

TERMS AND CONDITIONS

1. General

1.1. The website (the "Site") is brought to you by P1. Corporate Hospitality B.V. which owns and operates this Site. P1. Corporate Hospitality B.V. will be referred as the "Company" in the appropriate context. The company contact details are as detailed in the respective 'contact us' section of the Site.

1.2. Words denoting the singular number shall include the plural number and vice versa; words denoting the masculine gender shall include the feminine gender; words denoting persons shall include corporations, partnerships and other corporate entities.

1.3. The headings in these terms of use (the "Terms") are included for ease of reference, and shall not affect its interpretation.

1.4. The following terms and conditions of use constitute a legal agreement between you and Company regarding the access and use of this Site. By accessing, browsing and/or using this Site, you acknowledge that you have read, understood, and agree to be bound by these Terms and to comply with all applicable laws and regulations. If you do not agree to these Terms, do not use this Site.

1.5. You hereby certify that you are of legal age to use this Site and legally competent and duly authorized to do so.

1.6. As a condition of your use of this Site, you undertake not use this Site for any purpose that is unlawful or prohibited by these Terms. You may not use this Site in any manner that could damage, disable, overburden, or impair any server, or the network(s) connected to any Company server, or interfere with any third parties' use and enjoyment of this Site.

2. Registration

2.1. Certain services provided by the Site require registration. To register one must provide the following information:

- Full company name
- Company address (including zip code/state/country)
- Name contact person
- Phone number
- Email address

Any other information as may be required by the Company in order to provide the requested services (see below referral to our Privacy Policy)

2.2. One will need a username and password to access certain areas of the Site. Maintaining the security of your username and password is your responsibility, and Company will not be responsible for any action taken under your username or password.

3. Personal Information and Privacy

3.1. Company is committed to preserving the privacy of the users via this Site. To learn about how the Company protects your personal information, such as your name and address, refer to the Company's Privacy Policy. Except as set forth in the Privacy Policy or in these Terms, your personal information will be deemed to be confidential. Any non-personal information or material sent to the Company and/or provided by you through this Site will generally be deemed to NOT be confidential. You understand and agree that we may disclose information about you if we have a good faith belief that we are required to do so by law or legal process, to respond to claims, or to protect the rights, property, or safety of the Company or others, or as stated in our Privacy Policy.

4. Site Rights

4.1. The information available through this Site may include, but is not limited to, photographs, images, illustrations, (collectively referred to as the "Content") is protected by copyright pursuant to the applicable international copyright laws. You acknowledge and understand that the Company and the information providers that make their materials available to you via this Site retain all rights and title to any and all intellectual property rights existing in such materials. You agree to abide by all additional copyright notices, information or restrictions appearing on protecting any part of the Content.

4.2. The Content is protected by copyright pursuant to the applicable international copyright laws. You acknowledge and understand that Company and the information providers that make their materials available to you via this Site retain all rights and title to any and all intellectual property rights existing in such materials. You agree to abide by all additional copyright notices, information or restrictions appearing on any part of the Content.

4.3. Content you access through this Site is, in every case, for your personal, non-commercial use only. You agree not to copy, sell, publish, reproduce, distribute, retransmit or otherwise provide access to the Content to anyone. However, you are permitted to make one copy of the applicable Content for your personal use only. Except as provided immediately above, you may not modify, publish, transmit, participate in the transfer or sale of, reproduce, create new works from, distribute, perform, display or in any way exploit, any of the Content, in whole or in part.

5. Information published on this Site

5.1. Any information and Content made available through this Site – is published as a service only, such information and Content is subject to various updates, which will occur from time to time. The Company does not make any assurances and shall not be held responsible with regard to the accuracy such information and Content of the results or output that derives from use of thereof and you are requested to independently verify such results or output.

5.2. Company cannot be held responsible for a human error putting the content online. Whenever a clear error in pricing or information is noticed, Client must inform Company about this fact. Company can cancel an order whenever they have spotted a clear error in pricing without being obligated to refund Client for that order. Company will notify Client about the cancellation and will discuss the new and correct price.

5.3. This Site may contain and offer, inter alia, links and references to information and resources made available on the web which are not owned and/or controlled by the Company, including without limitation sporting events schedules and tables. For example, when publishing the dates of sporting events the Company is entirely dependent upon third parties out of its control and the information provided by such parties, which in turn, therefore you are required to verify all third party information

published through this Site. The Company uses great commercial efforts to publish true and correct third party information but cannot be held responsible for any such third party data and you may not rely upon such third party data without independently verifying it.

6. Purchases through the Site

6.1. Placing an Order

6.1.1. To enable the Company to supply the ticket you have ordered, your order must be received and properly recorded in the Company's computer, and must contain all the details required for forwarding the products and for charging you. Various reasons are likely to cause faults and disruptions in the computer recording of your offer. If you receive a notice with regard to incorrect content in the details of the order or notice regarding a fault that has occurred in the system at the time of recording the order, we recommend that you refer to the customer service team as detailed in the respective contact us section of the Site.

6.1.2. If at the time of placing the order you give erroneous details of identification, we will not be able to guarantee that the product will reach you. In the event that the ordered items are returned to us, as a result of incorrect details that you have given, you will be held liable for payment in respect of forwarding and handling charges. Please be careful to fill in accurate and updated details. The submission of false personal details is strictly prohibited according to law.

6.1.3. After you have confirmed your order by using the "purchase" option, your order will be transferred to the Company for execution. Commencing from the time of confirmation of the order, as aforesaid, the order cannot be altered and/or cancelled by you, except in accordance with the possibilities mentioned under the chapter headed "Cancellation of an Order" (Section 6.4 below). Your order will be confirmed by a return e-mail message which will reach your address within 3 business days from the date of confirmation of the order. An order which has not been confirmed as aforesaid will not bind the Company.

6.1.4. After an examination of the details of your credit card has been completed and approval has been received from the credit card company for executing the purchase, and provided the item requested by is available, your offer will be deemed to be executable, and the Company will take steps to supply the item that has been ordered.

6.1.5. When a reservation is made over the telephone no contract shall exist until you have received a confirmation email from Company.

6.1.6. The company guarantees seating in pairs (2 seats together) unless specified otherwise on the website. When orders exceed the number of two tickets we will do our best to place everyone as close as possible.

6.1.7. If you require odd numbers (3, 5, 7) Company will do its best to make sure nobody will sit alone, however this is not a guarantee unless otherwise specified by the Company.

6.1.8. Our seating plans are purely indicative. Categories mentioned by the original supplier can deviate from ours.

6.1.9 If the Company did not receive the client name(s) and nationality by the time of booking, the Covid-19 guarantees could be void. Please find them in section 14.

6.2. Price Policy

6.2.1. All our prices are stated in Euro unless mentioned otherwise.

6.2.2. The price you will be charged is that indicated on the Site on the date of affecting the purchase. Without derogating from the foregoing, the Company reserves the right to alter prices of items and/or services as displayed on the Site and it may do so at any time even without prior notice.

6.3. Means of Payment

The payment for the purchase of items on the Site will be effected solely through a valid credit card which can be cleared by one of the lawfully operating credit card as approved by the Company or/its credit clearance provider. Long-time partners of Company will be able to make purchases on invoice. To be eligible for this payment plan, contact the customer service team.

6.4. Cancellation of an Order

6.4.1. All orders will bind you and cannot be cancelled without written acceptance of cancellation by the Company.

6.4.2. In case of cancellation request, the company will try to resell your ticket in attempt to recover as much of your money as possible. In some cases this could be substantially less than what you originally paid and we cannot guarantee a sale completes at all.

6.5. Delivery of tickets

6.5.1. Unless otherwise specified or confirmed by the team, tickets will always be delivered 1 day prior to the match in the hotel of the client or per e-mail to agency who placed the order.

6.5.2. You shall be responsible to provide the Company with the correct delivery address and other details as may be reasonably required by the Company for the accurate and timely delivery of the tickets. You are obliged to inform the Company of the final delivery details or any change in them no later than one week prior to the event.

6.5.3. Name changes must be given in writing and are permitted no later than one week prior to the event.

6.6. Special Provisions and Liability

6.6.1. The Company shall not be held liable if you are denied admission to an event except insofar as the denial is due to wilful misconduct of the Company.

6.6.2. You shall visit an event on your own risk. The Company shall not be held liable for damages that you may suffer while travelling from or to the event or attending such an event

6.6.3. You shall be solely responsible for obtaining the correct dates, starting times of events, and pick up details of the tickets.

6.6.4. You shall not be provided with replacement tickets in the event of lost, stolen or damaged tickets.

6.6.5. The company will not be responsible or liable if the customer is unable to access the event and/or if the event is cancelled or postponed due to reason beyond the company's control such as adverse weather conditions, strikes, civil disturbances, decision made by competent authorities and/or the organizers etcetera. The company is not obligated to provide any compensations in cases of Force Majeure.

6.6.6. You shall be solely responsible for abiding by the rules, regulations, policies and a code of conduct established by the local authorities and/or event organizers. The Company shall not be held liable for any damages that you may incur if denied entry or expelled from the event by the local authorities or the organizers

7. Termination

7.1. The Company reserves the right to refuse to grant access to this Site, or to any part of it, and/or to provide services, to any user, in its sole discretion and without prior notice.

7.2. The Company will be entitled to terminate the contractual arrangement with you, in its sole discretion and without giving prior notice. Upon termination of the contractual arrangement and/or the cancellation thereof, you are required immediately to cease making use of this Site.

7.3. The Company will be entitled to cease supplying services through the Site and/or to cease operating the Site, in whole or in part, in its sole discretion.

8. Remedies for Violations

The Company reserves the right to seek all remedies available at law and in equity for violations of these Terms, including but not limited to the right to block access from a particular Internet address to this Site and any other provider and their features.

9. Force Majeure

Any shortcomings in relation to the execution of the services provided through the Site cannot be attributed to a party should these not be due to the fault of the party or when said party cannot be deemed responsible for them in accordance with the law, the Terms or according to generally accepted standards. The Company may invoke force majeure should the Company's shortcoming be partly or fully the result of war, mobilization, riots, flooding, fire, accidents, strikes, occupations, measures set by the government, non-delivery of required tickets to the Company by third parties and other unforeseen events.

You shall not be entitled to a refund of any portion of the price for the Package in the event the match or any other event described herein or a part of any Package is cancelled, postponed, delayed, or rescheduled. The company shall be fully excused for any delay or inability to perform due to the occurrence of any such Force Majeure Event.

Notwithstanding the foregoing, in the event any Force Majeure Event occurs, The company shall make reasonable efforts to recover costs paid by it to third parties for elements included in the Package. In the event The Company is successful in recovering any such costs or in obtaining the Package elements at a different time at no additional expense, The Company will reimburse a proportionate share of such recovered costs to you or deliver such available Package elements to you, as applicable.

10. Moved Events

When an event is moved (change of date or location) due to weather conditions, Force Majeure or any other reason not within the control of the Club, Event Promotor or TV Companies, and the tickets are valid for the new announced event, your order will automatic be valid for new the date.

11. Cancelled events

When an event is cancelled, The Company will use reasonable efforts to recover and return a proportionate share of the customer package price. However, no guarantees can be given for the success of it. It is the responsibility of the client to adequately insure themselves against postponement or cancellation, for whatever reason, of the event/occasion.

12. Governing Law and Jurisdiction

The Terms are governed by and construed in accordance with the laws of the Netherlands and any action arising out of or relating to these Terms, which the parties are unable to amicably resolve between themselves within 30 days, shall be exclusively referred to arbitration within the District of The Hague in accordance with the Rules of Conciliation and Arbitration of the International Chamber of Commerce by one arbitrator appointed in accordance with the said rules. Said arbitration shall be conducted in English and the arbitrator shall be obligated to reason his decisions.

13. General

These Terms constitute the entire agreement between you and the Company with reference to the Site. Use of the Site is unauthorized in any jurisdiction that does not give effect to all provisions of these Terms, including without limitation this paragraph. In the event any provision of these Terms shall be deemed unenforceable, void or invalid, such provision shall be modified so as to make it valid and enforceable, and as so modified the entire Terms shall remain in full force and effect. No failure or delay in exercising any right, power or privilege hereunder shall operate as a waiver thereof, nor shall any single or partial exercise thereof preclude any other or further exercise thereof or the exercise of any right, power or privilege hereunder. The Company reserves the right to change, suspend or discontinue any aspect of the services and content provided through the Site at any time, without notice or liability. You should periodically check these Terms and Privacy Policy posted on the Site to review the current terms and guidelines applicable to your use. Your continued use of the Site after such revisions constitutes your acceptance of these revisions.

14. Covid-19

14.1 If the booked event is cancelled, played without spectators or postponed and played at a later date due to Covid-19, we will cancel the booking and a refund will be applied. If the order was placed with a credit voucher, you will receive the credit back. Clients can keep the booking for the new date.

14.2 If the stadium capacity is less than 100% for the booked event, The Company may be forced to cancel bookings due to the event organizer not being able to supply the full allocation. If The Company is forced to cancel bookings, a refund will be applied.

14.3 If an event will take place without spectators OR with a partial filled stadium and The Company is not able to supply the ordered tickets due to low availability, the Company will refund or credit the amount of the tickets only. The Company is not responsible for any other costs than the ticket booking made by the agency or the end-clients.

14.3 In case an end-client cannot travel to the match city because of travel restrictions to and from the destination, The Company will offer a swap to another match of the booked club/team. The end-clients will be able to select a new match at a later stage. If the new match and category has a higher price than the original booking, the difference will be charged. The swapping option will only be applied if the client names and nationalities are set in the notes of a booking.

15. Away Supporters

Unless stated otherwise on a product page, all the tickets offered for any event are for the 'home' section of a venue. No away teams merchandise in any form will be allowed in the area's in the stadium and on the match seats. The Company is not responsible for any rejection at the gates or removal from the stadium for any reason in relation with away fans.