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## 2024/2025 SEASON GENERAL TERMS OF PURCHASE FOR SEASON TICKETS AND SINGLE TICKETS

► Season tickets and tickets for single matches (hereinafter referred to as “single tickets”) are personal and entitle their Holder to attend, from the indicated seat, the home matches of the competition to which the season ticket or single ticket refers of the first team of ACF Fiorentina S.r.l. a Socio Unico, in accordance with the schedule - dates, times and places - established by the organiser of the competition and its variations, whatever their reason. The season ticket or single ticket Holder acknowledges and fully accepts the provisions of the “Code of Conduct”, as well as the rules for the use of the facility in which the matches are played (Rules for Franchi Stadium and Viola Park Stadiums) published on the official website of ACF Fiorentina S.r.l. a Socio Unico at [www.acfflorentina.com](http://www.acfflorentina.com), in the Tickets section under the links “Code of Conduct” and “Rules and Procedures”.

► If a season ticket or a single ticket is used by a person other than its Holder, it is necessary, where provided for the ticket type, to notify the “change of user” through the tools made available by ACF Fiorentina S.r.l. a Socio Unico and only in the manner and within the time frame indicated on the website. Tickets may be transferred to third parties, subject to any restrictions provided by the Public Safety Authority, only and exclusively in accordance with the following limits: a season ticket may only be transferred to another Fidelity Card holder; a full-priced ticket may be transferred to anyone, a discounted ticket may only be transferred to a person entitled to such discount. These conditions of transfer to third parties are subject to compliance with the type of ticket purchased, as indicated on the page [www.abbonamentifiorentina.com](http://www.abbonamentifiorentina.com). The right to transfer tickets is in any event subject to any limits imposed, even for individual competitions, by the competent administrative authorities.

► In the event that the sector of the stadium in which the season ticket holder’s seat is located is closed, the season ticket holder - provided that he/she has not contributed to causing the liability, including strict liability (as qualified by the Sports Justice Code of the Federazione Italiana Giuoco Calcio), of ACF Fiorentina S.r.l. a Socio Unico - is entitled to a refund of a part of the season ticket, unless ACF Fiorentina S.r.l. a Socio Unico provides a replacement ticket to attend the match in another sector of the stadium. In cases of disqualification of the home ground with the match being played in another stadium, or the obligation to play matches behind closed doors, the season ticket holder - provided that he/she has not contributed to causing the liability, including strict liability (as qualified by the Sports Justice Code of the Federazione Italiana Giuoco Calcio), of ACF Fiorentina S.r.l. a Socio Unico - is entitled to a refund of a part of the season ticket in the time limits and in the manner specified by ACF Fiorentina S.r.l. a Socio Unico on its official website, or at his/her choice, a replacement ticket to attend the match in another stadium (subject to availability). Compensation for damages is in any event excluded, except in the event of negligence on the part of ACF Fiorentina S.r.l. a Socio Unico.

► ACF Fiorentina S.r.l. a Socio Unico may assign a seat other than the one indicated on the ticket for reasons of force majeure, fortuitous events, public order, safety, work in progress or on the instructions of the Public Security Authorities, Lega Nazionale Professionisti, Osservatorio, CASMS or any other competent body. In such case, the assigned seat will be of equal or greater value than the purchased seat.

► In case of purchase of single tickets, if a refund is provided in case of cancellation or postponement of the match, the only methods accepted will be those indicated from time to time on the official website of ACF Fiorentina S.r.l. a Socio Unico.

Commentato [A1]: NdT: si segnala un refuso nel documento di origine, nel quale è indicato “Nazione”

► Season tickets or single tickets can only be purchased at authorised locations. In the event of online purchases, tickets can only be purchased through the websites and in accordance with the procedures established by ACF Fiorentina S.r.l. a Socio Unico.

► Season tickets and single tickets at a discounted price or free of charge are issued until the number of seats determined by ACF Fiorentina S.r.l. a Socio Unico are sold.

ACF Fiorentina S.r.l. a Socio Unico, at its sole discretion, reserves the right to grant season ticket holders of the previous season (hereafter referred to as "Holders") a pre-emption right to purchase the Season Ticket for the following season, establishing its type, limits and conditions. In this case, the pre-emption right must be exercised by the Holders according to the procedures and within the time limits established by ACF Fiorentina S.r.l. a Socio Unico for each relevant football season. However, the pre-emption right will not be granted to holders of free or service season tickets. In the event that the pre-emption right is granted, ACF Fiorentina S.r.l. a Socio Unico will inform the Holders of the methods and time limits for exercising the right; these may be different according to the type of season ticket and not necessarily for the right to renew the same seat assigned in the previous season. In any case, in the event that following the granting of the pre-emption right, due to subsequent events or circumstances the capacity of the Stadium is reduced or the matches to which the season ticket refers need to be held in sports facilities with a reduced capacity, ACF Fiorentina S.r.l. a Socio Unico, not being able to guarantee in any way the actual availability of seats being equal to the total number of Holders, reserves the right to revoke the pre-emption right, thus putting the Holders on an equal footing with the new season ticket holders.

► In the event of loss, destruction or theft of the fidelity card, the holder will not have the right to access the stadium and will not be entitled to a refund for matches that he/she did not attend until a duplicate has been issued, which shall take place in accordance with the time limits established by the respective issuers.

► Once a season ticket has been purchased, any request to change the ticket price (from full-priced to discounted and *vice versa*, or from one seat order to another) or to change seats (even within the same sector) requires the cancellation of the ticket and issue of a new one: for tax and organisational reasons, all requests of this nature must be made no later than 15 business days before the first match for which the season ticket is valid. Any requests received by ACF Fiorentina S.r.l. a Socio Unico S.p.A. after the above deadline cannot be accepted.

► The season ticket or single ticket may be revoked or rendered unusable for the same reasons as the fidelity card on which it is loaded, in accordance with the provisions of the Code of Conduct and the Rules for the Use of the Facility, which can be consulted in the relevant sections of the website at [www.acfflorentina.com](http://www.acfflorentina.com)

► For tax reasons, any request for cancellation of a purchased ticket must be submitted on the day of purchase.