

General terms and conditions of sale for tours of the Parc des Princes stadium

Definitions:

Ticket: Means affording visitors access to the Stadium for a tour. This may take the form of paper ticket, an e-Ticket or an m-Ticket.

Purchase order: document specifying the terms and conditions under which legal entities purchase tickets.

General Terms and Conditions of Sale: these General Terms and Conditions of Sale for purchasing tours of the Parc des Princes stadium.

Customer: Natural or legal person (through their legal representative) who purchases one or more tickets.

Credit: credit notes for booking tours via the Extranet.

Extranet: website that customers or legal entities can use to book tours using credits, the address of which is <http://corpo.billetterie.psg.fr>

SESE: La Société d'exploitation Sports et Evènements, 24, rue du Commandant Guilbaud – 75016 PARIS, listed on the Paris register of trades and commerces under number 379 538 440.

Holder: A natural person who has been granted a ticket and who is a holder thereof for the purposes of a tour, including the customer.

Tour ticket purchase website: <https://stadiumtour.psg.fr/fr>, or any website that may replace it.

Stadium: Parc des Princes (24 rue du Commandant Guilbaud - 75016 PARIS).

Ticket: Ticket that grants access to a tour for one person. In principle, this ticket takes the form of a standard paper ticket. It may be purchased by the customer, or such a ticket may be given to them in the form of an invitation.

Tour: guided tour of the Stadium (a "Stadium Tour") organised by the SESE, lasting approximately 60 minutes per group of ticket holders.

1. Purpose

The purpose of these General Terms and Conditions of Sale is to define the conditions under which the customer agrees to purchase a ticket from the SESE and under which the holder is granted a ticket.

The General Terms and Conditions of Sale are applicable to all customers and all holders.

The SESE reserves the right to modify the General Terms and Conditions of Sale at any time and without prior notice. The applicable General Terms and Conditions of Sale are those agreed to by the customer on the date of purchase.

2. Purchasing tickets

The SESE may make one or several tickets available for purchase, based on availability.

A given ticket is only valid for the duration of the tour for which it was purchased and which is specified on the ticket.

The SESE alone decides on the tour schedule, subject to the scheduling constraints resulting from Paris Saint-Germain matches, the Stadium's resident club. The SESE alone decides which areas of the Stadium may be visited as part of a tour. Tickets are sold subject to availability for each tour.

The SESE reserves the right to limit the number of tickets available to each customer depending on the tour and the number of people who may make up a group.

The SESE alone decides how the tickets might be sold and how many tickets might be available.

Minors under the age of 16 must be accompanied by a legal guardian and shall remain under the sole responsibility of this legal guardian.

3. Proposed tariffs

The SESE reserves the right to sell one or more of the aforementioned tickets and to modify its pricing policy and the terms and conditions of sale at any time. The prices for each available package (the "price") are available on the tour ticketing website, by "Telephone" on 0892727575 (or any other number that may replace it), and, where applicable, in correspondence sent by the SESE. The price is payable in full upon purchase.

Tariffs are quoted in euros inclusive of all taxes and payable only in euros. The tariffs applied are those displayed or advertised at the time of purchase. The prices of hospitality packages and tickets for legal entities are given on the purchase order.

The customer is free to download an invoice for any ticket order.

Reduced tariffs may be available from the SESE, upon presentation of supporting documentation, for the following persons:

- People over 65;
- Children under 13;
- Children under 3 (free);
- People accompanying persons with reduced mobility;
- Holders of a valid Paris Saint-Germain match subscription pass;
- My Paris loyalty programme members;
- PSG fan club members;
- Associations;
- Schools and students;
- Local authorities.

4. Ticket purchasing procedure:

Subject to the following provisions, tickets may be purchased:

- on the tour ticketing website;
- directly from the Stadium at the desk at gate L;
- from reseller networks authorised by the SESE to sell tickets.

As a general rule, the SESE reserves the right to limit the numbers of distribution channels.

5. Ticket support

Tickets specifically and uniquely provide access to the tours mentioned above.

Tickets are sent to the customer in electronic format as "e-Tickets" or "m-Tickets" ("Electronic tickets").

Tickets include:

- the name of the customer, including tickets that the customer is intending to give to holders,
- the date and time of the tour.

LA SESE is not responsible for issuing the ticket to a holder other than the customer.

Consequently, the customer shall be responsible for handing over the tickets to the holder.

The customer guarantees compliance hereof by the holders and shall be responsible for all the holders' actions.

5.1 Transfer

Electronic tickets are transferable free of charge by the customer to the holder. Transfers in return for payment are prohibited.

5.2 Printing e-Tickets

E-Tickets must be printed out in portrait format on blank sheets of white A4 paper using an ink jet or laser printer. The font size must not be changed. No other documents are valid. If the print quality is poor, it is advisable to use a different printer to print out the e-Ticket.

The SESE will not accept any liability for any difficulties which might occur when printing out e-Tickets.

5.3 Downloading m-Tickets

m-Tickets must be downloaded to a mobile phone or tablet computer. The holder must ensure that the battery of their mobile phone or tablet computer is sufficiently charged so that they are able to display their m-Ticket at the entrance to the Stadium.

The SESE shall not be held liable in the event of it not being possible for the holder to display the m-Ticket on their mobile phone or tablet computer for any reason that is not attributable to a failure on its part to fulfil its obligations (faulty mobile phone, non-compatible mobile phone).

5.4 Checking electronic tickets

Electronic tickets are scanned at the entrance to the Stadium.

Once they are inside the Stadium, holders must keep their electronic tickets in all circumstances. Only the first electronic ticket presented will grant the holder access to the Stadium.

6. Payment

6.1 Authorised means of payment

The authorised means of payment are Carte Bleue, Visa, Mastercard, E Carte Bleue, PayPal, American Express, cash (under the conditions laid down by the applicable laws and regulations) and bank transfer. Gift cards/gift vouchers will only be accepted at the Stadium desk.

The SESE reserves the right to change this list at any time.

6.2 Fraud prevention

The tour ticket website features a secure payment system that incorporates the SSL security standard. Confidential banking data is encrypted and sent to a banking server for processing and control.

In order to prevent the risks of banking data being stolen and to enhance the security of transactions performed over the SESE ticketing website, the SESE (or its payment service agent), without this constituting an obligation by which it is bound, may be required to carry out checks to verify the identity of the user on the means of payment used to pay for the tickets. In the event of failure or refusal to respond to requests from the SESE (or its payment agent) or to send the requested supporting documents, the SESE reserves the right not to allow tickets to be purchased.

The SESE also reserves the right to cancel a purchase that poses a risk of fraud, including fraudulent use of a bank card or a risk of the sporting event's security being breached.

In accordance with the regulations on the protection of personal data, the customer is entitled at any time to access, correct and oppose any of the personal data held about them by writing a letter and proving their identity to the SESE's payment service agent at: ADYEN SARL - 59, rue des Petits Champs - 75001 PARIS.

6.3 Storing bank details

The SESE offers customers the option to save their bank details so that they can pay for future purchases more easily and faster.

To do this, the customer must tick the corresponding box on the bank card payment page. Once the payment has been validated, the data about the invoicing and the bank card used is saved.

Customers' bank details are not kept by the SESE, but instead are hosted on secure servers by its payment provider.

The customer is free at any time to delete the data about their bank card and/or to add another bank card by clicking on the link provided for this purpose.

7. Absence of right of withdrawal

With regard to distance selling, since the sale of tickets by the SESE amounts to the provision of leisure services to be provided at a specific frequency, in accordance with the provisions of article L.221-28 12° of the French Consumer Code, the provisions of article L.221-18 of the same code pertaining to the consumer's right of withdrawal are not applicable to the purchase of tickets remotely.

8. Access to the Stadium

At the entrance to the Stadium, the SESE shall conduct any health or hygiene checks required by the competent authorities in accordance with the legal and regulatory measures. Information regarding the access conditions in force is available on the tour ticketing website and will be shared with the customer by the SESE before they arrive for their tour.

All holders – including children – must have a valid ticket in order to access the Stadium for a tour. At the entrances to the Stadium, the holder agrees to comply with all hygiene measures, submit to any security checks, have their documents checked to confirm their identity and have their hand luggage visually inspected by any police officer and/or by any SESE employee authorised to conduct such checks by the chief of police. The holder may be invited to show any objects they might have on their person. Objects prohibited by the Stadium's Internal Regulations must be checked into the left-luggage office, or they may be seized or refused, it being specified that the SESE may refuse to accept any object in the left-luggage office. Any person who refuses to submit to the aforementioned measures, checks, pat downs and inspections will be refused entry to the Stadium or will be escorted outside the Stadium. The SESE reserves the right to refuse access to the tour for any bearer who arrives more than 15 minutes after the scheduled time for their tour. It is also therefore advisable to get to the Stadium 15 minutes before the tour time indicated on the ticket. In the event of the customer arriving later than the time indicated on the ticket, access to the Stadium will no longer be permitted, and the customer will not be entitled to a refund or any other compensation.

9. During the tour

The holder undertakes to comply with any instructions that may be given to them by the personnel on site and to behave in a responsible and vigilant manner (both with regard to persons and objects present on site).

The holder undertakes to keep to the itinerary of the tour, not to access or attempt to access reserved areas, or any areas which, more generally, are not included in the tour. In particular, the visitor undertakes not to access / attempt to access the Parc des Princes lawn, access to which is strictly prohibited.

The holder undertakes to adopt an attitude and behave in such a way that is not likely to interfere with the smooth running of the tour or to harm other holders in any way. They must also undertake to wear appropriate attire that is suitable for the tours.

It is specified that the tour itinerary may be slightly different for people with reduced mobility – given the accessibility constraints of certain areas.

A holder wishing to end their tour prematurely may do so by requesting to do so. Any exit from the Stadium is final.

10. Safety legislation in a stadium and tolerance commitments and compliance

By purchasing a ticket, the customer acknowledges that they have read these General Terms and Conditions of Sale, the Stadium's Internal Regulations, including the Health Regulations appended thereto, as well as the legislation and regulations pertaining to safety in sports facilities, and in particular articles L.332-3 to L.332-16 of the French Sports Code. Furthermore, they undertake to abide by all the above. Anyone in the Stadium who commits any of the violations described in these articles will, in addition to incurring a fine and being imprisoned, be prohibited from entering the Stadium or being anywhere in its vicinity.

11. Specific provisions for legal entities

A legal entity may purchase through its legal representative or any person duly authorised for this purpose, one or more tickets and credits, subject to availability. Such a request should be made by filling out a form on the tour ticketing website.

The legal entity shall then return the purchase order together with all supporting documents requested (Kbis company registration documents, bank details, etc.) to the SESE by post or electronically. This purchase order shall then constitute sole proof of purchase. These General Terms and Conditions of Sale will be included with the purchase order.

The sale is approved, subject to the availability of the tickets concerned, by acceptance of the purchase order, duly filled in and signed, together with the General Terms and Conditions of Sale, duly initialled or by the electronic signing of the purchase order by the DocuSign service provider within the time limit specified on the aforementioned purchase order. The SESE may, at its discretion, consider as null and void any purchase order returned in a non-compliant manner (missing, erroneous, non-verifiable or handwritten information or within a period longer than that indicated above). Furthermore, the SESE may, at its discretion, consider the order to be null and void in the event of non-payment by the customer of all or part of the amounts payable upon purchase.

Credits purchased by the legal entity enable it to book tours at a later date via the Extranet. The credits shall remain valid until 30 June following their purchase. They may not be refunded. The use of credits for booking tours is final.

The legal entity declares and warrants to the SESE that the signatory of the purchase order has full authority to commit it hereunder. In the event of the purchase order being signed electronically, the legal entity acknowledges that the electronic signature certificate constitutes the original of the document and that it will be drafted and kept under conditions such that its signatory can be duly identified and its integrity guaranteed. It thus acknowledges that the signature process used by DocuSign ensures the signatory's identity and guarantees the integrity of the purchase order and the General Terms and Conditions of Sale; it therefore irrevocably and definitively waives its right to challenge their validity and their content, the reason for which is related to the use of this process.

The legal entity declares and warrants to the SESE that the purchaser of the ticket has full authority to commit it under the terms hereof.

Business ethics: The legal entity declares and warrants that it is aware of and undertakes to act in strict compliance with the laws and regulations applicable in France and abroad on tackling corruption and influence peddling and preventing conflicts of interest. The legal entity undertakes to ensure compliance with this commitment by its employees, shareholders, directors, officers, affiliates and subcontractors, as well as its legal representatives.

12. Limitation of liability

12.1 General: A ticket may not be refunded even in the event of loss or theft, nor may it be returned or exchanged. No copy of a ticket may be issued, even in the event of loss or theft. A ticket may not be cancelled, exchanged or refunded if the customer has not been able to print out or download their ticket. The client and/or the holder waives any recourse against the SESE in the event of any of these hypotheses.

The start of a tour may be slightly delayed. The holders acknowledge this and will not enter into any disputes in this respect.

12.2 Cancellation on legitimate grounds: the SESE may cancel any tour, provided it is able to prove that there are legitimate grounds for doing so. In particular, the Stadium being booked for a Paris Saint-Germain match, a match involving the resident club or for any other major event (seminar, concert, sporting event) are all considered legitimate grounds. In the event of such a cancellation, the SESE shall reimburse the customer, who shall not be entitled to claim any additional compensation.

12.3 Foreign cause: The SESE shall under no circumstances be held liable for the occurrence of events constituting a *force majeure* or which are the responsibility of a third party. In particular, it shall not be held liable for the following: adverse weather conditions, strikes, changes in regulations, the Stadium being closed to the public, a decision made by a competent authority (e.g. police instruction or ministerial order, decision of the LFP, the FFF, the UEFA, etc.).

12.4 Incident - Damages: The SESE shall not be held liable for any harm suffered by any person as a result of any incident occurring during a tour, including loss of personal objects and effects, except in the event of proven misconduct against it.

13. Image rights

Anyone attending a Stadium tour grants the SESE, free of charge, for the entire world and for the legal duration of copyright protection, the right to capture, use, exploit and represent their image and voice, on any medium currently known or which might be used in the future in connection with the tours and/or any related event and/or campaign to promote the Stadium, such as photographs, live retransmissions on giant screens, live or non-live broadcasts, digital media, video or audio broadcasts and/or recordings, these rights being freely transferable by the SESE to any third party of its choice.

14. Termination of the ticket by the SESE / Expulsion from the Stadium

14.1 Illegal resale – Any resale/resale offer or any exchange/offer of exchange for anything whatsoever in return of a ticket is strictly prohibited. In the event of non-compliance with this prohibition, the SESE reserves the right to automatically cancel the ticket without compensation.

14.2 Violations inside the Stadium or within its perimeter Any fraud or attempted fraud observed in the Stadium or based on an analysis of the data generated when people go past the desk, any infringement of the Stadium's internal regulations, including its appendices: Health Regulations, any breaches of the health or hygiene conditions that need to be met when people enter the Stadium, any violations of these General Terms and Conditions of

Sale (in particular of the commitments to behaving in a certain way during the tour), or of the security legislation applicable to sports complexes, committed by either the customer or by the holder, will result in the SESE being fully entitled to apply the sanctions provided for in the Stadium's Internal Regulations (including expulsion from the Stadium), as well as their ticket being automatically cancelled without their being entitled to any form of compensation.

15. Video protection

The holder is hereby informed that, for their security, the Stadium is equipped with a video protection system managed by judicial police officers, the images of which may be used in the event of legal proceedings. Customers and holders are entitled to access these images during the image retention period in accordance with the provisions of article L.253-5 of the French Internal Security Code. They may exercise their rights by writing to the following address: SASP Paris Saint-Germain - Service Sécurité - 53, avenue Emile Zola – 92650 Boulogne-Billancourt Cedex.

16. Protection of personal data

SESE undertakes to process and retain all personal information entrusted to it by the customer in compliance with the personal data protection regulations and the SESE's personal data protection policy accessible on its website, solely for organising and managing tours and in order to keep the customer informed of recent developments at the SESE and to provide them with priority offers of goods and services related to the SESE's business, as well as that of its partners and of the Stadium.

The customer is hereby informed that they have the right to access, correct, update and delete the data held about them if it is inaccurate or incomplete. The customer may request the portability of the data about them. They are also entitled to oppose the processing of this data or request that such processing be limited. Each customer may also send the SESE their instructions in relation to the retention, deletion, or sharing of their data in the event of their death and appoint a person who will be in charge of their data. To exercise these rights, they simply need to send a message together with proof of their identity to the following email address: billetterie@psg.fr or by letter to the following address: SASP Paris Saint-Germain - Service Billetterie - 53, avenue Emile Zola – 92650 Boulogne-Billancourt Cedex. The customer may also contact the data protection officer by emailing them at the following address: dpo@psg.fr. A reply shall be sent within one month of the request having been received.

The SESE will do its best to reply to all questions about its processing of personal data. In accordance with the applicable regulations, the customer may, if they so wish, file a complaint with the CNIL by following the procedures set out on its website (<https://www.cnil.fr>).

Furthermore, in compliance with the legal and regulatory measures put in place for managing the Covid-19 pandemic, the SESE may be required to process data as part of checks carried out on any health certificates where applicable. No data will be retained by the SESE when such checks are carried out. Responsibility for processing this data, resulting from the implementation of the health control system, lies with the public authority.

17. Customer monitoring/relationship

For any questions or complaints entirely to do with tracking the purchase and use of a ticket, the SESE can be contacted via the contact form available at: contact for generating a ticket for our customer service department: <https://billetterie.psg.fr/fr/contact> and/or by any other means that may replace it.

18. Applicable law / Mediation / Disputes

These General Terms and Conditions of Sale are subject to French law.

Any dispute relating to the subscription or use of tickets must be brought to the attention of the SESE by letter sent by recorded delivery to the following address: PSG - Service Billetterie - 53, avenue Emile Zola – 92650 Boulogne-Billancourt Cedex.

In accordance with article L.612-1 of the French Consumer Code, in the event of a dispute that cannot be amicably settled, the customer may use the Association of European Mediators (AME CONSO) to which the SESE reports, free of charge, within one year of the written complaint having been sent to the SESE:

electronically: by completing the form provided for this purpose on the AME CONSO website: www.mediationconso-ame.com, or by post: AME CONSO, 11 place Dauphine – 75001 PARIS

In the absence of an amicable settlement, the French courts shall have sole jurisdiction.

Drafted in Paris, on 8 July 2022

Through their online acceptance / their having physically or digitally signed this document and / or by renewing the subscription, the customer acknowledges that they have read and accepted these General Terms and Conditions of Sale without reservation, together with the Stadium's internal regulations, including their appendices: Health Regulations, and the ticket prices.