



AC MILAN

CRN CARD (AC MILAN LOYALTY CARD) CONTRACT

A.C. MILAN S.P.A. Via Aldo Rossi, 8, - 20149 Milan (Italy) TEL.+39 0262281
Economic and Administrative Index no. MI-569909, Tax Code, VAT no. and registration no. in the
Companies Register of Milan, Monza-Brianza and Lodi: 01073200154

PRELIMINARY INFORMATION AND ECONOMIC TERMS AND CONDITIONS

- The Cardholder (hereinafter: **Cardholder** is the natural person whose personal details are specified on the **Card**.
- **CRN Card** is a loyalty card that also enables the holder, **to digitally upload an appropriate ticket** and so gain access the G. Meazza San Siro Stadium in Milan (and other participating Italian stadiums) to watch the matches of the First Team of AC Milano. It may be mandatory to have **CRN Card**, in case of decisions made to that effect by the competent Authorities, in order to purchasing tickets that admit the holder to the away games of AC Milan and the Card enables the holder to benefit from promotional initiatives offered by the companies in the *Milan Group*.
- The cost of issuing the **Card** may vary depending on the sales channel.
- There are no shipping costs for **Cards** issued c/o Casa Milan. For the other points of sale, reference should be made to the price list published on the website www.acmilan.com
- **Cards** requested online are delivered within 30 (thirty) days to the address supplied by the Applicant; in case of failure to deliver the Card by the term mentioned above, the Applicant must contact A.C. Milan S.p.A. at its registered office in Via Aldo Rossi no. 8 20149 Milan, or to the email address _____ requesting that it be sent again. Should the Applicant fail to make contact within 90 (ninety) days from the signing of the **Card**, the latter will be withdrawn and the relative codes will no longer be usable. The Applicant will be fully liable for the costs of newly issuing the Card in this case, if required;
- The cost for the renewal/replacement of the **Card** is defined in line with the price list published on the website www.acmilan.com;
- The duration of the contract is the same as reported on the Card. A.C. Milan S.p.A. reserves the right to notify the **Cardholder** about the terms and conditions for the renewal of the Card.
- Complaints: write to A.C. Milan S.p.A., Via Aldo Rossi no. 8, 20149 Milan, or to the email address _____

The application for the issuance of the **CRN Card** can only be accepted once it has been verified that no grounds for preventing its issuance can be claimed by the competent Public Safety authority.

The Cardholder must indicate a valid email address and submit, on request, a passport photograph that complies with the ICAO standard in order for the Card to be issued.

CRN CARD

REGULATION, TERMS AND CONDITIONS OF THE CONTRACT AND OF USE

1. General description of the Card.

1.1. **CRN Card** is a tool that complies with the regulations regarding the Supporter /Loyalty Card issued by the National Observatory on Sporting Competitions of the Ministry of the Interior. It is issued mainly for the pursuance of the following objectives:

- to facilitate the purchase of admission passes (tickets or season tickets);
- to ensure the utmost transparency of the sales procedures related to the admission passes and counteract the phenomenon of "touting";
- to facilitate the control of the accesses and the compliance with the anti-violence legislation, enhancing the public's visitor experience and favouring the security of the sporting events;
- to allow the holder to purchase admission passes for away games;
- to benefit from any favourable conditions, privileges, dedicated services (for example but not limited to pre-sales, tickets promotions for AC Milan's home matches, dedicated events, discounts on services and products),

available during the validity of the **Card** to the discretion of AC Milan S.p.A.

1.2. **CRN Card** is issued by A.C. Milan S.p.A., with registered office in Milan, Via Aldo Rossi, 8, parent company of the *Milan Group*.

1.3. **CRN Card does not supersede season tickets and tickets, which must be purchased separately**, but allows the holder to digitally upload - in compliance with these Regulations, the Regulations regarding the use of the G. Meazza San Siro Stadium in Milan and the Code of Conduct and Regulation - admission passes that grant them access to the G. Meazza San Siro Stadium in Milan (and other participating Italian stadiums) to watch the matches of the First Team of AC Milano.

1.4. Over time, amendments to laws and regulations, changed market conditions, the requirement to clarify or specify contractual provisions and the need to adapt the condition of sale of the admission passes can incur the need to amend this contract. AC Milan therefore reserves the right to unilaterally amend the provisions and terms and conditions of the contract. The amendments will in any

case be valid, unless they have been imposed by imperative legal provisions upon the expiry of the sixty day period following the date on which the amendments were notified by way of the procedures envisaged by Article 1.5 below.

- 1.5. The communications regarding the amendments are notified with prior notice of 60 days (sixty), through the website www.acmilan.com and via communication to the email address indicated by the **Applicant** when signing this form, to enable the same to exercise their right to withdrawal. This right must be exercised via email to the address _____ or by sending a registered letter to the registered office of AC Milan within 60 days (sixty) from the date on which the communication notifying the **Applicant** of the amendments to the contract.
- 1.6. Both parties are entitled to withdraw from the contract at any time, by notifying the other party in writing at least 15 (fifteen) days in advance. The contract ceases to be valid on the expiry date of the prior notice, unless a season ticket expiring after said date is uploaded to the **Card**. In this case the contract will cease to be valid, without prejudice to the 15(fifteen)-day prior notice period, on the day after the date on which the last match to which the season ticket applies is actually played.
- 1.7. The contents of all the communications addressed to the **Cardholders** are deemed as being validly known by all addressees 30 (thirty) days after said communications have been continuously published on the website www.acmilan.com. The communications addressed to individual Cardholders are deemed as having been validly sent when forwarded by email to the email address indicated when signing this form. **The Applicant is responsible for maintaining active and checking the email address indicated when signing this form and for communicating to AC Milan any variations of their email address by email only, addressed to crn@acmilan.com.**
- 1.8. The **Card** can be used until the expiry date indicated on the Card. The new Card is issued at the cost indicated in the PRELIMINARY INFORMATION AND ECONOMIC CONDITIONS.
- 1.9. Pursuant to the legislation in force, when the **Card** is issued, the IT system automatically makes a call to the National Digital Centre of the State Police, which authorises or denies permission for the **Card** to be issued, without giving AC Milan any explanation in case of denial. In case of denial, **CRN Card cannot be issued**. The **Applicant** is responsible for ascertaining, before requesting the issuance of **CRN Card** that they do not find themselves in situations that could determine the refusal to issue the **Card**. For this reason, in case of denial, the price paid for the issuance of **CRN Card** shall not be refunded. Should the reasons which prevent the issuance of the **Card** occur or be communicated to AC Milan after the issuance of the **Card**, **CRN Card** will in any case be invalidated, as envisaged in Article 3.11 below. **AC Milan shall not be held accountable for any refusals to issue Cards determined by errors made by the**

administrative Authority.

- 1.10. The **Cardholder** must indicate a valid email address and submit, on request, a passport photograph that complies with the ICAO standard in order for **CRN Card** to be issued.

2. Functions of CRN Card.

- 2.1. The **Card** is also an instrument that can be used to purchase admission passes to matches, **but it does not automatically grant the Cardholder the right to purchase the admission passes requested from time to time. Whether or not the Cardholder can purchase the above-mentioned passes will depend on the effective availability of the same.**
- 2.2. All types of admission pass (season tickets for the Championship and cups, tickets for individual matches) issued for the matches organised by A.C. Milan can be digitally uploaded to the Card. **No more than one admission pass can be uploaded to the Card for each individual match and these must only be issued in the Cardholder's name.**
- 2.3. Uploading the admission passes entails:
 - a) paying the price established for the purchase of the requested admission pass;
 - b) the consequent obligation on the part of AC Milan to enable the **Cardholder** to access the Stadium to watch the match(es) to which the admission pass applies;
 - c) the Applicant's acceptance of the "*Terms and conditions for season tickets and conditions of sale for the admission passes for individual matches*" set forth under § 4;
 - d) the acceptance of the "*Regulations regarding the use of the Stadium*" set forth under § 5 and of the "Code of Conduct and Regulation for the transfer of admission tickets to football events
- 2.4. Match admission passes (season tickets and tickets) can be uploaded to the **Card** both at authorised retail outlets and online.

3. General rules for the use of the Card. Cases of withdrawal or suspension of the Card.

- 3.1. The **Cardholder** is the party who, having been duly identified and subject to the signing of this contract, obtains the issuance of the **Card** in their name.
- 3.2. The **Cardholder** can also be a minor, provided that the contract is signed by an adult who is their parent or legal guardian.
- 3.3. **Cards purchased from the authorised retail outlets are operative immediately. Cards purchased online only become operative once the holder has been identified.** To activate the latter, the first time that the **Card** purchased *online* is used to purchase a ticket or season ticket, the **Cardholder** must go to Casa Milan (on the days when the ticket counter is open) or to a dedicated counter set up in the G. Meazza San Siro Stadium in Milan to be identified, by presenting the proof of identity entered when subscribing. **Until the Card permits the Cardholder to gain access to the G. Meazza San Siro**

Stadium in Milan by way of the procedure described above,

➤ **it can be used for:**

- ✓ purchasing a season ticket,
- ✓ purchasing one's own ticket,

➤ **it cannot be used for:**

- ✓ making purchases on behalf of third parties;
- ✓ performing operations involving name changes.

Once the Cardholder has been identified, the **Card** purchased *online* is authorised to open the turnstile for the first match uploaded. From that moment on, the **Card** purchased *online* becomes fully operative for its subsequent uses and its **Cardholder** can proceed directly through the turnstiles .

3.4. **Cardholders** cannot hold more than one **Card**.

3.5. The **Card** is strictly personal and cannot be transferred.

However, the admission passes incorporated therein can be transferred (in the case of season tickets, also for single matches) to other parties, provided that these too are holders of another **CRN Card** and provided that said cards have been activated as envisaged by Article 3.3.

3.6. The right to transfer the admission passes conferred by the purchased season tickets to third parties is in any case subject:

- to any restrictions imposed on AC Milan, at its sole discretion, during the season and could therefore even be completely prohibited. This restriction was considered when determining the consideration due for the season ticket, which costs significantly less than the price of the single ticket;
- to any limits that may be imposed, also in relation to single matches, by the competent administrative authorities.

3.7. The **Card**, duly charged with the admission pass, is a necessary and adequate document for accessing the Stadium, provided that it is accompanied by a valid identity document. Any other printed documents attached thereto or submitted to the **Cardholder** (or sent digitally) when uploading the entitlement of admission only serve the auxiliary purpose of reproducing data already digitally memorised on the Card (such as: the match, sector, row and seat number). Therefore, these printouts do not authorise the Cardholder to gain admission , **but are only necessary in order for them to access the assigned sector and seat.**

3.8. The **Cardholder** must look after the **Card**, and refrain from folding or cutting it, exposing it to water, magnetic fields or heat sources. He/she must carefully handle and keep the Card and must refrain from disclosing the codes required for its use. He/She must take all the most diligent precautions to prevent the document from being damaged or used by other persons to access the Stadium. Any use by third parties caused by negligence in the duty of care will be attributable only to the Cardholder.

3.9. In case of theft or loss of the **Card**, the **Cardholder** must immediately notify AC Milan accordingly by way of registered letter with return receipt of delivery, sent to the registered office of the above-mentioned company or by

email to the address

3.10. Should the **Card** be stolen, lost or damaged, or in any case blocked, it can be replaced pursuant to the terms and conditions set in PRELIMINARY INFORMATION AND ECONOMIC TERMS AND CONDITIONS. Cards failing to work properly with no fault by the **Cardholder** shall be replaced free of charge.

3.11. The **Card** will be withdrawn or in any case rendered unusable (added to the so-called *black list*), with the consequent termination of all related contractual relationships, including those associated with any admission passes uploaded to the **Card**. This will not result in the incurrance of the need to pay any compensation, the refunding of paid considerations or forms of indemnity, should its **Cardholder**:

- a) be subject to the provisions envisaged by Article 6 of Law no. 401 of 13 December 1989; or
- b) have been convicted, in any case during the validity of the contract, even not definitively, for crimes committed during, or in connection with, sporting events;
- c) have used the **Card** within the context of touting activities;
- d) has used the Card infringing the terms and conditions for the sale of admission tickets
- e) have issued false declarations, formulated false documents or used the same for the purposes of the issuance of the **Card**.

In case of withdrawal and/or cancellation of the administrative or legal provision that determined the termination of the contract, the interested party can request the issuance of a new **Card**, by establishing a new contract. The issuance of the new **Card** is in any case subject to the certification of non-impediment described above in Article 1.9..

3.12. The **Card** will be suspended for 15 (fifteen) official matches (including all friendly matches that may be played between the first and last official matches scheduled during the period of suspension) and will therefore be unusable for said period (added to the so-called black list), rendering any admission passes that may have been uploaded to the **Card** unusable. This will not result in the incurrance of the need to pay any compensation, the refunding of paid considerations or forms of indemnity, should its **Cardholder**:

- a) have transferred or attempted to transfer an admission pass uploaded on their **Card** to a third party under the conditions described above in Article 3.11 letters a) or b); or
- b) have used or attempted to use the **Card** unlawfully to fraudulently gain access to the Stadium or allow third parties to do so; or
- c) have voluntarily allowed another party to use (or attempt to use) the **Card** as entitlement to access the Stadium.

3.13. The **Card** will be suspended for the number of official matches indicated by the Code of Conduct and Regulation for the transfer of access tickets to football events

(including all friendly matches that may be played between the first and last official matches scheduled during the period of suspension) and cannot be used for said period (added to the so-called black list), making any admission passes that may have been uploaded to the **Card** unusable. This will not result in payment of any compensation, refunding of paid considerations or indemnifications, should its **Cardholder** have breached any of the provisions of the Code of Conduct and Regulation for the transfer of access tickets to football events, even if any administrative or criminal sanctions that prohibit them from accessing sporting facilities are issued.

3.14. Should the behaviours that determine the suspension of the **Card** be followed by the issuance of the provisions envisaged by Article 6 of Italian law no. 401 of 13 December 1989, or by convictions, including those with non-definitive sentences, for crimes committed during or in relation to sporting events, the provision envisaged by Article 3.12 will be applied.

4. Terms and conditions for season tickets and conditions of sale for admission passes for individual matches.

4.1. The purchasing of admission passes **is not disciplined by this contract**. The terms and conditions for the sale of season tickets and admission passes for single matches are those published online on the website www.acmilan.com as of the date on which the admission passes are purchased using the **Card**.

4.2. Since this entails the supply of customized services, pursuant to article 59 n) of Legislative Decree 206/2005

(Consumer code), as amended by Legislative Decree no. 21/2014, those who purchase season tickets or tickets shall not benefit from the right to withdrawal pursuant to Articles 52 to 58 of the Consumer Code, even when the admission passes are not purchased from sales outlets. The Cardholder has the right to withdraw pursuant to the conditions set forth in art 1.6 above, subject to the payment of the purchase of the Card.

4.3. This contract is governed by the Italian law. Any disputes hereto will be referred to the Italian jurisdiction of the Court of Milan.

5. Regulation regarding the use of the stadium and Code of Conduct and Regulation.

The access to the Stadium area and the relevant stay is subject to the Regulations regarding the use of the Stadium and to the Code of Conduct and Regulation for the transfer of admission tickets to football events the published online on the website www.acmilan.com as of the date on which the admission passes were purchased using the Card.

6. Privacy

The collection and processing of the personal data of the interested parties is necessary in order to obtain the Card and for all the purposes indicated in the enclosed privacy policy

Applicant's signature

The **Applicant** specifically approves the following clauses, pursuant to the current laws in force (Article 1341 of the Italian Civil Code):

Article 1.4. Right of AC Milan S.p.A. to make unilateral amendments to the contract with 60 days prior notice (sixty).

Article 1.5. Procedures for notifying amendments to the contract and term for exercising the right to withdrawal.

Article 1.7. **The Applicant is responsible for maintaining active and checking the email address indicated when signing this form and for communicating to AC Milan any variations of their email address by email.**

Article 3.5. Restrictions on the right to transfer admission passes.

Article 3.6. Subordination of this right to the provisions of the administrative authority.

Article 3.11. Cases of Card withdrawal.

Article 3.12. Cases of Card suspension.

Article 3.13. Further cases of Card suspension.

Article 3.14. Cases of Card withdrawal subsequent to its suspension.

Article 4.2. Withdrawal.

Article 4.3. Italian jurisdiction and competence of the Court of Milan.

Applicant's signature



AC MILAN