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SINGLE EVENT ADMISSION TICKET 2025/2026 GENERAL TERMS AND CONDITIONS

Art. 1. Single Event Admission Tickets

- 1.1 Single Event Admission Tickets (hereinafter **"Single Event Admission Tickets"**) are personal and entitle the holder (hereinafter the **"Ticket holder"**) the right to attend the home match(es) (hereinafter individually or collectively referred to as the **"Event"** or **"Events"**) of the competition associated with the Single Event Admission Ticket from the designated seat indicated therein. These matches pertain to the Men's First Team, the Women's First Team as well as the teams of the male and female youth sector of ACF Fiorentina S.r.l. a socio unico (hereinafter **"ACF Fiorentina"**) and which will take place at the Stadio Comunale Artemio Franchi in Florence, located at Viale Manfredo Fanti no. 4 (hereinafter the **"Stadium"**), at the facilities of ACF Fiorentina sports center in Bagno a Ripoli (Florence), located at Via Pian di Ripoli no. 5 (hereinafter **"Viola Park"**) or at any 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 Article 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 Single Event Admission Tickets 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 Single Event Admission 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 jointly referred to as the **"Fidelity Card"**) on which the Single Event Admission Ticket is loaded. Additionally, revocation or deactivation may occur in accordance with the provisions outlined in the Code of Conduct and the Ground Regulations of both the Stadium and the stadiums within the Viola Park, which can be accessed via the relevant sections of the official website www.acfflorentina.com, as well as in the Ground Regulations of the alternative sports facility where the Event will take place.
- 1.5 All Ticket holders acknowledge and accept that during the Events accessible through their Single Event Admission Ticket and held at the Stadium or the Viola Park, multimedia recordings (including, but not limited to, audio, video, and/or photographic material) may be captured and used by ACF Fiorentina or authorized third parties for dissemination and exploitation purposes, including commercial use. Although these recordings are primarily intended to depict the event context, they may incidentally reveal the identities of individuals present, as further detailed in the Public Information Notice.
- 1.6 These General Terms and Conditions shall also apply, to the extent applicable, to admission tickets for watching sports events broadcasted at the Sports Bars located within Viola Park.

Art. 2. Purchase and issue of the Single Event Admission Ticket

- 2.1 The Single Event Admission Ticket must be purchased exclusively through the channels, within the timeframes, and according to the procedures specified by ACF Fiorentina. With reference to the 2025/2026 Football Season (running from 1 July 2025 to 30 June 2026, unless otherwise established by the competent sports authorities), the purchase and subsequent issue of a valid Single Event Admission Ticket may only be completed via the Vivaticket platform, which can be accessed via the website www.acfflorentina.com, www.acfflorentina.vivaticket.it and www.vivaticket.it.



acffiorentinavp.vivaticket.it, or through the authorized physical retailers. Such purchases are subject to the terms and conditions of sale applied by Vivaticket.

- 2.2 The issue of the Single Event Admission Ticket is subject to the Ticket holder's acknowledgment and full acceptance of the "Code of Conduct," the Ground Regulations of the venues where the matches will take place (including the Artemio Franchi Ground Regulations and the Viola Park Regulation, or those of any alternative sports facility where the Event is held), and the "Health and Safety Information: Visitors and Spectators (Viola Park)". The Artemio Franchi Ground Regulations, the Viola Park Ground Regulations the Health and Safety Information: Visitors and Spectators (Viola Park) are available on ACF Fiorentina's official website www.acffiorentina.com under the Ticketing section at the links "Code of Conduct" and "Regulations". The Ticket holder also acknowledges and fully accepts the Public Information Notice available when purchasing the Season Ticket and on ACF Fiorentina's official website www.acffiorentina.com/documents.
- 2.3 In the event that a full or partial refund of the Single Event Admission Ticket is required due to the cancellation, suspension, or postponement of the Event, ACF Fiorentina will communicate the applicable methods and terms exclusively through its official channels. Failure to comply with the specified instructions, deadlines, and/or procedures shall result in the forfeiture of the Ticket holder's right to reimbursement.
- 2.4 Single Event Admission Tickets for events whose schedule has not yet been finalized at the time of purchase will bear the wording 'Date and time to be confirmed.' In such cases, it is the Ticket holder's responsibility to consult the updated information provided by ACF Fiorentina exclusively through its official channels or by the Event organizer. Pursuant to Art. 2.5 below, if the Ticket holder is unable to attend the Event, they may transfer their ticket to a third party, in accordance with the terms and conditions set out in Art. 3 below or through the procedures made available by ACF Fiorentina and communicated via its official channels.
- 2.5 Single Event Admission 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 (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.
- 2.6 Purchase of Single Event Admission Tickets for third parties. The purchaser may purchase up to a maximum of four (4) Single Event Admission Tickets per Event. To complete the purchase process, the purchaser will be required to provide the details of the third parties who will use the tickets. In doing so, the purchaser is required to inform the third parties in advance of the Public Information Notice referenced to in Art. 7 below, as well as the fact that participation in the Event entails full acknowledgment and acceptance of these General Terms and Conditions, along with the regulations, rules, and information referenced to in Art. 2.2. The purchaser must get the authorization from the third party to proceed with the purchase on their behalf.

Art. 3. Change of name in favor of different user

- 3.1 If the Ticket holder wishes to transfer their Single Event Admission Ticket to another person, they must do so, where permitted by the type of Single Event Admission Ticket held and subject to the conditions specified by ACF Fiorentina for the relevant Event. These conditions, including fare rules, will be communicated through ACF Fiorentina's official channels. The transfer, referred to as "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 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 Single Event Admission Tickets may be transferred to anyone. Reduced-price Single Event Admission Tickets, however, may only be transferred to individuals entitled to the same type of reduction.
- 3.3 In the event of a Ticket transfer, the Ticket holder must inform the new holder in advance of the Public Information Notice referenced to in Art. 7 below, as well as the fact that participation in the Event entails full acknowledgement and acceptance of these General Terms and Conditions, along with the regulations, rules and information referred to in Art. 2.2. The Ticket holder must get the authorization from the new holder to proceed with the Ticket exchange.

- 3.4 Pursuant to Art. 6 below, the unauthorized transfer, improper and/or unlawful use of the Single Event Admission Ticket may result, at ACF Fiorentina's discretion, in the suspension, revocation, or cancellation of the Single Event Admission Ticket.

Art. 4. Access to the Stadium and security controls

- 4.1 Access to the Stadium, the facilities within the Viola Park, 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 Single Event Admission Ticket (either physical, or digital) along with a valid photographic I.D. to the personnel in charge. The I.D. must indicate the registered residence of the Ticket holder, therefore driving licenses are not allowed.
- 4.2 Access to the Stadium, the Viola Park, 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:
- 4.2.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;
 - 4.2.b) prevent the introduction of banned, harmful, or otherwise potentially dangerous substances to the health, safety, or well-being of individuals.
- 4.3 Access of a person not authorized to participate in the Event or introduction of prohibited items or substances as outlined in Art. 4.2, in the Ground Regulations of the Stadium, of the facilities within the Viola Park, 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 ejection from the Stadium, the Viola Park or the alternative sports facility where the Event will take place.
- 4.4 During the Event, the Ticket holder is required to occupy exclusively the seat assigned to them, as indicated in their Single Event Admission Ticket. Access to sectors, zones, or areas of the Stadium, Viola Park, or any alternative sports facility other than those specified on the Single Event Admission 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 ejected from the Stadium, Viola Park, or the alternative sports facility hosting the Event.
- 4.5 Any violation of the Code of Conduct and/or the Ground Regulations of the Stadium, the Viola Park, 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 ejection from the Stadium, the Viola Park, or alternative sports facility.
- 4.6 In the cases described in this Article, or upon identifying any violation of the Code of Conduct and/or the Ground Regulations of the Stadium, the Viola Park, or 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 eject the Ticket holder from the Stadium, the Viola Park, or alternative sports facility. In more serious instances, ACF Fiorentina may suspend the Single Event Admission Ticket for one or more matches. Such measures shall not entitle the Ticket holder to any compensation, refund (including partial reimbursement of the Single Event Admission Ticket), or indemnity of any kind. In such instances, ACF Fiorentina reserves the right to deny the Ticket holder access to its facilities (Viola Park) for a period of time to be determined at its sole discretion, in proportion to the seriousness of the Ticket holder's conduct.

Art. 5. Unauthorized Resale and Secondary Ticketing

- 5.1 Ticket holders are strictly prohibited from engaging in any practice aimed at the unauthorized resale of their Single Event Admission Ticket (e.g. ticket scalping), or from allowing, in any form, the unauthorized resale, transfer, or assignment of any admission ticket.
- 5.2 Any Single Event Admission Ticket that has been improperly transferred, sold, possessed, or altered shall be deemed invalid and will not grant access to the Stadium, Viola Park, 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.
- 5.3 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. In such instances, ACF Fiorentina reserves the right to deny the Ticket holder access to its facilities (Viola Park) for a period of time to be determined at its sole discretion, proportionate to the severity of the Ticket holder's conduct.

Art. 6. Suspension, Cancellation, Revocation, and Inhibition of the Single Event Admission Ticket

- 6.1 Single Event Admission Tickets may be withdrawn, suspended, cancelled, revoked, or otherwise rendered unusable in the following cases:
- 6.1.a) Violation of the Code of Conduct and/or the Ground Regulations of the Stadium, the stadiums within the Viola Park, or the alternative sports facility where the Event will take place;
 - 6.1.b) Unauthorized transfer of the Single Event Admission Ticket or improper and/or unlawful use thereof;
 - 6.1.c) Cases covered under Art. 4 above;
 - 6.1.d) Violations of the relevant regulations available on the website www.acfflorentina.com should the Ticket holder be the Ticket holder of an InViola Premium Card (formerly Fan Card) or InViola Gold Card;
 - 6.1.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);
 - 6.1.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);
 - 6.1.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.
- 6.2 In the cases referred to in this Art. 6, ACF Fiorentina reserves the right to nullify the Single Event Admission Ticket 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). In such instances, ACF Fiorentina reserves the right to deny the Ticket holder access to its facilities (Viola Park) for a period of time to be determined at its sole discretion, proportionate to the severity of the Ticket holder's conduct.
- 6.3 It is understood that any non-compliant, fraudulent and/or abusive use of the procedures provided by ACF Fiorentina for the purchase, use, and management of the Single Event Admission Tickets (including the provisions referred to in Art. 1.4 and, in particular, the use of the Fidelity Card), or any conduct aimed at circumventing these General Terms and Conditions – whether reported by the competent authorities or identified through checks carried out by ACF Fiorentina – will result in the revocation and/or cancellation of the Single Event Admission Ticket, along with the consequent loss of all associated rights (such as, by way of example, access to the sports facility and ticket exchange). Such revocation and/or cancellation may also entail the application of the rules and penalties provided for cases of unlawful, fraudulent, and/or abusive use of the Fidelity Card of the Ticket holder, as set out in the relevant regulations.
- 6.4 Furthermore, ACF Fiorentina reserves the right to cancel, revoke, or otherwise prevent the use of the Single Event Admission 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 Single Event Admission Ticket may be potentially dangerous to the safety and/or regular conduct of the Event.
- 6.5 Without prejudice to the provisions of applicable law, no form of reimbursement shall be granted if the revocation, suspension and/or cancellation of the Single Event Admission Ticket, as referred to in Art. 5 and Art. 6, is caused, directly or indirectly, by the actions, negligence and/or willful misconduct of the Ticket holder.

Art. 7. Processing of Personal Data

The processing of personal data related to the purchase of tickets for sports events is described in the Public Information Notice available at the time of purchase and on the website at <https://www.acfflorentina.com/documents>. Ticket holders are required to carefully read the Public Information Notice.