



## FINAL TOURNAMENT OF THE 2023/2025 UEFA EUROPEAN UNDER-21 CHAMPIONSHIP

### REFUND POLICY

1. This Refund Policy (hereinafter referred to as the **“Refund Policy”**) of **SFZ Event, s.r.o.**, with registered office at Tomášikova 30/C, 821 08 Bratislava, Company ID No.: 55450172, Tax ID No.: 2122001002, VAT ID No.: SK 2122001002, registered in the Business Register of the Municipal Court Bratislava III, Section Sro, Insert No. 169689/B (the **“Seller”**) is issued in accordance with Act No. 40/1964 Coll., the Civil Code, as amended (hereinafter referred to as the **“Civil Code”**) and Act No. 108/2024 Coll. On Consumer Protection and on Amendments to Certain Acts, and constitutes an integral part of the Seller's Final Tournament of the 2023/2025 UEFA European Under-21 Championship Ticketing Terms and Conditions (hereinafter referred to as the **“T&Cs”**).
2. The definitions used in this Refund Policy are identical in content to the definitions set out in the Seller's T&Cs.
3. The purpose of this Refund Policy is to inform the Buyer about the terms and conditions and the method of filing a complaint (claim) regarding the type, scope and quality of the Service (which shall, for the purposes of this Refund Policy, be defined as **“an independent electronic method of ordering, distributing and selling Tickets”**) provided in connection with the purchase of a Ticket and/or a defect in a Ticket that was purchased on the online ticketing platform or at one of the points of sale, the list of which is provided on the Seller's website or online ticketing platform (hereinafter collectively referred to as the **“Website”**), including information on where a claim can be filed.
4. This Refund Policy applies in particular to defects relating to the provision of the Service on the Website and/or defects in the Ticket, and in particular to cases of:
  - (a) payment of the Ticket price in a manner other than that specified in the T&Cs,
  - (b) making duplicate and/or multiple payments of the Ticket price,
  - (c) payment of the Ticket price after the time limit set for the payment of the Ticket price,
  - (d) the Ticket not containing the data pursuant to the T&Cs,
  - (e) non-delivery of the Electronic Ticket to the Buyer's e-mail despite payment of the price (if the defect is caused by the Seller),
  - (f) inability to print the Electronic Ticket (if the defect is caused by the Seller).
5. The Seller shall be liable for the defects in the Services provided on the Website and the related defects in the Tickets, which the Service has at the time of its provision, or which the Ticket has at the time of its delivery and/or the defects in the Ticket that was purchased at one of the points of sale, the list of which is provided on the Website.



6. If the Buyer discovers that the Service and/or the purchased Ticket has defects that have not arisen due to reasons on the Buyer's side, the Buyer shall be entitled to make a claim in one of the following ways:

(a) with the Seller or other person/entity listed on the Website from which they purchased the Ticket,

(b) via post to the address of the registered office of the Seller or other person/entity listed on the Website from which they purchased the Ticket,

c) via e-mail to [reklamacie@sfzevent.sk](mailto:reklamacie@sfzevent.sk), or

d) via an electronic form available on the Website.

7. The Buyer shall be obliged to claim the defect of the provided Service and/or Ticket without undue delay from the date of discovery of the defect, no later than by the date of the Event - the Final Tournament of the 2023/2025 UEFA European Under-21 Championship match (hereinafter also referred to as the "Event" or the "Match"), in relation to which the defect of the Service and/or Ticket relates, otherwise (i.e. in the case of a late claim of the defect of the Ticket) the right to file a claim against the Seller shall be extinguished in its entirety.

8. In a claim regarding the Service provided on the Website, the Buyer shall be obliged to indicate the name and surname, the name of the Event, the e-mail based on which the Buyer has access to the Website and the Customer Profile, the name of the Event for which the Service is defective, a description of the defect in the Service provided, what is sought under the claim (i.e. to define the manner of handling the claim), and the contact (e-mail or postal address) to which a confirmation of handling of the claim will be sent. In a claim for a Ticket defect, the Buyer shall be obliged to state their name and surname, the name of the Event, the e-mail address specified in the specific order and the order number (if the Ticket was purchased using the Service) and to describe in a clear and understandable manner the subject matter of the claim (i.e. the Ticket defect) and what they seek under the claim (i.e. to define the manner of handling the claim), the contact address (e-mail or postal address), to which confirmation of handling of the claim will be sent.

9. If the Buyer's claim according to the preceding paragraph lacks the above-mentioned elements and these are necessary for the processing of the claim, the Seller has the right to invite the Buyer to complete them. The time limit for processing of the claim shall commence on the date of receipt of a complete claim (i.e. the claim with all the details pursuant hereto), i.e. on the date of removal of the deficiencies of the claim, or completion of the information and data necessary for proper handling of the claim.

10. The Seller shall issue to the Buyer a written confirmation of each claim filed by the Buyer with the Seller – a copy of the claim report, which contains, among other things, information about the claim filed by the Buyer, as well as the date of filing of a complete claim by the Buyer; in the case of the use of means of long-distance communication (i.e. e-mail, postal delivery), the Seller shall issue a confirmation in the same manner and to the same address from which the claim has been filed by the Buyer. The Seller shall not be obliged to take into account a claim that does not have the requisites pursuant hereto and which has not been supplemented based on the Seller's request.

11. The Buyer acknowledges that it is not possible to withdraw from the contract on the purchase of Tickets (hereinafter also referred to as the "Ticket Purchase") for the Event pursuant to Section 19(1)(l) of the Consumer Protection Act.



12. The Buyer may withdraw from the Ticket Purchase if

- (a) the Event is cancelled,
- (b) the venue of the Event is changed,
- (c) the date of the Event is changed,
- (d) the capacity of the stadium in which the Event is to take place is reduced, resulting in the cancellation of the Tickets purchased,
- (e) the Match is suspended after it has started and finished at a different time on the same day, on a different day, or at a different venue,
- (f) the Match takes place without spectators under a decision of UEFA or other authorities; or
- (g) there are other factors affecting the organisation of the event which make it impossible to use the Ticket for the Event.

13. If there is a reason for withdrawal pursuant to paragraph 12, the Buyer may withdraw from the Ticket Purchase within 30 working days from the date of notification of the reason for withdrawal on the website <https://under21tickets.sk>, the Seller's website, via e-mail to the Buyer's e-mail address, or from the occurrence of any other circumstance referred to in paragraph 12. The Buyer can send the withdrawal to the Seller via e-mail to the e-mail address [reklamacie@sfzevent.sk](mailto:reklamacie@sfzevent.sk), or in writing to the address of the Seller's registered office or by filling in the electronic form available on the Seller's website.

14. The Seller undertakes to refund the price of the Ticket to the Buyer within 30 days of receipt of the withdrawal referred to in paragraph 13.

15. The Seller shall be obliged to handle the claim without undue delay, in justified objective cases, which the Seller cannot influence, no later than within 30 days from the date the claim was made by the Buyer.

16. The Seller shall inform the Buyer of the manner of handling the claim by issuing a written confirmation of handling the claim no later than within 30 days, which the Seller shall deliver to the Buyer at the postal address or e-mail address indicated by the Buyer in the claim (paragraph 8).

17. If the Seller refuses liability for defects, the reasons for the refusal shall be communicated in writing to the Buyer. If the Buyer proves the Seller's liability for the defect by an expert report or an expert opinion issued by an accredited person, an authorized person or a notified body, the Buyer may claim the defect repeatedly and the Seller may not refuse liability for the defect.

18. The Refund Policy shall enter into force on 1 October 2024. The Seller reserves the right to change the Refund Policy. The Refund Policy shall be applied in the version in force at the time of Ticket Purchase or use of the Service.



UEFA  
**UNDER21**  
CHAMPIONSHIP  
SLOVAKIA 2025

In Bratislava, on 21 October 2024.