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SEASON TICKETS 2024/2025 GENERAL TERMS AND CONDITIONS

Art. 1. Season Tickets

- 1.1 Season Tickets are personal, granting the designated holder (hereinafter the **"Ticket Holder"**) the right to attend, from the assigned seat indicated therein, the home matches (hereinafter individually or collectively referred to as the **"Event"** or **"Events"**) of the competition associated with the Season Ticket. These matches pertain to the men's first team of ACF Fiorentina S.r.l. a socio unico (hereinafter **"ACF Fiorentina"**) which will take place at the Stadio Comunale Artemio Franchi in Florence, located at Viale Manfredo Fanti no. 4 (hereinafter the **"Stadium"**), or at an alternative sports facility designated for such purposes, subject to the schedule – dates, times, and venues – determined by the competition organizer, including any subsequent changes or variations, regardless of the reason for such modifications.
- 1.2 ACF Fiorentina reserves the right to modify, reassign and/or allocate a seat to the Ticket Holder other than the one specified in Art. 1.1 above due to unforeseen organizational or logistical requirements, events of force majeure, accidental occurrences, incidents, including industrial incidents, public safety concerns, renovation, or modernization of the Stadium or alternative sports facility, or in compliance with directives, measures, orders, and/or decisions issued by the competent public or sports authorities. These authorities include, but are not limited to, public security authorities, the Union of European Football Associations (UEFA), the Italian Football Federation (FIGC), the Lega Nazionale Professionisti Serie A, the National Observatory on Sports Events, and the Analysis Committee for the Safety of Sports Events.
- 1.3 Season Tickets offered at a discounted rate or free of charge will be issued until the limited number of seats allocated for this purpose by ACF Fiorentina is fully utilized.
- 1.4 Season Tickets may be revoked or deactivated for the same reasons that may lead to the revocation or deactivation of the InViola Premium Card (formerly the Fan Card) or the InViola Gold Card (hereinafter the **"Fidelity Card"**) on which the Season Ticket is loaded. Additionally, revocation or deactivation may occur in accordance with the provisions outlined in the Code of Conduct and the Regulations for the use of the Stadium, both accessible in the relevant sections of the official website www.acffiorentina.com.
- 1.5 The Ticket Holder acknowledges and accepts that during the Events accessible through their Season Ticket and held at the Stadium, multimedia recordings (including, but not limited to, audio, video, and/or photographic material) may be created by ACF Fiorentina or authorized third parties. By purchasing the Season Ticket, the Ticket Holder implicitly provides their free, voluntary, and unconditional consent for the creation, distribution, broadcasting, and exploitation of such content, including for commercial purposes. Within the scope of its responsibilities, ACF Fiorentina undertakes that such use is carried out in compliance with and within the limits imposed by the applicable legislation.

Art. 2. Purchase and issuance of the Season Ticket

- 2.1 The Season Ticket is valid exclusively for the football season during which it is issued. The Football Season is defined as the period from 1 July to 30 June of the following year, or any alternative dates established by the competent sports authorities (hereinafter the **"Football Season"**). The validity of the Season Ticket begins with the first home match of the competition included in the Season Ticket following its issuance.
- 2.2 The Season Ticket must be purchased exclusively through the venues, times, and methods specified by ACF Fiorentina on its official website www.acffiorentina.com. With reference to the 2024/2025 Football Season, the purchase and subsequent issuance of a valid Season Ticket may only be completed via the Vivaticket platform, accessible on website www.acffiorentina.vivaticket.it or through authorized physical retailers. Such purchases are subject to the terms and conditions of sale applied by Vivaticket.
- 2.3 The issuance of the Season Ticket is subject to compliance with the following requirements:
 - 2.3.a) possession of a valid Fidelity Card;



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- 2.3.b) acknowledgement and full acceptance of the “Code of Conduct” as well as the regulations for the use of the venues where the matches will be held (the Stadio Franchi and Stadi Viola Park Regulation). These documents are available on ACF Fiorentina’s official website www.acffiorentina.com under the Ticketing section at the links “Code of Conduct” and “Regulations” or the equivalent regulations for any alternative sports facility hosting the Event.
- 2.4 In the event the Fidelity Card cannot be issued due to the existence of any obstacles, the Season Ticket will not be issued either.
- 2.5 In the event the Fidelity Card is suspended, revoked, and/or withdrawn for any reason, the Season Ticket will not grant access to the Events. ACF Fiorentina will not be considered in breach of contract or liable for any damages or compensation. In such cases, Season Tickets may still be transferred to other users in their entirety and for the entire duration of the Football Season in accordance with the procedures outlined in Art. 3.1 below.
- 2.6 In the event of loss, destruction, or theft of the Fidelity Card, the Ticket Holder will not be permitted access to the Stadium until a replacement Fidelity Card has been issued. The Ticket Holder will not be entitled to reimbursement for any missed Events during the period prior to the issuance of a replacement Fidelity Card.
- 2.7 Once the Season Ticket is purchased, any request to change the rate (e.g., from full-price to reduced-price and vice versa, or to switch from a different seating category) requires the cancellation of the issued Season Ticket and the issuance of a new one. All such requests must be submitted no later than 15 (fifteen) working days before the first Event for which the Season Ticket is valid. Requests submitted after this deadline will not be accepted and will not entitle the requester to any form of refund.
- 2.8 In accordance with the terms and procedures referred to in Art. 2.7, where a request is made to change seating within the same sector, such change will not require the cancellation of the Season Ticket and the issuance of a new one. Instead, the new seating will be uploaded on the Season Ticket already issued.
- 2.9 Season Tickets, even if purchased outside commercial premises, constitute the provision of a service related to leisure activities as defined in Article 59, paragraph 1, letter n) of Legislative Decree 206/2005 (hereinafter the “Consumer Code”). Therefore, the provisions regarding the right of withdrawal set forth in Articles 52 et seq. of the Consumer Code do not apply.

Art. 3. Transfer of the Season Ticket to Other Users and Resale for single Events

- 3.1 If the Ticket Holder wishes to transfer their Season Ticket to another person, they must do so, where permitted by the type of Season Ticket held and subject to the conditions specified by ACF Fiorentina for the relevant Event. These conditions, including the maximum number of allowable transfers per season, will be communicated through ACF Fiorentina’s official channels. The transfer, referred to as a “change of user,” must be communicated using the tools provided by ACF Fiorentina and carried out exclusively according to the procedures and timelines outlined on the official website www.acffiorentina.com. Transfers will only be permitted to individuals who hold a valid Fidelity Card, and may also be subject to any restrictions imposed by public security, administrative, or sports authorities, including those applicable to specific matches.
- 3.2 Without prejudice to the provisions of Art. 3.1 above, full-price Season Tickets may be transferred to anyone. Reduced-price Season Tickets, however, may only be transferred to individuals entitled to the same type of reduction.
- 3.3 The unauthorized transfer, improper and/or unlawful use of the Season Ticket may result, at ACF Fiorentina’s discretion, in the suspension, revocation, or cancellation of the Season Ticket.
- 3.4 Resale of the Season Ticket for single Events. The Ticket Holder has the right to sell the seat associated with their Season Ticket for a single Event no later than 25 (twenty-five) hours prior to the Event, and exclusively through the procedures provided by ACF Fiorentina via the Vivaticket platform. Such resale is subject to any limitations imposed by public security, administrative, or sports authorities, including restrictions applicable to individual matches. Upon successful resale, the Ticket Holder will receive a credit equal to 50 % (fifty percent) of the resale price of the seat. The edited amount will be available in the form of a “Ticketing Gift Card” on the Ticket Holder’s personal profile, accessible via www.acffiorentina.com and/or www.vivaticket.it. The Gift Card must be used within 12 (twelve) months from the date the credit has been received.

If the seat is not sold within the specified timeframe and via the specified procedures, the Ticket Holder retains the right to personally attend the Event. The timing and crediting process are exclusively managed by Vivaticket. The resale is subject to compliance with all requirements necessary for the issuance of the Season Ticket and cannot be performed under the circumstances outlined in Art. 8 below.



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- 3.5 **“Ad personam” resale for single Events.** The Ticket Holder may opt for an “ad personam” resale through the VIOLA TICKET SWAP platform, allowing the reserved seat to be transferred to a specific individual who holds a Fidelity Card. The Ticket Holder must indicate the recipient’s name on the Vivaticket resale platform, and the designated individual may purchase the seat at a price equal to 50% (fifty percent) of the full-price ticket for the relevant Event, based on the sector to which the Season Ticket applies. If the “ad personam” resale is not successfully completed within 24 (twenty-four) hours of the request, or no later than 25 (twenty-five) hours prior to the Event, the Season Ticket Holder retains the right to personally attend the Event. The timing and crediting process are exclusively managed by Vivaticket. The resale is subject to compliance with all requirements necessary for the issuance of the Season Ticket and cannot be performed under the circumstances outlined in Art. 8 below.

Art. 4. Rights of the Ticket Holder in the event of sector closure or Stadium suspension

- 4.1 If the sector of the Stadium in which the Ticket Holder’s assigned seat is located is closed, the Ticket Holder – provided they did not contribute to causing ACF Fiorentina’s liability, whether directly or indirectly (as defined under the FIGC Code of Sports Justice) – shall be entitled to a refund for the portion of the Season Ticket corresponding to the affected match. This does not apply if ACF Fiorentina offers the Ticket Holder an alternative ticket to attend the match in a different sector of the Stadium.
- 4.2 In cases where the Stadium is suspended and the match is held at an alternative sports facility, or if the match must be played behind closed doors, the Ticket Holder – provided they did not contribute to causing ACF Fiorentina’s liability, whether directly or indirectly (as defined under the FIGC Code of Sports Justice) – shall be entitled to a refund for the portion of the Season Ticket corresponding to the affected match, under the terms and procedures communicated by ACF Fiorentina on its official website www.acffiorentina.com. Alternatively, the Ticket Holder may be offered an alternative ticket to attend the match at the alternative sports facility, if such an option is made available by ACF Fiorentina.
- 4.3 In the cases described in this Art. 4, no compensation for damages shall be owed, except in instances of willful or negligent non-performance by ACF Fiorentina.

Art. 5. Pre-emption right

- 5.1 At its sole discretion, ACF Fiorentina reserves the right to grant to former Football Season’s Ticket Holders a right of pre-emption for the purchase of Season Tickets relating to the following Football Season, thus determining the terms, conditions, and limitations thereof. Should ACF Fiorentina grant such right of pre-emption, Tickets Holders shall exercise such rights according to the procedures and within the time limits specified by ACF Fiorentina on a season-by-season basis. In any event, rights of pre-emption will not be granted to holders of complimentary or promotional Season Tickets.
- 5.2 If the pre-emption right is granted, ACF Fiorentina will notify Ticket Holders of the applicable procedures and deadlines, which may vary depending on the Season Tickets’ type and may not necessarily guarantee the renewal of the same seat as in the previous Football Season. In the event that circumstances arise after the pre-emption right is granted – such as a reduction in the Stadium capacity or the need to hold the Events at alternative sports facilities with reduced capacity – ACF Fiorentina reserves the right to revoke the pre-emption right. In such cases, all Ticket Holders will be treated equally, with no preferential status compared to new subscribers.

Art. 6. Access to the Stadium and security controls

- 6.1 Access to the Stadium or any alternative sports facility where the Event will take place is permitted to the Ticket Holder only upon presentation of a valid copy of the Season Ticket (either physical, via their Fidelity Card accompanied by the seating tag, or digital) along with a valid identity document to the personnel in charge.
- 6.2 Access to the Stadium or any alternative sports facility where the Event will take place may require the Ticket Holder to undergo security controls on their person or their personal belongings (including, but not limited to, bags and backpacks), which the Ticket Holder expressly agrees to. These security controls are intended to:
- 6.2.a) prevent the introduction of blunt objects, prohibited items, or items otherwise restricted by current regulations, as well as objects potentially dangerous to the health, safety, or well-being of individuals;
 - 6.2.b) prevent the introduction of banned, harmful, or otherwise potentially dangerous substances to the health, safety, or well-being of individuals.



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- 6.3 Access of a person not authorized to participate in the Event or introduction of prohibited items or substances as outlined in Art. 6.2, in the Regulations for the use of the Stadium or the alternative sports facility – whether attempted or successful – as well as refusal to undergo any of the required identification or security procedures (or providing false, misleading, or altered information), may result in denial of access and/or immediate removal from the Stadium or the alternative sports facility where the Event will take place.
- 6.4 During the Event, the Ticket Holder is required to occupy exclusively the seat assigned to them, as indicated in their Season Ticket. Access to sectors, zones, or areas of the Stadium or any alternative sports facility other than those specified on the Season Ticket is strictly prohibited. Event personnel in charge of security controls are authorized to verify the seat occupied corresponds to the assigned seat, and, if necessary, to take appropriate measures to enforce this provision. In more serious cases, the Ticket Holder may be removed from the Stadium or the alternative sports facility hosting the Event.
- 6.5 Any violation of the Code of Conduct and/or the Regulations for the use of the Stadium, or the alternative sports facility, as well as any violent, offensive, or potentially dangerous behavior to the health or safety of individuals, may result in the Ticket Holder's immediate removal from the Stadium or alternative sports facility.
- 6.6 In the cases described in this Article, or upon identifying any violation of the Code of Conduct and/or of the Regulations for the use of the Stadium (or the regulations of the alternative sports facility), as well as any violent, offensive, or potentially dangerous behavior to the health or safety of individuals, ACF Fiorentina reserves the right to remove the Ticket Holder from the Stadium or alternative sports facility. In more serious instances, ACF Fiorentina may suspend the Season Ticket for one or more matches or for the entire Football Season. Such measures shall not entitle the Ticket Holder to any compensation, refund (including partial reimbursement of the Season Ticket), or indemnity of any kind.

Art. 7. Prohibition of Resale (Secondary Ticketing)

- 7.1 It is absolutely forbidden for the Ticket Holder to engage in any practice aimed at the unauthorized resale of their Season Ticket (e.g. ticket scalping).
- 7.2 Any Season Ticket that has been improperly transferred, sold, possessed, or altered shall be deemed invalid and will not grant access to the Stadium or the alternative sports facility, nor will it permit participation in the Event. This includes single Events admission tickets that have not been purchased and/or transferred through the official sales channels referred to in Art. 2 and Art. 3 above.
- 7.3 In such cases ACF Fiorentina reserves the right to take legal action to protect its rights against the Ticket Holder, the user, the possessor, or the person who facilitated, allowed, or otherwise benefited in any way from the unauthorized resale, including pursuing compensation for damages.

Art. 8. Suspension, Cancellation, Revocation, and Inhibition of the Season Ticket

- 8.1 Season Tickets may be withdrawn, suspended, cancelled, revoked, or otherwise rendered unusable in the following cases:
- 8.1.a) Failure to meet or subsequent loss of the eligibility criteria outlined in Art. 2;
 - 8.1.b) Violations of the Code of Conduct and/or the Regulations for the use of the Stadium or the alternative sports facility where the Event will take place;
 - 8.1.c) Unauthorized transfer of the Season Ticket or improper and/or unlawful use thereof;
 - 8.1.d) Cases covered under Art. 6;
 - 8.1.e) The Ticket Holder is subject to measures pursuant to Article 6 of Law no. 401 of 13 December 1989, as subsequently amended and supplemented (prohibition of access to venues hosting sports events - DASPO);
 - 8.1.f) The Ticket Holder is subject to the prevention measures referred to in Legislative Decree no. 159 of 6 September 2011 (Anti-Mafia Code and Preventive Measures);
 - 8.1.g) The Ticket Holder has been convicted even with a non-final judgement, for crimes committed during or in connection with sports events, or for crimes against persons, even if not related to sports events.
- 8.2 In the cases referred to in this Art. 8, ACF Fiorentina reserves the right to suspend the Season Ticket for one or more matches or for the entire Football Season, without entitling the Ticket Holder to claim any amount for any reason or purpose (including, but not limited to, compensation, reimbursement, even partial, of the amount paid, or indemnification).



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8.3 Furthermore, ACF Fiorentina reserves the right to cancel, revoke, or otherwise prevent the use of the Season Ticket at any time to comply with measures, provisions, orders, and/or decisions from the relevant public or sports authorities (including, but not limited to, public safety authorities, UEFA, FIGC, Lega Nazionale Professionisti Serie A, the National Observatory on Sports Events, and the Analysis Committee for the Safety of Sports Events) or in the event that the use of the Season Ticket may be potentially dangerous to the safety and/or regular conduct of the Event.

Art. 9. Processing of Personal Data

The processing of personal data related to the purchase of tickets for sports events (including Season Tickets) is described in the "PUBLIC INFORMATION NOTICE" available at the time of purchase and on the website at <https://www.acffiorentina.com/documents>.