



**GENERAL CONDITIONS FOR ONLINE PURCHASING ON
THE FUTBOL CLUB BARCELONA OFFICIAL WEBSITE**

1. OWNER OF THE DOMAIN www.fcbarcelona.com.

Futbol Club Barcelona (hereinafter FCB or the CLUB), with its head offices at Avinguda Aristides Maillol, s/n, 08028 Barcelona, Spanish tax identification code (CIF) G-08266298, included in the Register of Sports Entities (Registre d'Entitats Esportives) of the Government of Catalonia (Generalitat de Catalunya) as a sports club, with number 2.590, Volume 2, Page 295 of the Log Book of Sports Entities (Llibre de Registre d'Entitats Esportives), is the owner of the website: www.fcbarcelona.com, access and browsing of which is free for all users.

Internet users that visit the FCB website are subject to the policies and conditions as currently applicable at the time that they access said website, unless by law or by decision of the competent body retroactive changes have to be made to said policies or conditions. In this regard, the CLUB reserves the right to make, at any time and without any need for prior announcement, any modifications or updates to the information contained in the website, the set-up and presentation of the same, and the conditions for access. Therefore, users are recommended to assiduously check the conditions determined by the legal notice.

2. OBJECT AND SCOPE OF APPLICATION.

FCB provides users of its website, via the section "Buy tickets for the Camp Nou Experience", an advance online booking and purchase service, available twenty-four (24) hours of the day for purchasing tickets for the "Camp Nou Experience". There is a charge for this service, and the user is provided at all times while using the website with all of the information in reference to the aforesaid purchase.

Given the above, the purpose of these general conditions for contracting is to establish and regulate the terms and conditions regarding the procedure for applying for, booking and purchasing tickets to access and visit the facilities of which the "Camp Nou Experience" consists, along with the rights and obligations inherent to said purchase and the use of the aforesaid tickets.

Mere use and browsing of the website, and specifically the section for the purchase of tickets for the "Camp Nou Experience", in order to request information, deal with the procedure for booking tickets, and the purchase of the same, is sufficient grounds for the consideration of 'user' status and implies voluntary acceptance, without reservations of any nature, of each and every one of the terms and conditions in the sale contract, to which said users are bound and which are stated hereinafter.

Should there be any error in the information published on the website at any time, every effort shall be made to rectify this immediately. However, some web content displayed on occasions may be provisional information.

3. PROVISION OF THE SERVICE.

The CLUB does not guarantee the inexistence of interruptions or errors in access to the website or its content, or that the same is free from viruses, or any other elements that could cause alterations to the user's computer systems. FCB shall do all that it can to correct errors and re-establish communications, as long as this is possible and that the repair work is not difficult to perform, as soon as it receives notice of said errors, disconnections or outdated content.

The CLUB shall not be held responsible for damages that may arise from interferences, omissions, interruptions, computer viruses, defects and/or disconnections in the operation or in the operative functions of this electronic system or the user's computer devices or equipment, for reasons beyond the control of FCB, that prevent or delay the provision of services or web browsing, or delays or blockages in the use of the same caused by deficiencies or overloads of the Internet or other electronic systems or similar, or the impossibility of providing service or allowing access for reasons not attributable to the CLUB, due to the user, third parties or force majeure.

4. PROCEDURE FOR BOOKING, PURCHASE AND COLLECTION OF TICKETS TO VISIT THE "CAMP NOU EXPERIENCE".

Users of the www.fcbarcelona.com website that wish to purchase tickets to visit the "Camp Nou Experience" must go to the "Buy tickets for the Camp Nou Experience" section and follow the instructions described hereinafter:

- a) Place a request for a certain number of tickets for a specific day, indicating from among the different options the selected payment method, among other details requested, by completely and correctly filling in the pertinent form, agreeing not to enter the details of third parties, and accepting that should the request for a booking be confirmed by FCB, then FCB may proceed by charging for payment of the cost of the tickets booked by means of the selected payment method.
- b) Said request is not binding for FCB, so once the same has been received it must be validated by FCB. If accepted, the CLUB shall inform the user that it has confirmed the requested booking, either by email or by the means





determined at any time by FCB, stating the localiser number corresponding to said booking, and thereby charging for the cost of the aforesaid tickets, thus fully completing the procedure for the sale of the tickets for the “Camp Nou Experience” and both parties are thus bound to comply with the agreement. When sending an email confirmation, the same may not reach the user’s in-box because some Internet providers detect the message as spam. Therefore, FCB recommends that users should check the spam section, or similar, of their email account.

- c) **Once confirmation of the booking has been received from the CLUB, the interested party, should it wish to make any modifications to the same, must expressly report this to FCB.** Said request is not binding to FCB, and the latter reserves the right to partially or totally accept the modification, and in such a case new booking conditions will be agreed, thus rendering without effort all agreements made initially. Otherwise, the new booking may be refused, whereby the originally agreed and validated conditions shall be maintained.
- d) **Collection of the reserved tickets must be from the ticket offices located on the CLUB grounds as determined by the same, following presentation of the document confirming the booking, or stating the localiser corresponding to the same.**
- e) **If the booking cannot be accredited by either of these means, and should the interested party still wish to make the visit, he/she must pay the costs corresponding to the official entry fees as applicable at the time of the visit, and in such a case, no special rates or conditions for advance group bookings shall be applicable.**
- f) **Once the tickets have been acquired, exchanges or reimbursements shall not be admitted, unless for causes admitted by currently applicable legislation.**

5. GENERAL CONDITIONS GOVERNING THE BOOKING AND PURCHASE OF TICKETS TO VISIT THE “CAMP NOU EXPERIENCE”.

The acquisition of tickets to visit the “Camp Nou Experience” supposes express acceptance, without reserve, by the interested user, of the following general conditions:

- a) The conditions regarding the cost and validity of the tickets, as well as the times and routes of the tour will be those published on the official FCB website (www.fcbarcelona.com) at the time that the booking was made.
- b) The times, route and spaces included in the tour are susceptible to being modified and/or even cancelled and/or totally or partially annulled for the period that the circumstance so requires due to:
 - The necessary and indispensable holding of certain ordinary and/or extraordinary sporting events on the FCB facilities (e.g. matches in the “Liga Española, “Copa del Rey” and “UEFA Champions League”, training sessions held by FCB or opposing teams, etc., presentations of teams, players, sponsors, etc.).
 - Modification or alteration of dates and/or times as originally established in official sports fixture list, following announcement by the corresponding organising body of the change to FCB.
 - For justified cause and/or cause of force majeure derived from certain factors and/or circumstances that require the organisation or hosting of certain activities and/or events of a social, institutional or other extraordinary nature, such as those illustrated hereinafter for merely illustrative and exemplary purposes and not limited to the same (e.g. testimonials or title celebrations, retirement ceremonies for players or coaches, memorials in honour of the death of persons associated to or formerly associated to FCB, press conferences or announcements by the Board of Directors, authorised events involving FCB sponsors, etc.).
- c) For the aforesaid purposes, both these general conditions, and any specific conditions derived from circumstances such as those shown in the previous point b), shall be published always and under all circumstances on the CLUB website, in order for users to be kept duly informed. Therefore, prior to making the visit, the client should check the specificities (where applicable) regarding the tour on the date on which the visit is planned, notwithstanding announcements made to affected parties regarding the same that FCB is obliged to make in accordance with whatever regulations are applicable at the time and in each case.
- d) For the aforesaid purposes, FCB reserves the right to:
 - Modify the route of the Tour, striving to adapt the itinerary to ensure that the most emblematic places can still be visited.
 - Offer the possibility of making the visit at another time to be agreed by mutual accord between the parties.
- e) Should:
 - It not be possible to modify the route of the Tour.





- The client not agree to make the visit some other time.

FCB shall return the total amount corresponding to the cost of the tickets but not any handling costs or others that may be derived from the sale, as established by currently applicable regulations. This reimbursement must be requested by the person in charge of the group no later than forty-eight (48) hours after the announcement of the cancellation, who must provide all details required in order for said reimbursement to be made as quickly as possible. Should the established period expire without the person in charge of the group requesting reimbursement of the amount corresponding to the purchase of the tickets, it shall be understood that this person has renounced the right to the reimbursement of any amounts that, if applicable, correspond to them. Under no circumstances shall any type of reimbursement be admitted after expiry of the established period. Reimbursement of the cost of the tickets, if applicable, shall be made to the credit and/or debit card, current account, etc. that the purchaser selected in order to make the purchase of the tickets within an approximate period of 3 to 15 working days.

- f) Should it be impossible for the client to take the tour (regardless of the cause), during the period that the tickets are valid and for reasons totally not attributable to FCB, and/or error by the same when acquiring the tickets, this shall not be considered valid cause to request reimbursement of the cost of the tickets, and shall therefore imply automatic loss of the cost of the acquired tickets.
- g) Likewise, the user may exercise his/her right to waiver, in accordance with currently applicable regulations regarding consumer affairs and the regulation of retail commerce.
- h) The number of persons in a group that has made a booking to take the tour may not be modified once payment of said booking has been made.

6. EXEMPTION OF FCB'S RESPONSIBILITY.

In no case is FCB responsible for any of the types of circumstances listed hereafter, which serve as examples for illustrative purposes only, or for any damages that may be derived from the same, against which it cannot and is not obliged to provide a guarantee: a) Possible security errors that may be produced as a result of using virus infected computers; b) the use by third parties of elements belonging to the CLUB that lead to confusion of identity; c) breach of industrial and/or intellectual copyright by third parties; d) incompliance by third parties that may affect the users of the FCB website; e) the website or any of its services not working properly for causes not imputable to the CLUB; f) consequences derived from a malfunctioning browser or the use of outdated versions of the same.

7. CONDITIONS FOR ENTRY AND VISIT TO THE FCB FACILITIES, AND ESPECIALLY THOSE FORMING PART OF THE "CAMP NOU EXPERIENCE".

- a) FCB reserves the right to admission, and forbids entry with any item that the CLUB considers potentially hazardous.
- b) Visits with minors imply that the adults that in name and representation of the group are responsible for said minors are obliged to oversee and take care of the same at all times, on the understanding that they have been granted authorisation from their parents or legally authorised guardians to do so, from the moment that the minors enter the facilities of which the "Camp Nou Experience" consists, and exempting FCB under all circumstances from any liability that might be derived from care or vigilance of said minors, which is understood to be entrusted to said adults.
- c) Smoking and the consumption of food and beverages are forbidden on the premises that form part of the route of the "Camp Nou Experience" tour (except in officially authorised catering points).
- d) FCB may refuse entry to or expel from the premises any ticket bearer that fails to comply with these conditions or that fails to heed indications issued by FCB staff.
- e) Ticket holders may be refused entry or ejected from the premises should it be rationally foreseeable that their presence supposes risk or danger to the ticket holder or to other visitors to the "Camp Nou Experience", ticket holders being responsible, under all circumstances, for their own actions and omissions when these cause damages to third parties or materials.
- f) The CLUB shall not be held responsible for any loss or theft of tickets or personal belongings.
- g) Any attempted fraud, theft or robbery, and any damage to private property caused directly or indirectly to the CLUB facilities, shall entitle FCB to adopt whatever measures and initiate whatever legal proceedings that it considers appropriate against the causers.
- h) The use of professional photographic or recording equipment is forbidden on the CLUB premises without prior, express and written authorisation from FCB.





- i) Laser pointers and animals are also forbidden on the premises, with the exception of guide dogs for the blind.

8. USE OF THE ACQUIRED TICKETS.

- a) Each of the group's tickets must necessarily be used by the persons forming said group. Therefore, sale and/or any other onerous transfer or transmission of the same is strictly prohibited and may lead to automatic cancellation of the same without the right to any form of compensation or reimbursement.
- b) All persons belonging to the same group carrying tickets acquired at the "group rate" must enter the Tour/Museum together within a maximum period of half an hour (counted from the moment when the first member of the group enters). Once this period has expired, tickets belonging to persons that have not yet entered the premises shall be automatically cancelled without the right to any form of compensation or reimbursement.
- c) Members of a group with reduced rate tickets must show documents/cards that show proof of their right to this rate when passing through the ticket control point on entry to the premises.
- d) Members of the group must keep their ticket not only throughout the time that they are visiting the "Camp Nou Experience", but also throughout the entire period that they are on the FCB premises, and must show these tickets to Club staff designated for said purpose whenever they are requested by the same to do so.
- e) Tickets for the tour contain different security elements to safeguard their validity and authenticity. FCB shall not be held responsible for tickets that were not acquired via official procedures and channels as authorised by the CLUB. Damaged or torn tickets, or those with the suggestion of being forgeries, shall entitle FCB to refuse its bearer entry to the premises. In the case of forgeries, FCB reserves the right to adopt the corresponding legal measures.
- f) The Client is responsible for proper use of the tickets and the FCB facilities, and exempts FCB from any responsibility with regard to this matter.
- g) FCB reserves the right to adopt whatever measures and initiate whatever legal proceedings that it considers appropriate should it detect any misuse, either directly or indirectly, whether through negligence or deceit, of the tickets and the FCB facilities by the client or third party users, and also to make any claims for damages, if appropriate, that said conduct may have caused to FCB.
- h) Illegal resale (or attempted illegal resale) of a ticket constitutes a cause for the confiscation or cancellation of the same without reimbursement or any other form of compensation. In order to prevent illegal resale, a limit may be placed on the number of tickets that can be acquired, through the establishment of a maximum per person or group. Purchases that fail to observe the criteria established by FCB and announced in the section "Buy tickets for the Camp Nou Experience" on the www.fcbarcelona.com website shall entitle the CLUB to cancel said tickets, duly informing the purchaser of the same.
- i) The acquisition of tickets does not grant the client the right to use the same or their content for advertising, marketing or promotional purposes (including competitions, gifts and/or prize draws). Failure to comply with this prohibition shall entitle FCB to cancel the ticket(s) and to take whatever legal measures it considers appropriate in order to claim for the damages that such conduct may have caused to FCB.

9. PRIVACY POLICY. PROTECTION OF DATA OF A PERSONAL NATURE.

In accordance with Spanish Organic Law 15/1999, of December 13, in relation to the Protection of Data of a Personal Nature, and applicable legislation developing the same, data concerning the users that access the www.fcbarcelona.com website will be included in an automated file that is the responsibility of FCB, whose domicile is Arístides Maillol, s/n (08028) Barcelona, said file being considered to be confidential in nature, in order to manage and monitor the sale of tickets for the "Camp Nou Experience" tour, until the visit is made. Only if the purchaser has checked the box refusing treatment of their details for commercial purposes shall the same not be used by the CLUB to make further announcements.

Persons that enter the FCB premises and visit the "Camp Nou Experience" with a ticket acquired for said purpose agree to be recorded, if required, as part of the visiting public, and transfer their image to CLUB for free in order for FCB to make any use of the same that it considers convenient.

Likewise, adult users, and in the case of minors their legal guardians in their name and representation, may at any time exercise their right to access, rectify and/or modify this data by sending a written communication along with a photocopy of their national ID document, and in the case of minors (if applicable) also a photocopy of the minor's national ID card to the party responsible for the file, namely Futbol Club Barcelona, to its head offices at Avinguda Arístides Maillol, s/n, 08028 Barcelona, or to the following email address: lopd@fcbarcelona.cat, specifically stating the right to be exercised and the motives.

FCB possesses the technical knowledge and means required for the treatment of computer databases and the provision of certain services, and possesses and employs the security measures required for proper data protection and security in accordance with the standards established in **currently applicable regulations regarding data protection.**





10. QUERIES, SUGGESTIONS, COMPLAINTS OR CLAIMS.

For any suggestion, query, complaint or claim, users may contact FCB via any present or future communication channels as determined at any time, such as:

- Telephone: 902 1899 00 (Spain) / + 34 93 496 36 00 (outside of Spain)
- Email: oab@fcbarcelona.cat
- Post: Futbol Club Barcelona, Avinguda Aristides Maillol, s/n, 08028 Barcelona (Spain)

11. APPLICABLE LEGISLATION AND JURISDICTION.

These general conditions for contracting along with, if appropriate, any particular conditions that might be established, expressly regulate the relations arising between FCB and users that purchase tickets for the "Camp Nou Experience" via its website.

These general conditions have been drafted in conformity with the stipulations of Law 34/2002, of July 11, on services of the information society and e-commerce, Law 7/1998, of April 13 on general contracting conditions, Royal Legislative Decree 1/2007, of November 16 that passes the revised text of the General Law in Defence of Consumers and Users and other complementary laws and Law 7/1996, of January 15, on the Regulation of Retail Commerce, as well as any other applicable legal dispositions.

FCB may modify these general conditions, through publication of said modifications on its website.

If any clause contained in these general conditions should be declared totally or partially null or ineffective, said nullity or ineffectiveness shall only affect the stipulation or part of the same that is affected, which shall be considered removed, while all other conditions shall remain valid and applicable.

Should any discrepancy or conflict arise regarding the interpretation or application of these legal conditions, the courts or tribunals to which the matter shall be referred shall be those as described in applicable legal standards regarding matters of competent jurisdiction in relation to end consumers, at the place of compliance with the obligation or of the consumer's domicile.

Should the consumer be domiciled outside of Spain, or in the case of a sale conducted by a company, both parties shall be subjected to, and expressly renounce any other jurisdiction that might correspond to them, the Courts and Tribunals of the City of Barcelona (Spain).

