

# GENERAL TERMS OF SALE FOR TRAVEL OFFERS FOR PSG AWAY MATCHES

## 1. Purpose

The purpose of these General Terms of Sale is to define the conditions under which any person ("the Buyer") agrees to subscribe to one or more travel offers ("the Offer") with SASP Paris Saint-Germain Football ("PSG") to attend a football match played by the PSG male professional team away from home or on neutral ground, in the part of the stadium concerned (the "Stadium") reserved for PSG supporters. These terms are applicable to all Buyers and to all persons benefiting from an Offer (the "Beneficiary"), including the Buyer. PSG reserves the right to amend these terms at any time without notice. The General Terms of Sale applicable are those available online on the PSG ticketing website: <http://billetterie.psg.fr> and accepted on the date the Offer is purchased or the Ticket Transferred.

## 2. PSG TRAVEL OFFERS

### 2.1 Presentation of the travel Offers

For each match played by PSG away from home or on neutral ground (the "Match"), PSG, at its sole discretion and subject to the availability and making available of places for the supporters in a reserved area of the stadium, may make one or other or both of the following offers:

- (i) The pass Offer, consisting of the purchase of a ticket that allows the supporter to watch the Match from the stand in the stadium reserved for visitors (the "Ticket");
- (ii) The pack Offer, consisting in the purchase of a "Pack" comprising an entrance Ticket and the return journey from Parc des Princes (24 rue du Commandant Guilbaud – 75016 PARIS) or any other address indicated by PSG, to the stadium.

Given the various imperatives, in particular of security, PSG alone decides on the type of Offer and the number of Offers commercialised for each Match, within the limits of places available.

### 2.2 Restrictions

No Offers may be subscribed to by any person who is subject to an administrative or judiciary measure banning them from stadiums, for having perpetrated the acts stipulated in articles of 11.c to 11.f hereinafter, or who is in arrears. The use of a Ticket by a Beneficiary who is subject to an administrative or judiciary measure banning them from stadiums, having perpetrated the acts stipulated in articles of 11.c to 11.f hereinafter, or who is in arrears, is also prohibited.

Minors under 16 years must be accompanied and placed under the responsibility of an adult having subscribed to the same Offer. When subscribing to their Offer, one of their parents or legal guardians will guarantee that the minor will be accompanied and placed under the responsibility of an adult having subscribed to the same Offer.

PSG alone freely decides on the number of Offers available by Buyer. The Offer is nominative.

PSG recommends that parents do not bring children under five to the stadium.

## 3. PURCHASE PROCEDURE

### 3.1 Commercialisation dates

The dates of commercialisation of the Offers for each Match are available on the ticketing website of PSG (<http://billetterie.psg.fr>, or any website that may replace it) or via the Official PSG mobile Application available on the Android Play Store or the Apple App Store (the "App") and can be communicated by telephone (+33 (0)8.92.72.75.75 [€0.34 per minute], or any other number that may replace it). PSG reserves the right to adopt different dates of commercialisation depending on the distribution channels.

### 3.2 Payment methods

Subject to the provisions below, offers can be subscribed to:

- (i) For the pack Offer:  
On the ticketing website of PSG;
- (ii) For the ticket Offer:
  - On the ticketing website of PSG;
  - On the App;
  - At a Ticket Office reserved for PSG in the stadium or surrounding area, in a place to be communicated by PSG to the Buyer beforehand (the "Ticket Office").

PSG reserves the right to limit the means of subscribing to the Offers according to the type of Offer and/or the Match.

For subscriptions from the PSG ticketing website, the Buyer must first fill in a request to register for the Offer to which they wish to subscribe. The Buyer will be informed by PSG, before the Match, of the confirmation of the subscription to the Offer subject to the payment of the price.

This pre-registration is necessary given the very short time frames between the opening dates of commercialisation of the Offers and the date of the Matches and in order to ascertain whether or not it is worth commercialising a pack Offer.

Subscribing to an Offer may require, at the request of PSG, the presentation of an original or sending by email of a copy of proof of identity of the Buyer and/or the beneficiary.

### 3.3 The pass

#### 3.3.1 Issuing of the pass

When you purchase a travel Offer on the PSG ticketing website or on the App, the pass can be issued in electronic format available on the Buyer's account via the PSG ticketing website or the App and can then be printed by the Buyer and the Beneficiary, or the Ticket can be sent to the address of the Beneficiary by registered letter with receipt at the express request of the Beneficiary.

The Buyer guarantees that the obligations stipulated herein will be respected by the Beneficiaries and will take responsibility for handing over any passes and relevant information pertaining to the Offers to the Beneficiary.

The pass contains the surname and first name of the Beneficiary written by the Buyer when placing the order, as well as the information relative to the Match and the travel arrangements within the framework of the Packs. The Buyer is already aware that for certain matches, the name of the Beneficiary may not be changed once filled in. In the event of a change in the information on the Match and/or the travel, the Buyer will receive the information updated by email at the address they indicated to PSG. The Buyer will be responsible for conveying this information to the Beneficiary.

#### 3.3.2 Provisions specific to passes printable by the Beneficiary

The electronic pass can be transferred free of charge by the Buyer to the Beneficiary (hereinafter the "Transfer"), subject to the provisions of the present article and article 11.c below, when purchasing the Offer. The transfer is done on the PSG ticketing website and by sending the electronic pass along with these General Terms of Sale by email to the Beneficiary. Once the transfer has been done, only the designated Beneficiary can access the stadium for the Match concerned.

PSG may not be held liable for any direct or indirect damage resulting in particular, from:

- failure of reception equipment or communication lines;
- forwarding problems, download and/or loss of any emails and, more typically, of problems causing the loss of any data;
- problems downloading the electronic pass, resulting in particular from a malfunction of the Internet.

Electronic passes must be printed in portrait layout on blank A4 white paper, without changing the size of the printout, with an inkjet or laser printer. No other medium is valid. If the print quality is poor, the electronic pass must be printed with another printer.

PSG declines all responsibility for anomalies occurring during the printing of electronic passes.

#### 3.3.3 Provisions specific to the Ticket Office open on the day of the Match

In the event that a Ticket Office is open on the day of the Match, no pass will be issued but a Ticket will be given to the Beneficiary at the Ticket Office, on presentation of proof of identity. The opening hours of the Ticket Office are defined by the club visited and communicated by the PSG to the Buyer. The Beneficiaries are responsible for keeping to these schedules to obtain the Ticket.

#### 3.3.3.3 Personal data

Personal data relating to the Beneficiary are collected with the consent of the Buyer and the said Beneficiary, which the Buyer acknowledges having informed. They are intended for PSG departments responsible for organising and managing matches under the conditions described in Article 14, in compliance with applicable legal and regulatory obligations.

## 3.4 Prices

Prices are displayed on the PSG ticketing website and at the Ticket Office.

The prices are in Euros incl. tax and payable only in Euros. The prices applied are those displayed at the time of purchase.

It is specified that the fare corresponding to the Ticket is set by the visited club or the organizer of the Match.

## 3.5 Costs pertaining to obtaining a pass or Ticket

For purchases on the PSG ticketing website, the Buyer must pay the following costs, according to the medium and method of sending the pass or the Ticket:

- Pass printable by the Beneficiary: four (4) euros;
- Ticket sent directly to the Beneficiary by registered letter: twelve (12) euros.

PSG reserves the right to limit the methods for obtaining passes and Tickets depending on the Offer and/or the Match.

## 3.6 Payment

### 3.6.1 Payment methods authorised

The payment methods authorised are:

- on the PSG ticketing website and the App: Carte Bleue, Visa, Mastercard, as well as cheques and bank transfers for legal entities only.
- at the Ticket Office: bank card, American Express and cash (under the conditions set by the applicable laws and regulations).

PSG reserves the right to authorise other payment methods in the course of the season.

### 3.6.2 Fight against fraud

The PSG ticketing website and the App use a secure payment system incorporating the SSL security standard. Confidential bank data is encrypted and sent to a banking server in charge of the treatment and control.

To prevent the risks of theft of banking data and to boost the security of the transactions performed on the PSG ticketing website and the App, PSG (or their payment agent), without this being an obligation, may carry out checks to ensure the identity of the user of the payment method used. In the event of default or refusal to meet the requests of PSG (or their payment agent) or to present the requested documentary proof, PSG reserves the right to not approve the purchase of an Offer.

PSG also reserves the right to cancel the purchase of an Offer which presents a risk of fraud, in particular the fraudulent use of a bank card or a risk of harming the security of the sports event.

Pursuant to the regulations on the protection of personal data, the Buyer has, at all times, the right to view, correct and oppose any personal data by submitting a request in writing, along with proof of identity, for the attention of PSG's Payment Agent: ADYEN SARL – 59, rue des Petits champs – 75001 PARIS.

### 3.6.3 Recording of bank details

PSG offers the Buyer the possibility of saving their bank details to pay for future purchases more easily and faster.

To do so, the Buyer must check the corresponding box on the payment by bank card page. Once the payment has been confirmed, the data relative to the billing and the bank card used are saved. The bank details of the Buyer are not stored by PSG but by their Payment Agent on secure servers.

The Buyer then has the possibility at all times of deleting the data relative to the bank card saved and/or of adding another bank card by clicking on the link provided for the purpose.

### 3.7 Invoice

The Buyer has the possibility of downloading an invoice for any purchases of an Offer in their account space via the PSG ticketing website.

### 3.8 Specific procedure for corporate bodies

A corporate body can purchase the Offers, within the limits of availability, through the intermediary of their legal representative or any other person duly authorised for the purpose.

To do so, the corporate Buyer fills in and signs a purchase order and returns it PSG by post at the address indicated on the purchase order or by email in electronic form, which will stand alone as evidence, with respect to the Buyer's commercial contact.

The purchase order is available on the PSG ticketing website, on request from the contact commercial of the Buyer or from the email address: [abonnements-entreprises@psg.fr](mailto:abonnements-entreprises@psg.fr).

The subscription is validated by the receipt of the purchase order duly filled in and signed within the time frames indicated on said purchase order (5 working days following the date PSG sent the purchase order, as attested by the postmark) and after payment of the price.

The Buyer then receives by email these General Terms of Sale.

The Buyer represents and warrants to PSG that the signatory of the purchase order has all powers to commit the corporate Buyer to these terms.

The PSG may at its discretion consider null and void any purchase order returned after the deadline indicated on it.

Furthermore, PSG may at its discretion consider the order null and void in the event of non-payment by the Buyer of all or part of the amounts to be settled on subscription.

**Business ethics:** The Buyer, as a legal entity, declares and guarantees to be aware of and undertakes to act in strict compliance with applicable laws and regulations, in France and abroad, against corruption, influence peddling and conflict of interest. The Buyer, as a legal entity, undertakes and is committed to the respect of this commitment by its employees, shareholders, directors, managers, affiliated companies and subcontractors as well as its legal representatives.

## **4. Absence of right of withdrawal**

Concerning distance sales, as the sale of Offers by PSG constitutes the provision of leisure services to be supplied according to a pre-determined frequency, pursuant to the provisions of article L. 221-28 12° of the Code of consumption, the provisions of article L.221-18 of the same code relative to the right of withdrawal of consumers do not apply to the distance purchase of Offers.

## **5. TRAVEL UNDER THE PACK OFFER**

PSG will provide the Buyer with the requisite information concerning the departure times and places for the travel. The Buyer will take care under their sole responsibility of being present at said place with the Beneficiary in the stipulated time frames.

The Buyer will be informed of the identity of the transporter prior to the order. In all cases, the Buyer/Beneficiary is informed that the transport is carried out by one or more companies specialising in transport and holder of a Travel Agency licence in compliance with the regulations in force, under their sole responsibility. For its part, PSG may not be described as a travel agency.

At the departure point, the Beneficiary must show their pass and ID to access the mode of transport made available by PSG. For the international travel, the Beneficiary must imperatively show a National ID Card or Passport. The Beneficiary agrees to submit to body scanning by the security personnel, to the visual inspection of their luggage and any security measures carried out by the forces of police and/or the agents of PSG and/or the transport firm. Any person who refuses to submit to such checks, body scanning and inspections will be refused access to the mode of transport without being able to claim reimbursement of the Offer.

During travel, the Beneficiary must be accompanied by PSG security personnel.

The Beneficiary undertakes to refrain from harming other people and/or other people's property. The expressly acknowledge responsibility for degradations, damage and incidents caused by them inside the means of transport ensuring the travel. They undertake consequently to bear the consequences, in particular financial. As required, it is stipulated that smoking is prohibited onboard the means of transport.

Given the constraints of security and the laws and regulations in force, the possession, sale and/or consumption of alcoholic beverages and narcotics are strictly prohibited during the transport. Prohibited items must be handed over by their owner.

PSG and the carriers reserve the right to refuse or exclude from the transport the Beneficiary when, following a reasonable assessment, this decision seems necessary for reasons of security or when the mental or physical behaviour of the Beneficiary is such that it creates unease or represents a danger for the other passengers and the property of other people without them being able to claim the reimbursement of the price of the Offer.

More typically, the Beneficiary undertakes to respect all the instructions or directives given by PSG and/or the security personnel and/or the carriers before or during the transport, in this includes the phases of boarding, disembarking and any stops during the transport.

## **6. ACCESS TO THE STADIUM**

The Ticket for the Match will be handed over personally to the Beneficiary at the Ticket Office or at any other place determined by the club visited and will be indicated by PSG to the Buyer, the latter being responsible for providing this information to the Beneficiary. The Ticket of the Match will be issued on presentation by the Beneficiary of their pass and proof of ID. At the entrance to the visitors' sector of the Stadium, the Beneficiary agrees to submit to hygiene measures, to body scanning by the security personnel, to the verification of their documentary ID, to the visual inspection of their hand luggage and any security measures carried out by the forces of police and/or the agents of PSG and/or the Match organisers. The Beneficiary may be invited to show any items they are carrying. Any prohibited items shall be consigned, seized or refused. Any person who refuses to submit to such checks,

body scanning and inspections will be refused access to the Stadium without being able to claim reimbursement of the Offer.

You are reminded that, pursuant to the provisions of article 2.2, minors must be accompanied and placed under the responsibility of an adult having subscribed to the same travel Offer for the same Match.

PSG and/or the Match organisers reserve the right to refuse entrance to the Stadium of any person when, following a reasonable assessment, this decision seems necessary for reasons of security or when the mental or physical behaviour of said person is such that it creates unease or represents a danger for the other spectators and the property of other people without them being able to claim the reimbursement of the price of the travel Offer they purchased. Exits from the Stadium are final and permanent.

## **7. LEGISLATION RELATIVE TO THE SECURITY IN A STADIUM AND COMMITMENT TO TOLERANCE AND RESPECT**

By holding the Ticket included in the Offer, the Beneficiary acknowledges having read and undertakes to respect without reservations these General Terms of Sale, the internal regulations of the Stadium and the laws and regulations relative to the security in sports enclosures, in particular articles L. 332-3 - L. 332-16 of the Code of Sport. Any person present in the Stadium who commits one of the infringements defined in these articles will incur, in addition to the fines and prison sentences, an additional sanction of being banned from entering or approaching a Stadium as well as the sanctions stipulated in article 11.g below.

In this respect, it is recalled that the law prohibits in particular the introduction and use of pyrotechnic devices, the wearing or displaying of insignia, signs or symbols related to racist or xenophobic ideology, and more typically inciting the spectators to hatred or violence.

In addition, by holding the Ticket, the Beneficiary undertakes to:

- Ban violence, racism, xenophobia, anti-semitism, homophobia, public expression of political or religious opinions in the Stadium;
- Adopt a respectful and "fair play" attitude towards public authorities, football institutions, referees and fair play, the opposing team and its supporters. He also undertakes to show a positive attitude towards supporters in the same and other Stadium stands in order to let them live their stadium experience under the conditions they hear and thus show great respect so as not to disturb them.

## **8. LOSS/THEFT OF THE TICKET OR PASS**

The Beneficiary is responsible for their Ticket and pass. Tickets may not be reimbursed or exchanged, including in the case of loss, theft or destruction and no duplicate will be issued. In the event of loss or theft of a pass, the Beneficiary may go to the Ticket Office to obtain a copy. The price of a copy of a pass is invoiced €5 per order.

## **9. LIMITS OF LIABILITY OF PSG**

### **a - Composition of the teams – Calendar – Times**

The following are not contractual: the public or promotional documentation presented to the Buyer, the composition of the teams, the calendars and times of the Matches which are published, and which are subject to change at any time, by the LFP, the FFF, UEFA and/or any administrative authority without engaging the responsibility of PSG.

### **b – Foreign cause**

The responsibility of PSG may not under any circumstances be engaged through the occurrence of events that constitute a case of force majeure or are due to a third party. Are in particular excluded from their responsibility: storms, strikes, changes in the regulations, suspension of a pitch, postponement or cancellation of a Match, decision by a competent authority (e.g. prefectural or ministerial decree, decision of the LFP, the FFF, UEFA, etc.). Should one of the above-mentioned events occur, PSG will decide, at their sole discretion and without any obligation, whether or not to grant the Buyer any compensation.

### **c – Travel ban pronounced by the Minister of the Interior or the competent administrative authority**

Should a travel ban be pronounced against PSG supporters for a Match by the Minister of the Interior or the competent administrative authority, PSG will decide, at their sole discretion and without any obligation, whether or not to grant the Buyer any compensation.

### **D - Transport within the framework of the pack Offer**

PSG may not be held liable for the transport, including the arrival and departure times of the means of transport used for the travel. PSG declines all responsibility in the event of the theft, loss or deterioration of the luggage of the Beneficiary remaining in its charge during travel.

**e - Incident - Loss:** PSG declines all responsibility regarding the losses suffered by any person due to an incident occurring during a Match, except in the case of a serious misdemeanour proven against them.

## **10. IMAGE RIGHTS**

Any person watching a Match grants PSG, free of charge, for the whole world and for the legal duration of copyright protection, the right to capture, use, exploit and represent their image and their voice, on any medium already known or to be invented in relation with the Match and/or any event operation and/or the promotion of PSG and/or their partners, such as photographs, live broadcasts on giant screens, live and recorded television broadcasts, the digital media, programmes and/or video or sound recordings, such rights being freely transferable by PSG to a third party of their choice.

## **11. CANCELLATION OF THE OFFERS BY PSG:**

**a - Pack Offer cancellation clause** - in the event that the subscriptions to a Pack Offer do not allow the following occupation rate:

- 80% of the capacity of the means of transport within the framework of coach travel, or
- 90% of the capacity of the means of transport within the framework of aircraft or train travel,

PSG will have the unilateral option of automatically cancelling the Pack Offer at any time up until 24 (twenty-four) hours before the Match concerned. In such a case, PSG will refund all sum collected in respect of the pack Offer;

This reimbursement will be by cheque in the name of the Buyer, within 30 days following the day of cancellation of the pack Offer.

**b – Stadium ban** - When PSG is informed, pursuant to the provisions of articles L.332-15 and L.332-16 of the Code of Sport, that a Beneficiary is subject to an administrative or legal Stadium ban, PSG will proceed to cancel the Offer automatically.

**c – Unlawful resale** – It is strictly prohibited to resell/offer to resell, exchange/offer to exchange the Offer in return for any consideration whatsoever. If these prohibitions are not respected, PSG reserves the right to cancel the Offer, without loss of the sanctions stipulated in article L.313-6-2 of the Code of criminal law.

**d – Infringements inside or around the Stadium** - Any fraud or attempted fraud observed at the Stadium, any observed infringements to the internal regulations of the Stadium, any observed infringements to these General Terms of Sale (in particular the commitments of tolerance and respect stipulated in Article 7) or the legislation relative to the security in sports enclosures (in particular the ban on the introduction, holding and use of pyrotechnic devices), will automatically lead, if PSG sees fit, to the cancellation of the Offer and the person being expelled from the Stadium.

**e – Infringements outside the Stadium**: Any behaviour in relation with the activities of PSG and/or any sports section under the appellation PARIS SAINT-GERMAIN likely to harm others, harm the image of PSG or of any sports section under the appellation PARIS SAINT-GERMAIN, or the honour of their leaders or staff, cause bodily harm, degradation to property and/or any behaviour that is aggressive, violent, provocative, insulting, uncivil, indecent or contrary to ethics or custom in relation with the activities of the PSG will automatically lead, if PSG sees fit, to the cancellation of any Offer purchased by the person concerned by these acts.

**f – Commercial activities/betting**: Promotional or commercial activities in relation with the Offers are prohibited without the prior agreement in writing of PSG. Consequently, and in particular, it is forbidden to use the Offers in relation with the public relations services provided by the Buyer or by a third party. It is also prohibited to conduct a promotional or commercial activity in the Stadium on the occasion of a Match without the agreement of PSG, the organiser of the Match or, depending on the Match concerned, the LFP, the FFF or UEFA. It is also prohibited to record, send and/or exploit sounds, images, data, statistics and/or Match descriptions without the prior written agreement of PSG, the organiser of the Match or, depending on the Match concerned, the LFP, the FFF or UEFA. Lastly, within the framework of combating the risks of fraud generated by sporting bets, betting is formally prohibited inside the Stadium enclosure on the Match in play. Failure to respect these prohibitions will automatically lead, if PSG sees fit, to the cancellation of the Offer and where relevant expulsion from the Stadium.

**g - For expulsion from the Stadium and/or cancellation of the Offer**, PSG will decide at their sole discretion and without obligation on their part whether or not they will grant a refund of the Offer cancelled.

## 12. VIDEO-PROTECTION

The Beneficiary is informed that, for their security, the Stadiums are likely to be equipped with a video-protection system placed, where relevant, under the control of police officers, the footage from which can be used in the event of legal proceedings. Where relevant, a right of access is allowed for during the legal conservation period of the images in compliance with the provisions of article L253-5 of the Code of Interior security.

## 13. INTUITU PERSONAE

The Buyer acknowledges that PSG has granted them, and the Beneficiary, the sale of the Offer due to their identity and declarations. Consequently, the Buyer guarantees the accuracy of the information requested about their personal situation and that of the Beneficiary and undertakes to inform PSG spontaneously of any changes that may occur.

## 14. PROTECTION OF PERSONAL DATA

PSG undertakes to treat and keep all personal information conferred in this way by the Buyer in the respect of the provisions of the regulations on the protection of personal data and to the PSG personal data protection policy accessible on its website, solely for the organisation and management of the Offers and in order to provide the Buyer with up to date information about PSG and give the Buyer preferential knowledge of ticketing or service offers from PSG.

It is also recalled that, in compliance with the provisions of Article L. 332-1 of the Sports Code and for the purpose of ensuring the security of sporting events, the PSG may refuse or cancel the issue of access tickets to such events or refuse access to them to persons who have contravened or contravene the provisions of the general conditions of sale or the internal regulations relating to the security of such events. To this end, and as an organiser of sporting events, the PSG carries out automated processing of personal data relating to the above-mentioned breaches, under conditions laid down by decree of the Conseil d'Etat after a reasoned opinion has been issued and published by the Commission nationale de l'informatique et des libertés.

The Buyer is informed that they have with regard to such information a right to consult, correct and updating data concerning

him where they are inaccurate or incomplete and erasing them. The Buyer may request the portability of his data. The Buyer also has the right to oppose the treatments carried out or to request the limitation thereof. The Buyer may, in addition, transmit to the PSG instructions for the storage, erasure or communication of data in the event of death and designate the person in charge of it. To exercise this right, he may send a message with proof of identity to the following e-mail address: [billetterie@psg.fr](mailto:billetterie@psg.fr) or by post to the following address: PSG - Service Billetterie/subscription – 53 avenue Emil Zola - 92650 Boulogne-Billancourt Cedex.. The Buyer may, also, contact the Privacy Officer by writing at the following address: [dpo@psg.fr](mailto:dpo@psg.fr). A reply will be sent within one month of receipt of the request.

The PSG will do its best to answer any questions regarding the processing of personal data that it carries out. In accordance with applicable regulations the Buyer may, if he wishes, file a claim with the CNIL according to the terms and conditions indicated on his website (<https://www.cnil.fr>).

It is furthermore recalled that pursuant to article L. 332-1 of the Code of sport: *"For the purposes of contributing to the security of sports events, the organisers of such meetings can refuse or cancel the issue of tickets to access such events or refuse access to people who have infringed or are infringing the provisions of the general terms of sale or the internal regulations relative to the security of such events. To this end, the organisers can establish automated processing of personal data relative to the lacks announced in the second last paragraph of this article, in the conditions fixed by decree in the Council of State after cognisance of the reasoned and published opinion of the French National Commission for Data Protection and Civil Liberties"*.

## 15. FOLLOW UP/CUSTOMER RELATIONS

For any question or complaints entirely devoted to the follow up of the purchase and use of an Offer, PSG can be contacted by email at: [billetterie@psg.fr](mailto:billetterie@psg.fr).

## 16. APPLICABLE LAW MEDIATION - LITIGATION

These General Terms of Sale are governed by French law. PSG must be informed of any litigation relative to the purchasing or use of an Offer by registered letter to the following address: PSG - Service Billetterie - 53 avenue Emil Zola - 92650 Boulogne-Billancourt Cedex.

In accordance with Article L.612-1 of the consumer code, in the event of a dispute, the Buyer may make free use of the MEDICYS mediation service to which the PSG reports with to get an amicable resolution:

Electronical way : [www.medicys.fr](http://www.medicys.fr) or by post : MEDICYS – 73, Boulevard de Clichy 75009 Paris.

In the absence of an out of court settlement, the French courts will have sole jurisdiction to hear disputes.

Paris, 20 November 2020

**Through their acceptance when purchasing the Offer and/or the delivery of the pass or the Ticket by any method (in particular by electronic transmission for electronic passes), the Buyer/the Beneficiary acknowledges having previous knowledge of and having accepted without reservations these General Terms of Sale.**