

General conditions FootballTickets2Go

Article 1 Definitions

1.1 The following definitions are used in this Agreement:

Customer

The party who makes a purchase through FootballTickets2Go for an Event;

Terms and Conditions

These General Terms and Conditions of FootballTickets2Go;

Code

Code, linked to a specific Customer / order, that is stated on the (purchased) Ticket;

Entrance fees

Price of Tickets without any additional costs;

Event

The public or private Event where, by way of example, but not exclusively - a artistic and / or sporting performance is performed, including but not limited to - a musical, theater, theater or music performance, a concert, show or a sporting Event;

Location

The place where the Event is held;

Organizer

The party that commits to and is responsible for the organization of the Event;

Agreement

The relevant Agreement between the Organizer and the Customer for delivery by payment of services in relation to an Event, which takes place through mediation by FootballTickets2Go

Ticket

The entry Ticket to an Event;

FootballTickets2Go websites

All websites that use the services and / or software of FootballTickets2Go to facilitate the sale of Tickets;

1.2 The headings above the articles of these General Terms and Conditions are exclusively for the purpose of explanation and are otherwise meaningless.

1.3 The present General Terms and Conditions apply to all services and offers that are carried out or made through every intervention by FootballTickets2Go for Tickets and on every Agreement. Diversion from these Terms and Conditions is only possible in writing when legally signed. In this case, all other aspects of these General Terms and Conditions remain valid.

1.4 The General Terms and Conditions of the Organizer also apply to the Agreement, as well as the General Conditions of the holders of the Locations. In the Event of conflict between aspects from these General Terms and Conditions and the above-mentioned conditions, these present General Terms and Conditions prevail. In the Event of conflict between the General Conditions of the Organizer and those of the operator of the Locations, these present General Terms and Conditions or the Organizer prevail. Copy of the General Terms and Conditions of the holders of the Locations or the Organizer are available upon request from the operators of the Locations and / or Organizer concerned.

Article 2 Concluding of the Agreement

2.1 FootballTickets2Go acts as the supplier when offering and selling (reservations for) Tickets in the concluding of the Agreement between Customer and Organizer.

FootballTickets2Go is explicitly not part of the Agreement that is concluded by purchasing a Ticket. The Agreement is concluded in accordance with the provisions of Article 2.2 after the Customer has placed an order for one or more Tickets via FootballTickets2Go. FootballTickets2Go provides Tickets on behalf of Organizer of the particular Event.

2.2 Method of concluding the Agreement:

- i. If and as soon as the Customer and FootballTickets2Go have determined the date of the order, the rank of the Ticket, the amount of Tickets, the price of the Tickets and any additional costs, the reservation is submitted to the automated booking system of FootballTickets2Go as "provisional".
 - ii. Agreement is definitively concluded if and as soon as FootballTickets2Go has received (authorization of) payment from the Customer;
 - iii. If the Agreement has been concluded via the FootballTickets2Go website, the Agreement is being immediately confirmed to the Customer by e-mail;
 - iv. If the Agreement has been concluded by telephone, there will not be sent a separate written confirmation thereof;
 - v. If no authorization for payment is obtained from the Customer, the Customer will receive either via e-mail or via regular mail notice of the failure of the transaction and the failure to conclude the Agreement.
 - vi. FootballTickets2Go has the right to cancel the ordered Tickets within 24 hours, if it appears that the cards cannot be delivered due to unforeseen circumstances. This could occur when the Tickets go through last minute booking are sold out or may no longer be delivered due to certain reasons, of which FootballTickets2Go was not aware of in advance.
- 2.3** An Order is irrevocable for the Customer. It is not possible to make changes in an order with regard to a once concluded Agreement.

Article 3 Tickets

3.1 The Tickets delivered by FootballTickets2Go are and remain the property of the Organizer and are supplied by FootballTickets2Go to the Customer on the condition that it is not permitted without prior written permission from Organizer and / or FootballTickets2Go to:

- i. Sell the Tickets to third parties or the Tickets in any other way commercially directly or indirectly to third parties;
- ii. Offer the Tickets in commercial purposes - in whatever way - or in other ways refer to the entry Tickets;
- iii. if the under i. or ii. above-mentioned situation occurs ,FootballTickets2Go and / or Organizer make the Tickets invalid; holders of those Tickets will be denied the entrance to the Event, without the right to compensation.

3.2 FootballTickets2Go and / or Organizer may furthermore impose the Customer with a fine yet to be determined.

3.3 Only the holder of the Ticket who first shows the Ticket at the start of the Event gets access.

3.4 FootballTickets2Go and / or Organizer reserve the right to set a maximum the amount of Tickets to be reserved. Reservations that exceed this maximum will be adjusted

/ be undone for the number of reserved Tickets above the maximum.

3.5 The prices for Tickets are higher than those printed by FootballTickets2Go on the Tickets prices because of possible additional reservation costs. Also the Tickets are in many cases not directly purchased from the clubs themselves, therefore we are designated Ticket traders, or other providers. They use higher prices than the price stated on the Ticket.

i. FootballTickets2Go wants to offer you the best possible seats, which means that in many cases you will make use of season and club cards. If your ordered seats are no longer available, then FootballTickets2Go has the right to upgrade seats to better (and often) more expensive seats. The Tickets are delivered to your hotel and are you are required to hand in the Tickets immediately after the match at the reception of your hotel.

3.6 The additional reservation costs may differ based on the manner and time of purchases. All costs are shown with the order. No costs other than the costs shown are charged.

3.7 After receiving the ordered Tickets, these must be checked by the Customer. In the Event of an incorrect delivery, for example in the case of incorrectly printed Tickets

(wrong price / place category or wrong Event) the Customer will, by written request first, receive a new delivery and without additional costs, provided that the Customer immediately returns the incorrect Tickets to FootballTickets2Go. Such a request must contain the relevant information and reasons. If the Customer has not informed FootballTickets2Go in writing within 7 days before the start of the Event, FootballTickets2Go can decide to not to trade the Tickets.

3.8 FootballTickets2Go reserves the right at all times to refuse Orders from Customers.

3.9 Delivery of the match Tickets can be carried out in 4 ways, namely: 1. By Registered mail in advance in the Netherlands (you will receive the Tickets no later than 2 days before the match). 2. You receive e-Tickets by e-mail (you will receive them no later than 1 day before the competition) 3. Hotel delivery (we request the relevant hotel details from you 1 week before the match and the Tickets will be delivered no later than 10:00 a.m. of the match day at the reception), 4. Hand delivery (in exceptional cases a hotel does not accept cards, our courier will deliver the cards to you personally).

Article 4 Payment method

4.1 FootballTickets2Go accepts various payment methods. The complete list can be requested from FootballTickets2Go. The availability of payment methods to the Order for an Event

may differ per Event and / or distribution channel.

4.2 The websites and / or the part of the website that is intended for the sale of Tickets is secured, so that abuse of your data is impossible.

4.3 FootballTickets2Go has set additional security requirements for the use of payment methods. It is therefore possible that certain payment methods are not available for everyone.

Article 5 Liability

5.1 FootballTickets2Go cannot be regarded as the Event Organizer and is therefore not responsible for and does not guarantee the (artistic) quality and content of the Event and the course of Events in or around the Location and does not accept any Liability based upon this fact.

5.2 If and insofar as the Event is being canceled by the Organizer or the Location Holder, FootballTickets2Go will never reimburse a higher amount than Ticket price that had been paid by the Customer under condition that the Ticket payment is already received by FootballTickets2Go. The possible additional costs for the transaction at FootballTickets2Go made by the Customer will not be reimbursed. In such cases FootballTickets2Go never accepts liability for any directly or indirectly made costs and / or expenses and / or any other damage that the Customer may suffer.

5.3 If and insofar as FootballTickets2Go has paid the Event Organizer with the amount paid by the Customer in respect of the delivery of Tickets and the Event is being canceled by the Organizer, and is unwilling or unable to pay the concerning amount to refund FootballTickets2Go, FootballTickets2Go is not obliged to refund it to the Customer.

5.4 FootballTickets2Go can never be held liable for any damage as a result of death, injury, accident, injury, loss, damage or theft caused by the Customer prior to, during or as a result of a visit to the Event or the Location.

5.5 If and insofar as FootballTickets2Go is not entirely or partly capable of meeting its obligations towards the Customer due to force majeure, the Customer does not have any right to compensation of the paid amount for the Ticket(s).

5.6 Force majeure includes: Tickets not available due to unforeseen circumstances, war, danger of war and riot, restrictive measures both from domestic and foreign governments, death of one or more members of the Royal Family, serious calamities, fire, strikes, failure of and damage to equipment and equipment from control systems, obstruction / strike of transport, flooding, exclusions and sabotage and in general all

unforeseen circumstances, both domestic and abroad, as a result of which, it can no longer reasonably be expected from FootballTickets2Go to comply with the Agreement.

5.7 FootballTickets2Go accepts no liability whatsoever for the loss or damage of Tickets by the Customer for whatever reason. From the moment the Ticket has been made available to the Customer, the risk of loss, theft, damage or misuse of the Ticket is the responsibility of the Customer.

5.8 FootballTickets2Go accepts no liability whatsoever for the purchase and delivery of Tickets that do not take place at FootballTickets2Go; FootballTickets2Go also does not accept any liability for Agreements that, whether or not at the request of the Customer, are not entirely concluded by FootballTickets2Go and where a third party, such as a cash register at the Location, whether or not is directly involved.

5.9 FootballTickets2Go can never be held liable for missing a match. FootballTickets2Go tries to provide the correct information on the website as complete as possible. However, the Customer must always check the correct details of the particular match. The Customer must therefore check the data himself on the website of the home playing club. When ordering the Tickets it is clearly stated per game if this game has been definitively established or that the match can still be rescheduled. However, no rights are granted in these cases.

Article 6 Privacy

6.1 FootballTickets2Go processes the personal data of the Customer in accordance with the Dutch Law for the protection of personal information.

6.2 The data will be collected, processed and used by FootballTickets2Go in an automatic system to explain, shape or change the Agreement to the extent that is necessary.

6.3 If the Customer gives explicit permission for this, this information will be used for commercial purposes, including direct marketing. These processes are also carried out by third parties. The Customer has the right to resist processing for commercial and direct marketing purposes. On the first request by the Customer FootballTickets2Go's will immediately end this method of processing.

Article 7 Intellectual Property Rights

7.1 All rights of intellectual property with regard to the name, the logo, any text and (advertising) music used by FootballTickets2Go, as well as with regard to the FootballTickets2Go used business formula in general are property of FootballTickets2Go. The Customer is not permitted to directly or indirectly make this (or have it published) and / or reproduce it or use or otherwise link to it, subject to prior written permission from FootballTickets2Go.

7.2 All intellectual property rights with regard to the name of the Event, the Location, logos and related issues are property of the Organizer or the original titleholders of the Event concerned or with the holder of the Location. The Customer is not permitted to make it (or have it made public) or / or to reproduce it directly or indirectly or use or otherwise link to it, subject to prior written permission of the rightholders involved.

Article 8 Rules of conduct Organizers and Locations

8.1 The Customer must at all times submit to the applicable rules of conduct provided by the Organizer and the Location holder with regard to the Event for which FootballTickets2Go delivers Tickets.

8.2 The Organizer, Location Holder, security personnel and / or the police are entitled to search the Customer for possession of unauthorized objects prior to the Event, and to seize these, after permission has been granted or if there is a case of suspicion within the meaning of Article 27 of the Code of Criminal Procedure. When the requested permission is not granted, the Organizer, the security personnel and / or the police the right to deny the person access to the Location of the Event. Confiscated items are returned to the owner after the Event, as far as possible, unless it concerns legally prohibited items.

8.3 The Organizer and the Location Holder reserve the right at all times to deny access to visitors who arrive at the Location after the start of the Event.

8.4 The Organizer and the Location Holder reserve the right to make image and / or sound recordings (or have them made) at any time of the Event. The Customer declares that he is familiar and agrees with the above and renounces the right to object against the use of his portrait / likeness in the context of disclosure and multiplication of recordings as mentioned.

Article 9 Complaints

The entrepreneur has a well-publicized complaints procedure and deals with complaints in accordance with this complaints procedure. Complaints about the implementation of the Agreement must take place promptly after the consumer has discovered the defects or errors, fully and clearly described and submitted to the entrepreneur.

Complaints submitted to the entrepreneur are answered within a period of 14 days from the date of receipt of the complaint by the entrepreneur. If a complaint requires a foreseeable longer processing time, it will be answered by the entrepreneur within a period of 14 days with a confirmation of reception and an indication when the consumer can expect a more detailed answer.

The consumer must at least provide the entrepreneur 4 weeks to resolve the complaint by internal consultation. After this period a dispute will arise that is subject to the dispute settlement procedure.

Article 10 Amendments to the General Terms and Conditions

FootballTickets2Go reserves the right to change these Terms and Conditions. The changes take effect immediately after posting the new Terms and Conditions on the FootballTickets2Go website.