). Additional information is available at www.slavia.cz.

3.5 Official ticket sales points (hereinafter referred to as “OSP”)

A ticket sales point is located at U Slavie 1540/2a, Prague 10. The business hours of this ticket sales point are set by the ticket sales point operator. Internet sales are provided by Ticketportal. The organizer cannot be held responsible for the validity of tickets not purchased at authorized locations.

3.6 Gateway

The web pages located at www.slavia.cz operated by SK Slavia Praha – fotbal a.s. offer information regarding club, sports and other events.

3.7 Events

A list of football matches, a particular match and other events can be found at www.slavia.cz.

3.8 Nominative tickets

After selecting an available seat, each customer must fill in the following personal data for each seat:

First name, last name, the date of birth of the ticket owner.

4. Prices and fees

4.1 The ticket price also includes the legally applicable rate of value added tax. Each customer is also obliged (in case that he or she applies for optional discounts) to prove his or her claim to the discount to the ticket to the sales staff and also to the organizing service at the entry to the event venue. A list of offered discounts is always stated in the information section relevant for each particular event on official club web pages. If a customer does not qualify for a discount, he or she will not be allowed to enter the event and he or she loses the right to compensation for the ticket.

5. General provisions

5.1 The club reserves the right to change an event date. In case that an event date is changed, ticket withdrawal is only possible up to the day that precedes the date of the event. In all other cases, ticket withdrawal is excluded. In case that an event is canceled, the ticket owner may obtain a refund of the entrance fee by returning their ticket to the place where he or she purchased the ticket (this does not apply to season tickets/season tickets – members of the Slavia Club).

5.2 The ticket owner is bound by the Visiting Regulations and also by the instructions issued by the organizer and the security service.

5.3 Anyone who violates or tries to violate any prohibition or restriction contained in the Visiting Regulations, including prohibitions or restrictions resulting from the provisions contained in section 6 subsection 1 and/or subsection 2 of the Visiting Regulations, he or she is obliged to pay a contractual fine (in the amount stated in section 6 subsection 4 of the Visiting Regulations) to Slavia as the organizer for each individual violation of responsibility. Section 6 subsection 3 of the Visiting Regulations can also be similarly applied. All other Slavia’s rights remain unaffected.

5.4 Commercial sales of tickets for more than the price listed on the ticket is prohibited.



5.5 All ticket owners acknowledge that the organizer is entitled during the event to capture and process visual and audio-visual records (photographic, video or audio-video), which might also capture the ticket owner (visitor). The organizer is subsequently allowed to use these records for marketing purposes.

Section II.

PROTECTION OF PERSONAL DATA

1. All information regarding the processing of personal data, which Slavia in the function as the administrator of personal data, is listed in a document entitled Principles of Personal Data Processing. This document is also available at the following web address: https://www.slavia.cz/files/Slavia_Zasady-zpracovani-osobnich-udaju.pdf.

Section III.

COMPLAINTS

1. Complaints policy

1.1 Unusual situations regarding ticket sales, unusual situations that occur during entry into the event venue and ticket refunds are described in the Complaints Policy of Slavia, which is considered an inseparable part of these terms of trade.

Section IV.

FINAL PROVISIONS

1. Each customer acknowledges that changes regarding the marking and layout of seats in the stadium can occur and that the specific location of a reserved seat is only indicative.

2. Terms of trade effectiveness

2.1 In case that any provisions of these terms of trade become invalid, the other provisions will not be effected by this change.

2.2 These terms of trade are effective from 4th of June 2019.

This document was issued on the 3rd of June 2019 by SK Slavia Praha – fotbal a.s.

