

GENERAL TERMS & CONDITIONS
FOR THE INTERNATIONAUX DE STRASBOURG'S COMPETITION (WTA STRASBOURG)
PRODUCED BY HOPIS

1. Object

The terms in this document aim at specifying the conditions under which any legal entity or natural person (« the Buyer ») agrees on buying one or more tickets and/or packs (« the Ticket », « the Packs ») from HOPIS company, giving the buyer a right of access to one or more tennis matches organised by HOPIS company (« the Matches ») as part of the WTS Strasbourg's organisation. Any purchase of one or more tickets for the WTA Strasbourg implies that the buyer has read these General Terms and Conditions and that the purchase itself involves the acceptance of these Conditions.

HOPIS company reserves the right to modify these terms at any time and without notice.

Through the possession of a Ticket, the Holder (« Holder ») acknowledges that he or she has read the terms and undertakes to respect these General Terms and Conditions of Sales as well as the French law and the policy relating to the safety of the sports arena, in particular the articles L 332-3 and the French Sport's Code. Any person present on site who commits any offence specified in these terms incurs, in addition to fines and prison sentences, an additional sentence prohibiting him/her to enter the site, but also the cancellation of the Tickets or the impossibility of buying Tickets during a period freely determined by HOPIS company according to its severity.

2. Scope

These are automatically applicable to the sale or provision individually or in the form of Packs by the company HOPIS of individual tickets allowing access to the Strasbourg International competition to any adult or legal person. sending an order either online via the website <https://internationaux-strasbourg.fr> ("the Site") or by email to the address ticket@is-tennis.fr or to the counters directly.

The Buyer declares that he is of legal age, that he is not a professional and certifies that he does not obtain and / or use the products and services sold by the company HOPIS for professional use, commercial or any other way to profit from it.

3. Description of the ticketing offer

A. Restriction

No ticket will be issued to any person subject to an administrative or judicial measure of prohibition within a Sports Enclosure, having committed the facts set out in Articles 11 and 12 below, or being in bad debt situation. Any use of a Ticket by a Holder subject to an administrative or judicial

prohibition measure within a sports venue or who has committed the facts set out in Articles 11 and 12 is also prohibited.

B. Arena

The HOPIS company alone decides on the stands and parts of the stands of the Enclosure, the seats of which may be sold and the number of Tickets available in each stand or part of the stand. In the event of a change in the venue of the meetings, HOPIS reserves the right to refund or not to refund the tickets sold.

C. Tickets' physical form

The Tickets are issued either on paper medium made up of two detachable parts ("Thermal Ticket"), or sent in electronic format ("e-Tickets"). HOPIS reserves the right to limit the different types of Ticket media depending on the grandstand games and / or Matches.

4. Tickets selling

A. Number of tickets and range

The sale of Tickets is made within the limit of the number of places available, by price Category and Box. HOPIS company reserves the right to limit the number of Tickets available for the Buyer depending on the Matches and/or the Boxes. The Tickets purchased include the Buyer's name, the seat's number in the Arena, which must imperatively be respected, and are strictly personal.

B. Selling dates

The dates for the sale of Tickets for each Match will be displayed on the ticketing website <http://www.internationaux-strasbourg.fr/>. HOPIS reserves the right to adopt different marketing dates depending on the distribution channels.

C. Prices

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The HOPIS company offers Tickets at different Price Categories ("the Categories") corresponding to the different Sectors of the Enclosure Grandstands. The prices are displayed on the ticketing website <https://billetterie.internationauxdestrasbourg.fr/fr>. HOPIS is free to decide on the prices applied to each match and in each of the Grandstands open to the Ticket offer for the match concerned. The prices applied are those displayed or announced at the time of purchase of the Ticket. If different prices have been announced or displayed before the start of the marketing of the tickets, it is the prices displayed or announced at the time of purchase of the Ticket which are applied, without the Purchaser being able to take advantage in any way. the prices announced or displayed before the tickets are marketed. No management fees will be added to the price of Tickets

advertised on the Website.

D. Access to the site

No person of any age may access the Enclosure without a valid entry ticket, ticket or invitation. Entry is immediate, any exit from the Enclosure is final. Children under 4 years old must have a free ticket to collect at the event sales counter. They will not have reserved seats but will be able to sit on the lap of their companion.

5. Act of buying

A. Buying terms

On the HOPIS ticketing website <https://internationaux-strasbourg.fr>, following the creation of a personal space.

At the counters only during the Tournament and subject to availability

B. Means of payment

The ticketing website benefits from a secure payment system by bank card and confidential bank data is neither collected nor stored by the HOPIS company.

During the tournament, the means of payment accepted at the counters will be credit card and cash.

6. Reimbursement - Special conditions in the context of the global health crisis linked to COVID-19

A. Flexibility during periods of restricted movement of persons

During periods of restricted movement of people, such as national lockdown imposed by the French government, the possibility of reimbursement or credit is granted to the Buyer, upon simple written request. Any request for reimbursement / credit must be made by the Purchaser of the Ticket by email to the following address: ticket@is-tennis.fr.

Outside of these compulsory confinement periods, the Purchaser does not have the possibility of requesting a refund or a credit note, because he buys his Ticket knowing the current situation of the global health crisis. The Buyer is also aware of the sanitary conditions for access to the competition. These conditions may be alleviated, without this giving access to a possibility of reimbursement, the Buyer being in agreement with this possibility of alleviating the sanitary conditions of access.

B. No right of withdrawal

The sale of Tickets by the company HOPIS being a provision of leisure services to be provided on a specific date or period, in accordance with the provisions of article L121-21-8 paragraph 12 of the Consumer Code, the Tickets ordered and whose price has been collected are not subject to a right of withdrawal.

C. Buyers' responsibility

Bearers are responsible for their Ticket. In the event of loss or theft of one or more Tickets, no Duplicate can be issued by the HOPIS company except if the victim of the theft is able to produce a theft report following the filing of a complaint to the police station or gendarmerie.

Any scratched, damaged, crossed out or modified ticket will be refused.

7. **COVID-19 special warnings**

A. Health Protocol onsite

By entering the Strasbourg International site, you agree to recognize the risks of COVID-19 and fully understand that COVID-19 is an extremely contagious disease and that there is an inherent risk of exposure to it in any public place where people are present, including at the tournament.

You also agree to comply with the health protocol in place. In order not to take any risk for your health and that of others, we ask you to follow all the safety instructions posted in the enclosure. These instructions may change depending on the health directives and recommendations of the High Authority for Health and the Regional Health Agency of the Grand Est in particular. The Ticket Holder acknowledges and accepts these health conditions, and to comply with them.

These protocols must be observed at all times, and any failure or refusal to follow them may result in the suspension of your participation in the tournament, and exclusion from the competition site.

You can consult the complete health protocol in place on the Strasbourg International website, developed in collaboration with the health authorities. Constantly evolving, this protocol is updated regularly in accordance with new health directives from the competent authorities.

B. Access to the arena

All spectators must have a valid Ticket corresponding to their situation, including children, to access the Enclosure. The Bearer of a ticket accesses the Enclosure through one of the entrances to the stand in question, provided with his ticket which will be read and checked. The Bearer may be invited to present the objects of which he is the bearer. Items prohibited by the Internal Rules of the Enclosure will be consigned or seized. The Bearer must sit in the seat assigned to him and correspond to the references listed on his Ticket.

Warning ! In order to fight against the covid-19 pandemic, HOPIS reserves the right to impose, as a condition of access to the stadium and / or maintenance within the stadium, all preventive health measures (and in particular the compulsory wearing of a protective mask, or the obligation to present a valid health pass for each Ticket Holder), whether in public areas, closed places or on tennis courts. Any violation of the health instructions imposed by the HOPIS company, or any refusal to comply with them, will authorize the latter to refuse access to the stadium or to expel offenders from the stadium, from the places concerned or from the premises. tennis courts, depending on the circumstances.

Any exit from the Enclosure is final.

Spectators are already informed that, given the circumstances, exceptional security measures (fight against terrorism) and health prevention (fight against the Covid-19 epidemic) may be implemented

by the HOPIS company, and may increase the waiting time before entering the Stadium. Each TICKET holder is therefore requested to arrive at the Stadium site as soon as possible.

8. Limitation of liability of the HOPIS company

A. Planning

The calendars and times of the Matches are not contractual and are subject to change at any time, for sporting reasons. These decisions are made in consultation between the Women's Tennis Association (WTA), the governing body for women's tennis worldwide, the organizer of the HOPIS tournament, and the competition referee. No complaint can be accepted regarding the modification of the timetables and schedules provided by the Ticket Holder, even if this occurs a few minutes before the scheduled start of a match, as this is one of the hazards of sports competitions.

The scheduled match schedules are published at the end of the day for the next day on the Strasbourg International website, as well as sent by email to the Ticket Holders.

B. Cancellation or postponement

If unfavorable weather conditions or any other difficulty imposed independently of the will of the HOPIS company were to result in the total or partial cancellation of the Tournament and / or the cancellation, postponement or interruption of one or more matches, Tickets will not be subject to any refund or exchange. Any compensation for the Purchaser, Natural or Legal Person is expressly excluded.

C. In case of 'force majeure'

The HOPIS company will be released from any liability for non-performance, late or imperfect performance of its obligations due to a case of force majeure as defined in Article 1218 of the Civil Code, which may in particular result in the total cancellation, 'partial cancellation, postponement of the Tournament, or the organization of the Tournament behind closed doors or at a reduced level (taking into account the normal capacity of the Stadium), and thereby obliging it to cancel all or part of the TICKETS ordered for the Tournament. For all intents and purposes, endemics, epidemics and pandemics (including Covid-19), as well as all decisions aimed at combating them taken by government, public, administrative or judicial authorities, will be considered in particular as cases of force majeure. imposing on HOPIS and having an impact on the organization of the Tournament.

D. Incident or Damage

The HOPIS company declines any responsibility for the damage which would be suffered by any person as a result of any incident occurring during a Match that it organizes at the Enclosure.

The HOPIS company declines all responsibility for any anomalies that may arise during the ordering, processing or printing of the access ticket or in the event of loss, theft or unlawful use of the Ticket.

9. Image's rights

In accordance with article 32 of law n ° 2004-801 of August 6, 2004 relating to the protection of individuals with regard to the processing of personal data, any person holding a Ticket giving access to the Internationals of Strasbourg is informed that it will potentially be photographed and / or filmed as part of the media and promotional coverage of the Tournament, in particular during television broadcasts. Consequently, the Purchaser of a Ticket authorizes the media operators of the Tournament, on all media (photographs, films, etc.) on which they may appear, captured by any means during the Tournament for promotional purposes and / or representation of the Tournament.

10. Illicit resale

Any resale of Ticket is strictly prohibited. In the event of non-compliance with these prohibitions, the HOPIS company reserves the right to cancel the Ticket and, if applicable, to expel the reseller from the Venue, without prejudice to the penalties provided for in article 313-6- 2 of the Criminal Code.

11. Offense

Any behavior in connection with the activities of the HOPIS company - whether inside or outside the Enclosure - likely to harm others, harm the image of the Tournament, or the honor of their managers or staff, causing bodily injury, damage to property and / or any violent behavior may give rise to the automatic cancellation of any Ticket purchased by the person concerned by these facts and / or for whom it is the Bearer, and where applicable, expulsion from the Enclosure.

12. Commercial activity and sports betting

Promotional or commercial activities in connection with Tickets without the agreement of HOPIS are strictly prohibited, whether they take place inside or outside the Venue. Likewise, it is strictly forbidden for any holder of a Ticket to bet in the Precinct on a Match in progress or on future matches of the competition. These behaviors may result, at the discretion of HOPIS, in the cancellation of the Ticket and, where applicable, the expulsion from the Enclosure. The National Gaming Authority (ANJ) will be made aware by the organizer HOPIS of the violation of online sports betting, and will follow up on it through its governmental competence.

13. Personal data

The Buyer guarantees the accuracy of the information requested on his personal situation and that of the Holders.

In exchange, the HOPIS company undertakes to process and store all personal information entrusted in compliance with the provisions of law n ° 78-10 of January 6, 1978 "Informatique et Libertés" modified by law n ° 2004-801 of August 6, 2004 relating to the protection of individuals with regard to the processing of personal data and this only, for the organization and management of the Matches that it organizes and in order to keep the Holder informed of the latest news. Tournament and give it priority access to offers of goods and services related to the activity of the HOPIS company, its partners and the Enclosure. The Holder is informed that he has with regard to

this information a right of access, rectification and deletion in accordance with Law No. 78-17 of January 6, 1978.

14. Definitions

A. Buyer

Any natural or legal person, over 18 years of age and having the legal capacity to enter into a contract relating to the purchase of Ticket (s) for INTERNATIONAL OF STRASBOURG in accordance with the General Conditions. Minors are accepted into the Competition Venue, but they are not Buyers, a responsible person of full age having made the purchase for them.

B. Arena

Physical location of the INTERNATIONALS OF STRASBOURG where the Matches are played and including all the areas to which access is subject to the presentation of a Ticket on the central court and the commercial village adjacent to the central court.

C. Ticket Holder

A natural person accompanying the Buyer to the Match (s) and to whom the Ticket (s) is / are transferred in accordance with Articles 7.1 and 7.2 of the general conditions. The accompanying person of the disabled person mentioned in article 3.10 below is also considered, where applicable, as a Bearer.

D. Ticket

Thermal ticket, in plastic or in electronic form which can be printed on paper or downloaded on mobile which the Ticket Holder is in possession of and offering the latter, in accordance with the general conditions, the right to attend a Match of the INTERNATIONAL OF STRASBOURG and to occupy a seat in the Arena specified on the same Ticket.

E. Catgory

Main characteristic of a given seat in a ticketing system allowing its identification geographically and physically.

F. E-Ticket

Dematerialized electronic ticket purchased from the official ticketing site and which replaces a thermal ticket with digital information.

G. Match

Any official match played within the framework of the INTERNATIONAUX DE STRASBOURG.

H. Pack(s)

One of the Types of Tickets offered for sale in the form of an offer consisting of several Tickets.

I. Ticketing website

Internet platform made available to customers by the company HOPIS (<https://internationaux-strasbourg.fr/>) for the purposes of the sale of Tickets and on which are found the Registration Form and the Purchase Form.