

# General Terms and Conditions of Sale of Tickets for Matches Organised by PSG at the Parc des Princes

## 1. Purpose

The purpose hereof is to define the terms and conditions under which any person ("the Buyer") accepts to purchase from the SASP Paris Saint-Germain Football ("PSG"), one or more tickets or to benefit from one or more invitations (purchasable tickets and/or invitations are hereafter called "the Ticket" or "the Tickets"), providing access rights to attend a football match organised by PSG (the "Match"). These Terms and Conditions are applicable to any Buyer and any person who holds a Ticket, each of these individuals being referred to as a "Ticket Holder".

PSG reserves the right to modify these Terms and Conditions at any time and without prior notice. The applicable General Terms and Conditions for Sale are those that appear online on the ticketing website of PSG (<http://billetterie.psg.fr>, or any website that may substitute for it) and accepted on the date of purchase, invitation collect or transfer of the Ticket. These General Terms and Conditions of Sale are available in French and English. In the event of any inconsistency between the French and English versions, the French version shall prevail.

## 2. Presentation of the Ticketing Offer

### 2.1 Restrictions

No Ticket shall be provided to any person under any administrative or legal measure prohibiting them access to the stadium, this individual being the actor carrying out the actions described in Articles 15.b to 15.e hereinafter, or anyone who has not paid. Any minor under the age of 16 years must be accompanied and under the responsibility of an adult possessing a valid Ticket in the same section. Upon purchasing his or her Ticket, one of his or her parents or legal guardians authorised to accompany the minor to the PSG Match in question and shall guarantee that he or she is accompanied and under the responsibility of an adult in possession of a valid Ticket in the same section.

PSG does not recommend that parents bring children younger than five years old to the Stadium.

### 2.2 The Stadium

Under the terms of these Terms and Conditions, the "Stadium" is understood to mean the Parc des Princes or any other stadium being substituted for it where PSG has organised a Match. PSG alone shall decide the sections and seats in the sections of the Stadium that may be available for sale and the number of Tickets available in each section and seat in the section.

The section and seat number indicated on the Ticket are those of the Parc des Princes. However, PSG reserves the right to hold Matches in stadium other than the Parc des Princes. In this case, the Ticket Holder shall be granted by PSG, insofar as possible and given the availability at the location and the constraints imposed on PSG, a seat in this Stadium of a comparable quality as a seat in the Parc des Princes indicated on the Ticket, and that the Ticket Holder shall recognise and accept in advance.

### 2.3 Medium of the Tickets

The Tickets are available in electronic format ("e-Tickets or "m-Tickets") on the account belonging to the Buyer on the ticketing Website or, via the Official PSG mobile Application available on the Android Play Store or the Apple App Store (the "App") or, upon the request of the Buyer (only by telephone), on paper made up of two detachable parts ("Paper Tickets"). PSG reserves the right to limit the different types of Ticket media depending on the sections and/or Matches.

### 2.4 Registered Tickets

The Tickets purchased are strictly personal and shall contain:

- the name of the Buyer, including the Tickets that the latter shall grant to the Ticket Holder, as well as
- the name of the Ticket Holder (only for e-Tickets or m-Tickets)
- the seat number in the Stadium that must be respected (subject to the provisions of Article 13.b hereinafter).

The Tickets purchased shall be provided or supplied to the Buyer who will be responsible for providing them to the Ticket Holder pursuant to the provisions of Article 11.1 hereinafter.

### 2.5 Sections

The Stadium is divided into several sections, as well as sectors. The ticketing offer does not apply to the section reserved for the club visitor supporters.

### 2.6 Assigning Seats

#### 2.6.1 Buyer's Choice of Seat

For most of Matches, the Buyer may, limited to the available seats and given the requirements of security and organisation imposed upon PSG, choose their seat in the section of the Stadium that corresponds to the price category of the Ticket.

#### 2.6.2 Random Placement

For security or organisational reasons, the seats for certain matches and/or certain Sections, shall be decided by PSG, within the Section or the price category in question, and carried out in a random manner, at the time of purchase, by PSG ticketing software, without allowing the Buyer to choose a seat within the price category in question and without the possibility of modification, exchange, or cancellation. The purchase of Tickets via the App is also systematically made randomly within the price category concerned. The Buyer is prohibited from objecting to their seat placement.

If the Buyer purchases several Tickets in the same Section in the same price category, the corresponding seats shall, limited to the available seats and given the requirements of security and organisation imposed upon PSG, be located side-by-side.

## 3. Selling Tickets

### 3.1 Number of Tickets

Ticket sales are established, limited to the available seats, by Section and by price category. PSG reserves the right to limit the number of Tickets available per Buyer according to the Matches and/or the Sections.

### 3.2 Sales Dates

The dates for selling Tickets for each Match are indicated on the PSG billing website and may be communicated by telephone (at 08.92.72.75.75 [€0.34 per minute], or any number

that may substitute for this). PSG reserves the right to allow different sales dates according to different distribution channels.

### 3.3 Sales Deals

PSG alone shall decide the sales deals for Tickets and the number of Tickets available for each deal and for each Match. Specifically, PSG has already informed the Buyers that the Tickets give access to certain Matches and may be sold only in the framework of a Package Deal related to the sale of a Ticket giving access to another Match.

### 3.4 Prices

The prices are indicated on the PSG website and may be communicated by telephone.

The prices are in euros, including tax, and only payable in euros. The applicable prices are those indicated or stated at the time of purchase.

### 3.5 Reduced Prices

Under the conditions defined hereinafter and within the limits decided freely by PSG, certain seats may give rise to a reduced price for children younger than 16 years (at the date the Ticket is purchased) in the Junior Club Section (Access 115 and 116 of the Stadium), subject to a regular-priced Ticket being purchased at the same time for the same Match and in the same price category, limited to two adult Tickets and four Tickets for children younger than 16 per order.

### 3.6 Fees Associated with Obtaining Tickets

The fees for acquiring Tickets vary depending on the medium and methods by which Tickets are delivered as follows:

- e-Tickets: four (4) euros
- m-Tickets: four (4) euros
- Paper Tickets sent by registered letter with acknowledgment of receipt: twelve (12) euros

PSG reserves the right to limit the methods for obtaining Tickets according to their media and distribution channel.

### 3.7 Invoices

The Buyer is able to download an invoice for any Ticket order in its dedicated personal space on the PSG ticketing website.

## 4. Purchase Procedure

### 4.1 Methods for Purchasing Tickets

Subject to the provisions hereinafter, Tickets may be purchased:

- on the PSG Website ;
- on the App ;
- by telephone ;
- within the reseller network designated by PSG.

Generally, PSG reserves the right to limit the distribution channels according to the Matches and/or Sections of the Stadium.

### 4.2 Payment Methods

The Ticket price is payable only in euros. The authorised payment methods are, among others: debit card, Visa, MasterCard, as well as cheque and bank transfer only for legal persons.

PSG reserves the right to authorise other payment methods over the season, depending on the distribution channels.

### 4.3 The Fight Against Fraud

The PSG ticketing website and the App have a secured payment system using the SSL security standard. The confidential banking data are encrypted and transmitted to a banking server responsible for management and oversight.

In order to prevent banking data being stolen and to reinforce the security of transactions carried out on the PSG ticketing Website and the App, PSG (or its payment service provider), without this being an obligation that it is responsible for, may carry out checks to ensure the identity of the user for the payment method used. In the event of default or refusal to respond to PSG's requests (or the requests of its payment service provider), or to provide the proof requested, PSG reserves the right to not validate the Ticket purchase.

PSG reserves the right to cancel the purchase of a Ticket that presents a risk of fraud, specifically a fraudulent use of a banking card or the risk to the security of the sporting event.

Pursuant to the regulation on the protection of personal data, the Buyer may, at any time, have the right to access, rectify, and object to all of its personal data in writing, by email and by providing proof of identity, to the attention of PSG's payment service provider: ADYEN SARL – 59, rue des Petits champs – 75001 PARIS.

### 4.4 Registering Banking Details

PSG offers the possibility for the Buyer to register its banking details to more easily and more quickly pay for future purchases.

To do this, the Buyer must select the corresponding box on the page for bank card payments. Once the payment is validated, the data related to billing and the bank card used will be registered. The Buyer's banking details will not be kept by PSG but by its payment service provider on their secured servers. The Buyer, at any time, has the right to erase its banking data and/or to add another bank card by clicking on the link allowing it to do so.

## 5. Specific Procedures for Buyers Who Are Legal Entities

A legal entity may buy Tickets or benefit from invitations, based upon availability, through its legal representative or any person duly authorised for this purpose, according to the procedure described in article 4 above or according to the following procedure. The Buyer who is a legal entity shall complete and return to PSG a completed and signed Purchase Order by email to the address indicated on the Purchase Order or by email that shall be considered proof, sent by the Buyer's commercial contact.

The Purchase Order is available on the PSG ticketing website, upon request of the Buyer's commercial contact or at the email address: [abonnements-entreprises@psg.fr](mailto:abonnements-entreprises@psg.fr).

The purchase is validated upon receipt of the Purchase Order duly completed and signed within the deadline indicated on said Purchase Order (which is five business days following the date that PSG sent the Purchase Order, the postmark constituting proof thereof) and after paying the costs. The Buyer will then receive an email containing these General Terms and Conditions of Sale.

PSG may, at its discretion, consider null and void any Purchase Order returned after the date indicated hereinabove.

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 that must be paid to carry out the purchase.

**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.

## 6. Absence of the Right of Withdrawal

Concerning long-distance sales, the sale of PSG Tickets constitutes the provision of a recreational service to be carried out according to a determined time, pursuant to the provisions of Article L. 221-28 12° of the Consumer Code; the provisions of Article L. 221-18 of the same Code relating to the consumer's right of withdrawal are not applicable to the long-distance purchase of Tickets.

## 7. Obtaining Methods

Paper Tickets are sent to the Buyer's address by registered letter with acknowledgment of receipt. E-Tickets and m-Tickets must be downloaded by the Buyer via its personal account created for its Ticket purchase or for its collect of his invitation and, if need be, transferred to the Ticket Holder according to the procedure described in Article 8.1 hereinbelow. They must be printed or downloaded by the Ticket Holder by its own means.

## 8. Specific Conditions of Use for Electronic Tickets (e-Tickets and m-Tickets):

### 8.1 Transfer of Electronic Ticket

Electronic Tickets may be transferred free of charge by the Buyer to the Ticket Holder (hereinafter, the "Transfer"), subject to the provisions of this Article and Article 11.1 herein below, up until two hours before the established time of the Match's opening kick-off. The Transfer shall be carried out on the Buyer's account via the PSG ticketing website or via the App and by sending the electronic Ticket along with these General Terms and Conditions of Sale via email from the Buyer to the Ticket Holder. Once the transfer is complete, only the designated Ticket Holder, who shall be deemed the holder of the electronic Ticket, will be allowed to enter the Stadium for the Match in question. In the event that the electronic Ticket is transferred several times to successive Ticket Holders, it is the name of the last Ticket Holder that will appear on the electronic Ticket and only this last Ticket Holder may have access to the Stadium.

PSG shall in no way be held responsible for any direct or indirect damage resulting from:

- the malfunctioning of any receipt material or lines of communication;
- problems routing, downloading and/or the loss of any email, and generally, problems causing the loss of any data;
- problems downloading the electronic Ticket, arising specifically from a problem with network connection.

### 8.2 Access to the Stadium by the Electronic Ticket Holder

To have access to the Stadium, the electronic Ticket Holder must provide:

- the e-Ticket printed according to the provisions of Article 8.3 hereinabove, or a mobile phone or a tablet pursuant to the provisions of this Article 8.4 hereinabove;
- proof of identity.

The electronic Ticket is scanned at the entrance to the Stadium and an access pass is provided to the Ticket Holder. This pass is named and strictly personal. It contains the name of the Ticket Holder such as indicated by the Buyer pursuant to the provisions of Article 8.1 hereinabove.

Upon entry to the Stadium, the electronic Ticket Holder must retain, at all times, the electronic Ticket as well as the access pass. Only the first electronic Ticket presented grants access rights to the Stadium.

### 8.3 Printing E-Tickets

E-Tickets must be printed in portrait orientation on plain white A4 paper without any changes to the printing size, with an inkjet or laser printer. No other medium is allowed. In the event that the printing is of poor quality, it is recommended to print the e-Ticket on another printer. PSG is not responsible for any abnormalities arising from e-Ticket printing.

### 8.4 Downloading M-Tickets

M-Tickets must be downloaded by the Ticket Holder on a mobile phone or a tablet via the App, or from the PSG mobile site. The Ticket Holder must ensure that the battery of its mobile telephone or tablet is sufficiently charged to allow it to display its m-Ticket at the entrance of the Stadium.

PSG is not responsible for the Buyer not being able to display the m-Ticket on its mobile telephone or tablet that is not caused by a breach of the former's obligations (such as a defective mobile telephone, an incompatible mobile device, etc.).

## 9. Access to the Stadium

All spectators must have a Ticket that is valid and corresponds to its situation (younger than 16 years, etc.), including children, in order to gain access to the Stadium. Ticket Holders shall access the Stadium through via the entryways indicated at the pertinent section, with their Tickets, which will be read and registered by the digital access control system of the Stadium and/or a PSG attendant. At the entrance to the Stadium, the Ticket Holder accepts to submit to hygiene measures, security pat down checks, verification of his identity documents, and visual inspection of its bags carried out by the police or any attendant at the sporting event accepted by the Prefect of the Police. The Ticket Holder will be asked to present the objects that it is carrying. Objects prohibited by the Stadium's Internal Regulations shall be handed over, seized, or refused, it being specified that PSG may refuse any item. Any person refusing to submit to the above-mentioned verifications, measures, pat downs, and inspections will be refused entry to the Stadium or will be escorted out of the Stadium without the right to any reimbursement of its Ticket.

Access to the section is only possible upon presentation of the Ticket accompanied by the access pass to be pick up at the entrance to the stadium. The Ticket Holder must be seated in the seat assigned to it and that corresponds to the references on its Ticket, unless upon request of PSG pursuant to the provisions of Article 13.b hereinbelow.

Exiting the Stadium is definitive. It is also specified that access to the Stadium is no longer possible after the start of the second half.

## 10. Legislation Relating to Security in a Stadium and commitment to tolerance and respect

By holding a Ticket, the Ticket Holder acknowledges being aware of and undertakes to respect and ensure full respect of these General Terms and Conditions of Sale, the Stadium's Internal Regulation, including its appendix: Health Regulations and which can be viewed at the entrance of the Stadium or on the PSG ticketing website, as well as the laws and regulations regarding security in sporting arenas, specifically Articles L. 332-3 to L. 332-16 of the Sport Code. Any person present in the Stadium who is the author of one of the infractions defined in these Articles shall incur, in addition to fines and imprisonment, an additional penalty of being denied access or expelled from the Stadium as well as the sanctions established in Article 15.f hereinbelow.

Furthermore, it shall be remembered that pursuant to Article L. 332-1 of the Sport Code: "in order to contribute to the security of sporting events, the organisers of these events may refuse or nullify access passes to these events or refuse access to persons who have infringed or are infringing upon the provisions of the general terms and conditions of sale or the internal regulations relating to the security of these events".

In addition, by holding a Ticket, the Ticket Holder undertakes to:

- ban violence, racism, xenophobia, anti-Semitism, homophobia, public expression of political or religious opinion 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. The Ticket Holder 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.

## 11. Ability to Transfer Tickets

Tickets may be transferred by the Buyer under the following conditions:

### 11.1 Transfer Free of Charge

The Buyer may transfer any Ticket free of charge (with the exception of a Ticket ordered as a Paper Ticket) to any Ticket Holder, it being remembered that, pursuant to the provisions of Article 2.1 hereinabove, said Ticket Holder cannot be a person under any administrative or legal measure prohibiting them access to the Stadium, or recognised as the author of the actions established in Articles 15.b to 15.e hereinbelow, or anyone who has not paid.

The Buyer shall ensure that the Ticket Holders respect the obligations of these Terms and Conditions. The Buyer undertakes to be informed of the identity of Ticket Holders who have purchased the tickets and to provide it to PSG upon first request. The Buyer has already been informed that for certain Matches, the Ticket Holder must be identified upon purchase of the Ticket, without the possibility of making a change thereto. The Buyer has also been informed that for certain Matches and/or price categories, the name of the Ticket Holder cannot be changed once it has been indicated.

### 11.2 Transfer for a Cost

The Buyer may transfer a Ticket for payment exclusively within the official network or the official platform authorised by PSG and dedicated for this purpose. The transfer shall be carried out under the conditions established by the managing and owner provider of said network/platform, and thus, the Buyer undertakes to respect said conditions.

The Buyer has already been informed that Tickets for the Junior Club Section may not be transferred for payment.

### 11.3 Assignment by "Comité social et économique social" Social and Economic Committee and Public Authorities

By way of derogation from the foregoing provisions, Buyers, as a french legal entity in the form of a Comité social et économique or a public authority have the option of transmitting Tickets for consideration to employees and/or beneficiaries and/or members thereof, outside the official network or official platform authorized by the PSG and dedicated to this purpose. The transfer price of a Ticket may not exceed the Price paid by the Buyer for said Ticket.

## 12. Theft/Loss of Tickets

Ticket Holders are responsible for their Ticket. In the event of loss or theft of one or more Tickets, the Buyer alone for a Paper Ticket or the Ticket Holder for an electronic Ticket may go to the Stadium office to be provided with a duplicate. The price of a duplicate Ticket is €5 per order.

## 13. Limits of PSG Responsibility

### a - Composition of teams – Calendar – Schedule

Not contractual: the public or promotional documentation presented to the Buyer, the composition of teams, the calendars and schedules of matches that are published and which can be changed at any time by the LFP, the FFF, UEFA, or any other administrative authority, without invoking PSG's responsibility.

### b - Placement

The regulations of certain competitions, security or hygiene requirements, the organiser's or the Stadium operator's requirements, the organisation's necessities, specifically the work of renovating the Stadium that may be undertaken, or events of force majeure may, on an exceptional basis, lead PSG to propose to the Ticket Holder to temporarily take a seat of comparable quality to that of the seat indicated on its Ticket, without invoking PSG's responsibility.

### c - Foreign causes

PSG's responsibility may in no way be invoked for occurrences of force majeure or third-party actions. Specifically outside of its responsibility: inclement weather, strikes, changes in regulations, suspensions on the field, delayed or cancelled Matches, a decision of a competent authority (e.g., prefectural or ministerial decree, decision of the LFP, the FFF, UEFA, etc.). In the event of an occurrence of an above-mentioned action, PSG shall decide, at its sole discretion and without obligation on its part, to grant or not to grant compensation to the Buyer.

#### **d - Deposits - Charging terminals:**

Use of the deposits and charging terminals for electronic devices is at the Ticket Holder own risk. Therefore, the PSG declines all liability in the event of loss, theft, damage, etc. of the objects deposited and the Ticket Holder waives any claim whatsoever against the PSG in this respect.

#### **e - Incident – Harm**

PSG denies any responsibility regarding harm suffered by any person because of any incident occurring during a Match that it organises at the Stadium, with the exception of gross misconduct proven to be its fault.

#### **14. Image Rights**

Any person attending a PSG Match at the Stadium shall grant PSG, free of charge, for the entire world, and for the legal term of copyright protection, the right to capture, use, benefit from, and represent its image and its voice, on any medium known or that may be developed, in relation to the Match and/or any event operation and/or the promotion of the Stadium, PSG and/or its partners, such as photographs, live transmissions on the giant screens, live or rebroadcast televised transmissions, digital media, broadcasts and/or video or sound recordings, these rights being freely transferred by PSG to any third party of its choice.

#### **15. Nullification of Tickets by PSG:**

##### **a - Prohibition from entering the Stadium**

Once PSG has been informed, pursuant to the provisions of Articles L. 332-15 and L. 332-16 of the Sport Code, of the fact that a Buyer or a Ticket Holder is the subject of administrative or judicial prohibition from entering the Stadium, the PSG shall automatically nullify the Ticket, and if be the case, escort this individual from the Stadium.

##### **b - Illicit resale**

Any resale/offer of resale or any exchange/offer of exchange for any price whatsoever of the Ticket outside of the official network or platform authorised by PSG is strictly prohibited. In the event of non-respect of these prohibitions, PSG reserves the right to nullify the Ticket, and if it be the case, escort this reseller from the Stadium, without prejudice to the penalties established in Article 313-6-2 of the Penal Code.

##### **c – Infractions inside or in the proximity of the Stadium**

Any fraud or attempt at fraud observed in the Stadium or upon reading the pass registration at the ticket windows, any infraction observed regarding the Interior Regulations of the Stadium including its appendix: Health Regulations, any infraction observed regarding these General Terms and Conditions of Sale (including commitment to tolerance and respect stipulated at the Article 10) or the legislation relating to security in sporting arenas (specifically prohibitions regarding bringing in, being in possession of, and using pyrotechnic machines), of any nature committed by the Buyer or the Ticket Holder shall automatically lead, if PSG sees fit, to nullifying the Ticket and escorting this individual from the Stadium.

##### **d – Infractions outside of the Stadium**

Any behaviour in relation to PSG activities and/or of any sporting section under the name PARIS SAINT-GERMAIN, that may harm another, harm the image of PSG, or any sporting section under the name PARIS SAINT-GERMAIN or their directors or personnel, that cause bodily injury, destruction of property and/or any behaviour that is aggressive, violent, provocative, insulting, injurious, uncivil, indecent, or that is contrary to ethics and morals in relation to PSG activities, shall automatically lead, if PSG sees fit, to automatically nullify any Tickets purchased by the individual in question regarding these actions and/or who is the Ticket Holder, and if it be the case, to escort this individual from the Stadium.

##### **e - Commercial activities/Paris**

It is prohibited to carry out promotional or commercial activities in relation to Tickets without the prior written agreement of PSG. Consequently and specifically, it is prohibited to use the Tickets in relation to public relations activities of the Buyer, the Ticket Holder, or any third party. It is also prohibited to carry out promotional or commercial activity in the Stadium during a Match without PSG's approval, or following the Match in question, without the approval of the LFP, the FFF or UEFA. It is also prohibited for any Ticket Holder to register, transmit and/or use sounds, images, data, statistics and/or descriptions of the Match without PSG's approval, or following the Match in question, without the approval of the LFP, the FFF or UEFA. Finally, within the framework of the fight against fraud regarding sports betting, it is formally prohibited for any Ticket Holder to place any bets inside the Stadium on the Match under way. The non-respect of these prohibitions shall automatically lead, if PSG sees fit, to nullify the Ticket, and if it be the case, to escort this individual from the Stadium.

**f - Regarding expulsion from the Stadium and/or nullification of the Ticket,** PSG shall decide at its sole discretion and without an obligation on its part to grant or to not grant a reimbursement of the Ticket that has been nullified.

#### **16. Video protection**

The Ticket Holder is informed that, for security purposes, the Stadium is equipped with a system of video surveillance under the control of police officers and the images captured may be used in the event of criminal prosecution. A right of access is established for the time period for retaining the images pursuant to the provisions of Article L. 253-5 of the Interior Security Code. It may be exercised by letter addressed to the following: SASP Paris Saint-Germain – Service Sécurité – 53, avenue Emile Zola – 92650 Boulogne-Billancourt Cedex.

#### **17. Intuitus personae**

The Buyer recognises that PSG consented to sell the Ticket to it based on the former's capacities and representations. Consequently, the Buyer guarantees the exactitude of the information requested regarding its personal situation and that of the Ticket Holders.

#### **18. Protection of Personal Data**

PSG undertakes to handle and retain any personal information granted to it in 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, and this only for organizing and managing the Matches that it puts on and to keep the Buyer informed of PSG's news, and allow him to benefit from priority offers of goods and services related to PSG's, its partners' and the Stadium's activities.

The Buyer is informed that, in regard to its informations, it has the right of access, rectification, and update of data concerning him when they are inaccurate or incomplete and erasing them. The Buyer may request the portability of his data. The Buyer may also 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, the Buyer may send a message with proof of identity to the following e-mail address: [billetterie@psg.fr](mailto:billetterie@psg.fr) or a letter to the following address: SASP Paris Saint-Germain – Service Sécurité – 53, avenue Emile Zola – 92650 Boulogne-Billancourt Cedex.. The Buyer may also contact the Privacy Officer by writing to the following address: [dpo@psg.fr](mailto:dpo@psg.fr). An answer will be sent within the 2 following months from the reception of the request.

PSG will do its best to answer any questions regarding the processing of personal data. In accordance with the 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>). Furthermore, it should be remembered that pursuant to Article L. 332-1 of the Sport Code: *"in order to contribute to the security of sporting events, the organizers of these events may refuse or nullify access passes to these events or refuse access to persons who have infringed or are infringing upon the provisions of the general terms and conditions of sale or the internal regulations relating to the security of these events. For this purpose, the organizers may establish an automatic personal data management system for the infringements established in the penultimate Subparagraph of this Article, under the conditions established by Decree of the "Conseil d'Etat" after the motivated and published opinion of the National Commission on Informatics and Liberty"*.

#### **19. Follow-up/Customer relations**

For any question or comment exclusively related to follow-up of the purchase and the use of a Ticket, you may contact PSG via email at the address: [billetterie@psg.fr](mailto:billetterie@psg.fr).

#### **20. Applicable law/Mediation/Disputes**

These General Terms and Conditions of Sale are subject to French Law. Any dispute relating to the purchase or use of a Ticket should be brought to the attention of PSG by registered letter sent to the following address: SASP Paris Saint-Germain – Service Sécurité – 53, avenue Emile 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.

Failing an amicable agreement, the French courts alone are competent.

Drafted in Paris, on 12 November 2020

**By its acceptance upon purchasing a Ticket, and/or collecting invitations and/or handing over a Ticket by any means (specifically by the electronic transmission of e-Tickets and m-Tickets), the Buyer and the Ticket Holder shall recognise having prior knowledge of and having accepted without reservation these General Terms and Conditions of Sale and the Stadium's Interior Regulations, including its appendix: Health Regulations.**