



## **Special Terms and Conditions Concerning the Rights of the Consumer Purchasing a Ticket to the Final Tournament of the 2023/2025 UEFA European Under-21 Championship**

### **I. Scope**

- (1) These Special Terms and Conditions relate to the rights and obligations of the consumer purchasing a ticket to the Final Tournament of the 2023/2025 UEFA European Under-21 Championship (hereinafter referred to as the “Event” or the “Match”), the seller of which is deemed to be SFZ Event, s.r.o., Tomášikova 30C, 821 02 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 (hereinafter referred to as the “Special Terms and Conditions”), and constitute an integral part of the ticketing terms and conditions for the final tournament of the Event (hereinafter referred to as the “T&Cs”).
- (2) The contact details of the seller, in addition to the registered office address referred to in paragraph 1, are set out in the T&Cs. The registered office address referred to in paragraph 1 shall also be used for the return of the ticket in the event of withdrawal from the contract, which can also be returned to another address of the official ticket seller.
- (3) The account number of the seller referred to in paragraph 1 is: ...../0900, Slovenská sporiteľňa, a.s. IBAN: ... | SWIFT: GIBASKBX.
- (4) These Special Terms and Conditions together with the T&Cs and the Seller's Refund Policy constitute an integral part of the purchase contract for the Event ticket.
- (5) Legal relations between the buyer, who is a consumer, and the seller, which are not expressly regulated herein, in the T&Cs, and in the Refund Policy, shall be governed by the provisions of the Civil Code (Act No. 40/1964 Coll., as amended) and Act No. 108/2024 Coll. on Consumer Protection and on Amendments to Certain Acts (hereinafter referred to as the "Consumer Protection Act").
- (6) The Slovak Trade Inspection is the supervisory authority for the observance of consumer rights and also the authority for alternative dispute resolution.

Slovak Trade Inspection  
Bajkalská 21/A  
P.O. Box 29  
827 99 Bratislava  
info@soi.sk, <https://www.soi.sk/sk/Kontakt.soi>

Information for alternative dispute resolution can be found at <https://www.soi.sk/sk/alternativne-riesenie-spotrebitelskych-sporov.soi>

### **II. Information on Concluding the Purchase Contract**

- (1) The manner of concluding the purchase contract and the delivery conditions for the ticket are specified in the T&Cs.
- (2) By submitting an order via the online ticketing platform (hereinafter referred to as the “Website”), the buyer confirms to the seller that the seller has timely and properly fulfilled its information obligations pursuant to Sections 5(1) and 15(1) of the Consumer Protection Act, which are part of these Special Terms and Conditions, the T&Cs and the Refund Policy.
- (3) When ordering a ticket, the seller informs the buyer on the Website that sending the order is binding and that sending the order creates the obligation to pay the purchase price.
- (4) The purchase contract can also be concluded in Slovak language.
- (5) The buyer shall be obliged to take over the duly delivered tickets. A ticket sent in paper form shall be deemed to have been taken over when the buyer or a third party designated by the buyer, other than the carrier, has taken over all the ordered tickets, or, in case of
  - a. the tickets ordered by the buyer in one order being delivered separately, at the moment of takeover of the ticket that was delivered last,
  - b. the delivery of a ticket consisting of several parts or pieces, at the moment of takeover of the last part or the last piece,
  - c. the ticket delivered repeatedly during a defined period of time, at the moment of takeover of the first delivered ticket.



- (6) The rights and obligations of the buyer in the event of withdrawal from the contract are set out in the T&Cs and the Refund Policy. A template for the withdrawal from contract for consumers is available on the Website (link). It is also possible to withdraw from the contract using the form completed and submitted on the Website (link).
- (7) **It is not possible to withdraw from the purchase of a ticket without providing a reason (Section 19(1)(I) of the Consumer Protection Act).** The seller allows to withdraw from the purchase of tickets in the cases specified in the Refund Policy.
- (8) The buyer shall bear the cost of returning the ticket to the seller upon withdrawal from the contract; and also the cost of returning a ticket which, due to its nature, cannot be returned by post; this shall not apply if the seller has agreed to bear this cost itself or if the seller has not fulfilled this information obligation (that the cost of returning the ticket upon cancellation shall be borne by the buyer).

### III. Warranty and Complaint Conditions

- (1) Unless the law stipulates a different length of the warranty period, the general warranty period under the Civil Code shall be 24 months.
- (2) The buyer shall be obliged to make a claim for the first detected defect immediately after its discovery, manifestation.
- (3) The buyer may only exercise rights under liability for defects if he or she has pointed out the defect within two months of discovering the defect, no later than by the expiry of the warranty period.
- (4) The buyer acknowledges that the seller is not liable for any defects in the ticket caused by the buyer's acts or omissions, use of the ticket in breach of normal practices, or in breach of the instructions for use.
- (5) The buyer has the right to submit a request for remedy to the seller if a dispute arises between them resulting from the exercise of rights under liability for defects, or if the buyer believes that the seller has violated their rights other than those of a consumer. The seller shall inform the buyer on a durable medium of the relevant alternative dispute resolution bodies (Article I(6)) if the seller has responded negatively to a request for remedy.
- (6) Other complaint and warranty conditions are set out in the Refund Policy.

### IV. Final Provisions

- (1) These Special Terms and Conditions shall apply as set forth on the Website on the date the buyer's electronic order is placed, with the exception of a more favourable term for the buyer being expressly agreed upon between the seller and the buyer.
- (2) By submitting an electronic order, the buyer unreservedly accepts all provisions of these Special Terms and Conditions as in force on the date of sending the order.
- (3) The buyer declares that they have read these Special Terms and Conditions before completing the order and that they agree with them. The seller shall not be liable to the buyer for loss of profit, loss of opportunity or any other indirect or consequential loss due to negligence, breach of contract or otherwise. If any provisions of these Special Terms and Conditions are found by the competent authorities of the Slovak Republic to be invalid or unenforceable, in whole or in part, it shall be without prejudice to the validity and enforceability of the remaining provisions and the remaining parts of the relevant provision.
- (4) The seller and the buyer expressly declare that they agree to fully accept the electronic form of communication, in particular via electronic mail and the Internet, as valid and binding for them.

SFZ Event, s.r.o.  
Mgr. Mária Berdisová, Managing Director  
m. p.