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## **SEASON TICKETS 2025/2026 GENERAL TERMS AND CONDITIONS**

### **Art. 1. Season Tickets**

- 1.1 Season Tickets are personal and entitle the holder (hereinafter the **"Season 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 Season 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"**) 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 Vian 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 Season 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, the Viola Park or the 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 jointly referred to as 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 Ground Regulations of both the Stadium and the stadiums within the Viola Park, which can be accessed via the relevant sections of ACF Fiorentina's official website [www.acfflorentina.com](http://www.acfflorentina.com), as well as in the Ground Regulations of the alternative sports facility where the Event will take place.
- 1.5 All Season Ticket holders acknowledge and accept that during the Events included in their Season 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 event broadcasted at the Sports Bar located within the Viola Park.

### **Art. 2. Purchase and issue of 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 issue.
- 2.2 The Season Ticket must be purchased exclusively through the channels, within the timeframes, and according to the procedures specified by ACF Fiorentina on its official website [www.acfflorentina.com](http://www.acfflorentina.com). With reference to the 2025/2026 Football Season, the purchase and subsequent issue of a valid Season Ticket may only be completed

via the Vivaticket platform, which can be accessed via the website [www.acfflorentina.com](http://www.acfflorentina.com) or through authorized physical retailers. Such purchases are subject to the terms and conditions of sale applied by Vivaticket.

- 2.3 The issue of the Season Ticket is subject to the Season Ticket holder's compliance with the following requirements:
- 2.3.a) possession of a valid Fidelity Card and acceptance of and compliance with the relevant regulations;
  - 2.3.b) acknowledgement 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 Ground Regulations, 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.acfflorentina.com](http://www.acfflorentina.com) under the Ticketing section at the links "Code of Conduct" and "Regulations". The Season Ticket holder also acknowledges and fully accepts the Public Information Notice available when purchasing the Season Ticket on ACF Fiorentina's official website [www.acfflorentina.com/documents](http://www.acfflorentina.com/documents).
- 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 and ACF Fiorentina will not be considered in breach of contract or liable for any damages or compensation. Except in cases where the Season Ticket holder is subject to a ban on access to venues where sporting events are held, which results in the termination of all rights associated with the Season Ticket, including the right to transfer it, in whole or in part, to third parties, 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 Season Ticket holder will not be permitted access to the Stadium and/or the Viola Park until a replacement Fidelity Card has been issued. The Season Ticket holder will not be entitled to reimbursement for any missed Events during the period prior to the issue 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 issue 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 any case, subject with compliance with the terms and procedures set out in Art. 2.7, any request for a seat change, which is granted at the sole discretion of ACF Fiorentina, will not result in the cancellation of the Season Ticket and the issue 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 (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 Season 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.acfflorentina.com](http://www.acfflorentina.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 as set out in Art. 8.

- 3.4 Resale of the Season Ticket for single Events on the Vivaticket platform. The Season 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 Season 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 Season Ticket holder's personal profile, accessible via the websites [www.acffiorentina.com](http://www.acffiorentina.com) and/or [www.vivaticket.it](http://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 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 issue of the Season Ticket and cannot be performed under the circumstances outlined in Art. 8 below.
- 3.5 "Ad personam" resale for single Events. The Season 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 Season Ticket holder must indicate the recipient's name on the Vivaticket resale platform, and the person indicated may purchase the seat at a price equal to 50% (fifty percent) of the full-price ticket or the non-reduced rate 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 issue of the Season Ticket and cannot be performed under the circumstances outlined in Art. 8 below.
- 3.6 In the event of Ticket transfer, the Season Ticket holder must inform the new holder in advance of the Public Information Notice referred to in Art. 7 below, as well as of 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 referred to in Art. 2.3.b). The Season Ticket holder must get the authorization from the new holder to proceed with the Ticket exchange.

#### **Art. 4. Rights of the Season Ticket holder in the event of sector closure or Stadium suspension**

- 4.1 If the sector of the Stadium or of the facilities within the Viola Parkin where the Season Ticket holder's assigned seat is located is closed, the Season 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 Season 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 Season 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](http://www.acffiorentina.com). Alternatively, the Season 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 serious breach 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 Season 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 the Season Ticket holders of the applicable procedures and deadlines, which may vary depending on the Season Tickets' type, the sectors and/or seats assigned in the Season Ticket, and may not necessarily guarantee the renewal of the same seat as in the previous Football Season. In the event that circumstances such as a reduction in the Stadium capacity or the need to hold the Events at alternative sports facilities with reduced capacity arise after the pre-emption right is granted, ACF Fiorentina may not be able to grant the seats availability to all Season Ticket holders and reserves the right to revoke the pre-emption right even to specific sectors and/or seats. In such cases, all Season 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, the facilities within the Viola Park, or any alternative sports facility where the Event will take place is permitted to the Season 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 photographic I.D. to the personnel in charge. The I.D. must indicate the registered residence of the Season Ticket holder, therefore driving licenses are not allowed.
- 6.2 Access to the Stadium, to the facilities within the Viola Park, or any alternative sports facility where the Event will take place may require the Season Ticket holder to undergo security controls on their person or their personal belongings (including, but not limited to, bags and backpacks), which the Season 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.
- 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 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.
- 6.4 During the Event, the Season 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, the Viola Park, 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 Season Ticket holder may be ejected from the Stadium, the Viola Park or the alternative sports facility hosting the Event.
- 6.5 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 Season Ticket holder's immediate ejection from the Stadium, the Viola Park, or the 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 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 Season Ticket holder from the Stadium, the Viola Park, or the 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 Season Ticket holder to any compensation, refund (including partial reimbursement of the Season Ticket), or indemnity of any kind. In such instances, ACF Fiorentina reserves the right to deny the Season 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 Season Ticket Holder's conduct.

**Art. 7. Unauthorized Resale and Secondary Ticketing**

- 7.1 Season Ticket holders are strictly prohibited from engaging in any practice aimed at the unauthorized resale of their Season Ticket (e.g. ticket scalping), or from allowing, in any form, the unauthorized resale, transfer, or assignment of any admission ticket.
- 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, the 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.
- 7.3 In such cases ACF Fiorentina reserves the right to take legal action to protect its rights against the Season 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 Season 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 Season Ticket holder's conduct.

**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 Ground Regulations of the Stadium, of the stadiums within the Viola Park, 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, as well as in the instances indicated under Art. 7;
  - 8.1.d) Cases covered under Art. 6;
  - 8.1.e) The Season 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 Season 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 Season 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 Season 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 Season 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 Season Ticket Holder's conduct.
- 8.3 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 Season 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 Season Ticket for the relevant Football Season, along with the consequent loss of all associated rights (such as, by way of example, access to the sports facility, pre-emption right, transfer to third parties, or renewal for the following Football Season). 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.
- 8.4 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.



8.5 Without prejudice to the provisions of applicable law, no form of reimbursement shall be granted if the revocation, suspension and/or cancellation of the Season Ticket, as referred to in Art. 7 and Art. 8, is caused, directly or indirectly, by the actions, negligence and/or willful misconduct of the Ticket holder.

**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>. Ticket holders are required to carefully read the Public Information Notice.