



REGULATIONS FOR ACCESS TO AC MILAN MATCHES FOR PEOPLE WITH DISABILITIES – 2026/27 SEASON

AC Milan S.p.A. offers a dedicated service for the sale of tickets and season tickets at reduced rates for people with disabilities, with seats in accessible and dedicated sectors for home matches. Please note that, according to the regulations in force for public places, availability is limited.

1. This condition applies to those who have a certifiable invalidity, which falls between:
 - 100% invalidity
 - 100% invalidity with continuous assistance needs
 - Blind, partially sighted or visually impaired fans accredited through the Fondazione Istituto dei Ciechi di Milano (sansiropertutti@istciechimilano.it)
2. Simply purchasing a regular ticket in other sections of the stadium does not grant admission to people in wheelchairs or using mobility aids.

Registration on the dedicated portal

3. To purchase tickets and/or season tickets at a discounted rate, you must register on the dedicated portal by entering the fan's personal information and a disability certificate that complies with point 1 of the regulations.
4. To create a dedicated account, you will be required to enter the following personal information for the fan with a disability during registration: first name, last name, date of birth, email address, phone number, country, province, and city of birth and residence, tax ID number (for Italian citizens only), and disability certificate. For foreign fans with disabilities only, you will be required to enter an ID number and/or passport number in lieu of a tax identification number.
5. Certificates indicating disability levels that do not comply with the regulations, as well as the Disability Card, will not be accepted; ineligible users will be removed from the system.
6. Those who do not reside in Italy must upload a certificate translated into Italian that complies with the regulations.
7. Registration will be verified by a designated representative, who will communicate the outcome via email on weekdays, typically between 10:00 a.m. and 5:00 p.m., excluding game days.
8. The purchase of tickets or season tickets, subject to availability, will be possible only after the documentation has been validated. Once your account is activated, you can access the "Events" section of your personal account using the credentials you created during registration on the portal.
9. You can delete your personal account at any time by sending a request via email to dao@acmilan.com

Sales Timeline

10. The sales windows for purchasing season tickets for the 2026/27 season are posted online on the following page: [Tickets for Disabled Fans: Get yours now!](#)
11. The dates when tickets for home games will go on general sale will be published online on the dedicated page, once the relevant authorities have released the schedules [Tickets for Disabled Fans: Get yours now!](#)
12. To purchase a season ticket, you must have a valid CRN Card. The person designated as an accompanying guest must also have a valid CRN Card. The CRN Card must be included among the documents provided at the time of purchase and shown to stadium staff upon entry. The user is responsible for verifying that the personal information on the CRN Card exactly matches the information entered on the portal used to purchase tickets.
13. You can apply for the CRN Card online (<https://www.acmilan.com/en/tickets/crn-card>) or at the ticket office at Casa Milan, located at Via Aldo Rossi 8.
14. We recommend that all fans - including those purchasing individual tickets on the open market - obtain a CRN Card, which may be useful in the event of any sales restrictions imposed by the National Observatory on Sporting Events. In accordance with regulations, all decisions issued by the National Observatory on Sporting Events (ONMS) will be enforced; without a CRN Card, it will not be possible to purchase a ticket where such decisions apply.



15. Anyone who already holds a valid season ticket (for a fan with a disability or a companion) in other sections of the stadium cannot register on the dedicated portal and purchase a ticket at the discounted rate. Similarly, if you hold a valid ticket (for a fan with a disability or a companion) for a specific event, you cannot purchase a discounted ticket for the same event.
16. It is the account holder's responsibility to carefully verify their registration status at the time of purchase (standing or seated). If there is a discrepancy between the admission ticket and the actual status, access to the stadium may be denied.
17. The admission ticket for fans with disabilities is strictly personal and may not be transferred under any circumstances.
18. Once purchased, season tickets and tickets are non-refundable.

Companion

19. For safety reasons, fans with disabilities will be admitted only when accompanied by a designated adult companion. The companion's presence is mandatory, and he or she must assist the fan with a disability throughout the entire game.
20. Fans with disabilities will not be permitted entry without an adult companion.
21. The companion may not enter the stadium without the fan with a disability.
22. If a fan is under 14, the accompanying adult must be a verified parent or guardian.
23. A fan with a disability may not serve as a companion to another fan with a disability.
24. Minors may not be designated as escorts for fans with disabilities.

Season Tickets and Tickets

25. Season tickets are available for the 2026/27 Serie A Enilive home games; the terms and conditions of sale can be found in Attachment 1 to this document (*Terms and Conditions for the Purchase of Discounted Tickets for Fans with Disabilities - 2026/27 Season*).
26. Tickets for individual home games are available for general sale for Serie A Enilive, Coppa Italia Frecciarossa, and UEFA Europa League 2026/27 matches, with prices varying between big matches and regular matches. The terms of sale can be found in Appendix 1 of this document (*Terms and Conditions for the Purchase of Discounted Tickets for Fans with Disabilities - 2026/27 Season*).
27. All purchases must be made exclusively online through the dedicated portal, only after registration has been confirmed.

Name Change for the Title of the Companion

28. Season tickets and tickets for fans with disabilities are strictly personal and may not be transferred to third parties under any circumstances. If, during admission checks, the ticket does not match the identification document, access will not be granted, in accordance with current regulations for the general public.
29. If the adult companion is unavailable for a specific match, the season ticket registered in their name may be transferred exclusively to another adult companion with a valid CRN Card who does not already have a ticket issued in their name for the same event. This request must be sent to dao@acmilan.com no later than three hours before the match starts, unless the Club specifies otherwise. No name changes will be permitted after this deadline. A change of name is permitted, provided that it does not conflict with any restrictions imposed by the relevant authorities.
30. If the adult companion is unavailable for a specific match, the single ticket registered in their name may be transferred exclusively to another adult companion who does not already have a ticket issued in their name for the same event. This request must be sent to dao@acmilan.com no later than three hours before the match starts, unless the Club specifies otherwise. No name changes will be permitted after this deadline. A change of name is permitted, provided that it does not conflict with any restrictions imposed by the relevant authorities.
31. For those accompanying fans with disabilities under the age of 14, the transfer of the admission ticket is not permitted. In such cases, the minor may enter the stadium only when accompanied by a parent or legal guardian who has completed the registration process on the portal dedicated to fans with disabilities.



Access to the stadium

32. The stadium has a dedicated entrance for fans with disabilities, where a dedicated team of ushers will be on hand to assist, if necessary, in escorting anyone who requests it to their seat inside the stadium.
33. Unless otherwise specified by the Club, entry through the designated gate is permitted from the time the gates open until the start of the game. After that, entry will be permitted only through Gate 8 or another entrance designated by the staff.

What to Do If You Are Unable to Attend After Purchasing Tickets

34. Tickets are non-refundable.
35. Notwithstanding the fact that admission tickets are non-refundable, if you are unable to attend the event, please send a notification to dao@acmilan.com to help us better manage the service.

Parking

36. Parking is free for fans with mobility impairments. For each ticket or season ticket purchased, only fans with mobility impairments may request a pass for the designated parking area (entrance on Via Tesio).

Failure to comply with regulations and the code of conduct

37. Purchasing a season ticket and/or a single-game ticket for a home match implies acceptance of these regulations, as well as the Stadium Usage Regulations and the Code of Conduct, both available at <https://www.acmilan.com/it/club/la-societa>. In the event of a violation and/or misuse of the service, the user's account will be suspended, following notification to the user.

Contact and Support

38. For information or issues with registration and purchase, please email dao@acmilan.com or contact the [Help Center](#).
39. On game day, for on-site assistance, please speak with the stewards at the entrance designated for fans with disabilities.



APPENDIX 1

TERMS AND CONDITIONS FOR PURCHASING DISCOUNTED TICKETS FOR FANS WITH DISABILITIES - 2026/2027 SPORTS SEASON

1. Tickets for individual matches and season tickets for matches covered by the season ticket (hereinafter, in both the singular and plural, referred to as "Admission Tickets or Season Tickets"), are issued by A.C. Milan S.p.A., with headquarters in Milan at Via Aldo Rossi No. 8, 20149, telephone number 02.62281, email address reception@acmilan.com, and call center number 02.82958070 (hereinafter referred to as "AC Milan" or "the Club").
2. The publication and sale of Admission Tickets and/or Season Tickets do not constitute a contractual offer to the public pursuant to Article 1336 of the Italian Civil Code, but rather a mere invitation to make an offer. AC Milan assumes no obligation to proceed with the sale and reserves the right to determine, modify, suspend, or revoke, in whole or in part, the availability of Admission Tickets and/or Season Tickets, at its sole discretion based on valid grounds, without this giving rise to any right of purchase, legally enforceable expectation, or pre-contractual liability on the part of users. The purchase of Admission Tickets and/or Season Tickets may be made only through AC Milan's official channels, listed on the website www.acmilan.com, in accordance with the issuance procedures indicated therein in the dedicated section. In particular, in the case of online purchases, these may be made only through authorized websites and in compliance with the procedures established by AC Milan and any restrictions imposed by the authorities. The Company SHALL NOT BE LIABLE for any loss or damage that may be incurred by holders of admission tickets purchased through channels other than those authorized. The purchase of a Ticket and/or Season Ticket implies acceptance of and compliance with these Terms of Sale, the "San Siro Stadium Rules of Use," the "Rules for Access to AC Milan Matches for People with Disabilities," and the "Code of Conduct and Regulations" enforced by AC Milan. The Admission Ticket and/or Season Ticket will be canceled or otherwise rendered unusable if the Holder - or, in any case, the person named on it - is barred from accessing sports facilities as a result of a criminal or administrative order, or if it is used by a person other than the Holder, or in the event of violations of the "Stadium Rules of Use" published on the website www.acmilan.com and posted at the "G. Meazza Stadium in San Siro" or the "Code of Conduct and Regulations" published on the website www.acmilan.com.
3. Admission Tickets and/or Season Tickets for fans with disabilities are sold at discounted rates, which are determined on a case-by-case basis at the Club's discretion, based on its own criteria.
4. Fans with disabilities may purchase discounted tickets and season tickets exclusively for seats deemed suitable and specifically designated by the Club. The discounted rate may not be applied to seats other than those specifically designated.
5. Access to the purchasing process for admission and/or season tickets for fans with disabilities is subject to prior registration on the dedicated portal (<https://sistemapass.acmilan.com>). This is to verify disability documentation and ensure compliance with the requirements set forth in the "Regulations for Access to AC Milan Matches for People with Disabilities."
6. Purchase of a ticket and/or season ticket for a disabled fan is contingent upon the simultaneous purchase of a similar ticket for a single adult companion. The companion's presence is mandatory.
7. The season ticket for fans with disabilities is valid exclusively for the 19 home games of the 2026/27 Serie A Enilive season.
8. Admission tickets and/or season tickets issued in the name of a fan with a disability are strictly personal and may not be transferred to third parties under any circumstances.
9. Admission Tickets and/or Season Tickets entitle their holder (hereinafter, in the singular and plural: Holder) to attend (exclusively in the section, row, and seat indicated on the Admission Tickets) the home matches of AC Milan's first team in the competition to which the Admission Ticket pertains, in accordance with the LNPA and/or UEFA schedule (including early and late matches) - dates, times, and venues - as established from time to time by the competition organizer and/or subject to any changes, regardless of the cause thereof. Access to the Stadium is also subject to the presentation of the documentation and certifications required from time to time by the measures issued by the competent authorities. Failure to present the aforementioned documentation will result in denial of access to the Stadium. The absence of barriers separating the various sections does not justify the Ticket Holder occupying a seat other than the one indicated on the admission tickets. Stadium staff on duty during matches have the authority to verify that the admission tickets correspond to the seat actually occupied by the Ticket Holder and to remove the Ticket Holder from the Stadium if they occupy a seat other than the one indicated on the admission tickets. The Ticket Holder therefore agrees to: **(a)** under no circumstances allow the use of the Admission Ticket by individuals who are prohibited from entering sports facilities (and/or purchasing the relevant admission tickets); **(b)** not use the Admission Ticket for commercial, speculative, and/or scalping



purposes; **(c)** not resell the seat or transfer their Admission Ticket to third parties, including through online sales platforms engaged in secondary ticketing (including offers of Admission Tickets as part of an offer of complementary services and/or products, even within mixed paid packages for individual events), except in cases expressly provided for and authorized by AC Milan.

10. If the adult companion is unavailable for a specific match, the season ticket registered in their name may be transferred exclusively to another adult companion with a valid CRN Card who does not already have a ticket issued in their name for the same event. This request must be sent to dao@acmilan.com no later than three hours before the match starts, unless the Club specifies otherwise. No name changes will be permitted after this deadline.
11. If the adult companion of a disabled fan over 14 years of age is unavailable for the purchased match, the ticket may be transferred once by changing the name on the ticket no later than three hours before the start of the event to another adult companion. This option is subject to the condition that the new companion does not already have an admission ticket issued in their name for the same event. Requests for name changes must be submitted to dao@acmilan.com by the above-indicated deadline.
12. For those accompanying fans with disabilities under the age of 14, the transfer of the admission ticket is not permitted. In such cases, the minor may enter the stadium only when accompanied by a parent or legal guardian who has completed the registration process on the portal dedicated to fans with disabilities.
13. Subject to the provisions of the preceding articles, if a name change is permitted, it applies only to the selected match and is in any case subject to any restrictions imposed by public safety authorities or other public authorities; it is mandatory to follow the instructions provided in the email confirming the name change. Upon entering the stadium, the transferee must present their CRN Card or the new admission ticket, along with the receipt confirming the name change issued by dao@acmilan.com. Under no circumstances will a name change be permitted for those who have been sanctioned by the Supervisory Commission. The right to transfer admission tickets granted by purchased season tickets is, however, subject to:
 - any restrictions that AC Milan may impose, at its discretion, during the season and may therefore even be prohibited entirely;
 - any restrictions that may be imposed by the competent administrative authorities.
14. The holder of the ticket/season ticket is considered its custodian and is responsible for all consequences arising from its use by third parties. The risks of loss, destruction, or theft are the sole responsibility of the Access Pass holder. If the Access Pass is lost, stolen, or destroyed, no duplicate will be issued, and the holder will not be entitled to a refund or replacement.
15. Any changes to the schedules, resulting in changes to the dates and/or times of matches, are to be considered routine and must therefore be taken into account by the Ticket Holder at the time of purchasing the tickets. Changes outside the LNPA and/or UEFA schedule (including, for this purpose, matches moved up or postponed), as determined from time to time by the competition organizer-including any changes ordered by the organizer - shall not entitle the Holder to a refund of the pro-rated ticket price. Furthermore, compensation for damages, as well as reimbursement of any expenses of any kind incurred by the Holder as a result of the aforementioned change, is excluded, unless such change is directly caused by willful misconduct or negligence on the part of AC Milan; in any case, any right to compensation for damages and/or reimbursement of any expenses incurred is excluded whenever such change: **(i)** results from a request received to that effect from the competition organizer and/or **(ii)** is ordered by AC Milan in compliance with an order or measure issued by sports, administrative, or public authorities.
16. Discounted season tickets for fans with disabilities do not entitle the holder to early access to additional tickets for any home games of AC Milan's men's first team. They also do not entitle the holder to renewal or confirmation for subsequent seasons. Such rights are entirely reserved by the Club.
17. Any misuse and/or fraudulent use of the Admission Tickets and/or Season Tickets will result in its immediate revocation and/or suspension. The Admission Ticket and/or Season Ticket may be revoked, canceled, suspended, or its use temporarily or permanently restricted at any time in the cases provided for by law and these Terms and Conditions. By way of example only and without limitation, the following shall be considered abuses within the meaning set forth above:
 - (a)** failure to pay, in whole or in part, or fraudulent payment of the Season Ticket (e.g., payment by or to an unauthorized party);
 - (b)** the use of the Season Ticket for resale outside of Milan's official channels (if any), scalping, counterfeiting, or the issuance of unauthorized duplicates;



- (c) accessing or attempting to access a section other than the one indicated on the Season Ticket, unless expressly authorized by AC Milan;
 - (d) the use or attempted use of a single Season Ticket by more than one person;
 - (e) providing false or incomplete information when subscribing to the Season Ticket;
 - (f) purchasing the Season Ticket (or any other ticket granting access to the Stadium) from retailers not authorized by AC Milan; and/or
 - (g) purchasing the Season Ticket (or any other ticket granting access to the Stadium) while subject to a sanction imposed by AC Milan that, at the time of purchase, prohibited the Season Ticket Holder from making such a purchase.
18. AC Milan also reserves the sole and absolute right to revoke and/or block the Admission Ticket in the event of: **(a)** unlawful conduct that violates the law, public order, or public decency; **(b)** acts of violence and/or racism, in any form and/or expression, committed against persons and/or property; **(c)** any administrative or judicial order imposing a ban on access to stadiums, a stadium ban, and/or removal from stadiums against the season ticket holder; **(d)** any other restrictive measure imposed by any authority that, in any way, prohibits the season ticket holder from attending events open to the public; **(e)** loitering along access routes, stairways, and emergency exits, or any other behavior intended in any way to impede the movement of spectators and security personnel, as well as the proper evacuation of those present; **(f)** bringing explosive materials, weapons, or objects capable of causing harm, bottles, cans, and other blunt and/or dangerous objects into the Stadium; **(g)** any and all conduct that may be considered, in the sole discretion of AC Milan, to circumvent or violate the Terms and Conditions, the Code of Conduct, and the Stadium Rules of Use.
19. The Holder acknowledges and expressly agrees that, in compliance with the Code of Conduct, AC Milan may conduct investigations and inspections regarding the Holder to prevent and sanction prohibited conduct. Furthermore, the Holder acknowledges and agrees that sanctions under the Code of Conduct may include, but are not limited to, removal from ongoing matches and/or prohibition from purchasing tickets and season tickets, or use of tickets and season tickets already purchased, for up to five sports seasons. This prohibition would occur without entitlement to a refund and would be in accordance with the terms and procedures set forth in the Code of Conduct. The current version of the Code of Conduct is available at www.acmilan.com.
20. In cases covered by Articles 17, 18, and 19, AC Milan may withhold the cost of any unused admission tickets as a penalty, without prejudice to compensation for additional damages.
21. The right of access cannot be exercised during makeup games for matches that were suspended after the start of the second half.
22. Due to the limited accessibility of the second and third tiers, we do not recommend that individuals with significant mobility limitations purchase tickets for these sections. AC Milan reserves the right to evaluate mobility in relation to public safety requirements and deny access if deemed not to be in the best interest of the community.
23. In cases where a stadium is suspended, matches must be played behind closed doors, or the stadium's capacity is reduced, the Holder shall be entitled to request a refund of the prorated portion of the Season Ticket, provided that the Holder did not contribute to the liability (as defined by the Italian Football Federation's Code of Sports Justice) on the part of AC Milan, and provided that it has been determined that the match will be played at another stadium, behind closed doors, or with reduced capacity. The refund procedure must be completed correctly and in full, as indicated on the website www.acmilan.com from time to time. If the match is played at a different stadium, instead of obtaining a refund as provided for in the preceding paragraph, the season ticket holder may request a replacement ticket from AC Milan. This ticket will grant admission to the stadium where the match will be played. The request must be made in accordance with the procedure indicated on the website www.acmilan.com. The request will be granted, subject to the seating capacity of the stadium where the match will be played. In any case, compensation for damages resulting from a change of stadium or the match being played behind closed doors is excluded, unless the change of stadium or decision to play the match behind closed doors is a direct result of willful or negligent conduct on the part of AC Milan. In any case, any right to compensation for damages is excluded whenever the change of stadium or decision to play the match behind closed doors results from compliance with laws, regulations, or other acts or measures issued by administrative, public, or sports authorities (including sports disciplinary bodies).
24. AC Milan reserves the right to offer a limited number of packages throughout the season that include tickets to multiple matches.
25. Admission to the stadium requires presentation of documentation proving eligibility for an admission ticket. Stadium staff have the right to request such documentation and verify its validity upon entry and inside the



stadium. Access to the stadium will not be permitted if the aforementioned documentation is not presented or is found to be invalid. Furthermore, ticket holders may be removed from the stadium if they are found inside without valid documentation.

26. Children under 14 may only enter the stadium with a valid admission ticket if they are accompanied by an adult with a valid admission ticket.
27. Please be advised that AC Milan, as the data controller, will process the personal data required to purchase stadium admission tickets in accordance with EU Regulation No. 679/2016 and Legislative Decree No. 196/2003, as amended and supplemented. This processing will be carried out for the purposes and in the manner described in the privacy notice provided at the time of signing up for the CRN Card and/or otherwise available on the website www.acmilan.com. Regarding processing solely by AC Milan and subject to express consent, any prior consent provided shall remain valid, as set forth in the relevant privacy notice.
28. Pursuant to Article 59(n) of Legislative Decree No. 21/2014, admission tickets are not subject to the right of withdrawal provided for in Article 52 of the same law, even if purchased outside of business premises, because they relate to leisure services involving a specific date or period of performance.
29. For reasons of force majeure, unforeseeable circumstances, public order, security, maintenance and/or modernization work, or upon the instruction of the Public Safety Authorities, the National Professional League, the Observatory, CASMS, or any other competent body, AC Milan may assign a seat other than the one indicated on the admission ticket. In such cases, the assigned seat will cost the same or more than the original ticket.
30. Please note that the team roster may change significantly during the season. Using images of players from the roster for promotional purposes in the season ticket campaign does not guarantee they will remain with the team.