2027 UEFA CLUB FINALS
OFFICIAL HOSPITALITY REFUND POLICY

The following terms govern the procedure for obtaining refunds in relation to Packages for the 2027 UEFA Club Finals. Capitalised terms shall have the meaning as defined in the 2027 UEFA Club Finals Official Hospitality Terms and Conditions available at https://uefa-official-hospitality-storage.uefa.com/pdfs/2027-terms-and-conditions.pdf or at such other URL as advised by UEFA Parties.

In accordance with the 2027 UEFA Club Finals Official Hospitality Terms and Conditions, the purchase of a Package(s) constitutes a firm and non-revocable agreement to purchase and pay for such Package(s). Save as set out below, Packages cannot be cancelled by the Client for any reason whatsoever (including where the Client or their Guest(s)/Ticket Holder(s) is unable, or opts not, to attend the relevant Match), and any refund request in such circumstances will be automatically rejected. Refunds in relation to Packages shall only be made in the circumstances, and in the manner, described below.

Rescheduling of the Match

For the purposes of this refund policy, a Match is "*rescheduled*" if the relevant Match does not, for any reason, following the determination of UEFA and/or the relevant government and/or local authorities, "kick-off" on the originally scheduled date and is instead re-scheduled by UEFA to a later or prior date.

In the event of rescheduling of the relevant Match for any reason before the commencement of the hospitality service included in the Package:

a) If UEFA Events SA notifies the Client that their Package(s) and Ticket(s) are not valid for the rescheduled Match, UEFA Parties and the Host Association shall not have any liability to the Client but UEFA Events SA shall issue the Client with a refund of an amount equal to the face value of the Package(s).

b) If UEFA Events SA notifies the Client that their Package(s) and Ticket(s) are valid for the rescheduled Match then, the Client shall be entitled to: (i) use the Package(s) and Ticket(s) to attend the Match on the rescheduled date and/or time; or (ii) cancel their Package(s) and Ticket(s) and request, within the reasonable period of time set and announced by UEFA Events SA at its own discretion, a refund equal to the amount of the face value of the Package(s) if the Client is unable, or opts not, to attend the rearranged playing of the Match.

In the event of rescheduling of the relevant Match after the commencement of the hospitality service included in the Package:

a) If UEFA Events SA notifies the Client that their Package(s) and Ticket(s) are not valid for the rescheduled Match, UEFA Parties and the Host Association shall not have any liability to the Client but UEFA Events SA shall issue the Client with a fair and proportionate refund (at UEFA Events SA's reasonable discretion) taking into account the value of the hospitality service which the Client has received.

b) If UEFA Events SA notifies the Client that their Package(s) and Ticket(s) are valid for the rescheduled Match then, the Client shall be entitled to: (i) use the Package(s) and Ticket(s) to attend the Match on the rescheduled date and/or time; or (ii) cancel their Package(s) and Ticket(s) and request, within the reasonable period of time set and announced by UEFA Events SA at its own discretion, a fair and proportionate refund (at UEFA Events SA's reasonable discretion), taking

into account the value of the hospitality service which the Client has received, if the Client is unable, or opts not, to attend the rearranged playing of the Match.

For the purposes of this refund policy, a Match that does not, for any reason, "kick-off" at the originally arranged time but which nevertheless still "kicks-off" on the originally arranged date shall not be considered to be a "rescheduled" Match.

Cancellation of the Match

For the purposes of this refund policy, a Match is "*cancelled*" if the relevant Match does not, for any reason following the determination of UEFA and/or the relevant government and/or local authorities, "kick-off" on the scheduled date and is not re-scheduled by UEFA to another date.

If the relevant Match is cancelled prior to the commencement of the hospitality service included in the Package, the Client shall be entitled to a refund of an amount equal to the face value of the Package(s).

If the relevant Match is cancelled after the commencement of the hospitality service included in the Package, the Client shall be entitled to a fair and proportionate refund (at UEFA Events SA's reasonable discretion) taking into account the value of the hospitality service which the Client has received.

Abandonment of the Match after kick-off

For the purposes of this refund policy, a Match is "*abandoned*" if the relevant Match "kicks-off" on the scheduled date but the relevant Match is not, for any reason, following the determination of UEFA and/or the relevant government and/or local authorities, completed.

If the Match is abandoned and is rescheduled by UEFA to another date the following shall apply:

a) If UEFA Events SA notifies the Client that their Package(s) and Ticket(s) are not valid for the rescheduled Match, UEFA Parties and the Host Association shall not have any liability to the Client but UEFA Events SA shall issue the Client with a fair and proportionate refund (at UEFA Events SA's reasonable discretion), taking into account the value of the hospitality service which the Client has received and the period of time of the relevant Match which was played prior to the abandonment.

b) If UEFA Events SA notifies the Client that their Package(s) and Ticket(s) are valid for the rescheduled Match then, the Client shall be entitled to: (i) use the Package(s) and Ticket(s) to attend the Match on the rescheduled date and/or time; or (ii) cancel their Package(s) and Ticket(s) and request, within the reasonable period of time set and announced by UEFA Events SA at its own discretion, a fair and proportionate refund (at UEFA Events SA's reasonable discretion) taking into account the value of the hospitality service which the Client has received and the period of time of the relevant Match which was played prior to the abandonment if the Client is unable, or opts not, to attend the rearranged playing of the Match.

If the relevant Match is abandoned and it is not re-scheduled by UEFA, the Client shall be entitled to a fair and proportionate refund (at UEFA Events SA's reasonable discretion) taking into account the value of the hospitality service which the Client has received and the period of time of the relevant Match which was played prior to the abandonment.

Change of Venue

For the purposes of this refund policy, a "*change of venue*" shall occur if the relevant Match is, for any reason, following the determination of UEFA and/or the relevant government and/or local authorities, re-scheduled by UEFA to an alternative stadium compared to the scheduled venue at the time of purchase of the Package(s) (whether such alternative stadium is located within the same host country or a new host country).

If UEFA Events SA notifies the Client that their Package(s) is not valid for the re-scheduled venue for the relevant Match (e.g., due to limitations of the replacement stadium), UEFA Parties and the Host Association shall not have any liability to the Client but UEFA Events SA shall issue the Client with a refund of an amount equal to the face value of the Package(s).

If UEFA Events SA notifies the Client that their Package(s) is valid for the re-scheduled venue for the relevant Match then:

a. if the re-scheduled venue for the relevant Match is less than 50km away from the original venue and:
    i. the Package offering is the same or substantially similar to the original Package, then the Client shall not be entitled to cancel their Package(s) and no refunds shall be made; or
    ii. the Package offering is substantially different to the original Package, the Client shall not be entitled to cancel their Package(s) but shall be entitled to a fair and proportionate refund which takes into account the difference of the Package offering from that which was originally purchased;

or

b. if the re-scheduled venue for the relevant Match is more than 50km away from the original venue, the Client shall be entitled to cancel their Package(s) and request, within the reasonable period of time set and announced by UEFA Events SA at its own discretion, a refund equal to the amount of the face value of the Package(s) if the Client is unable, or opts not, to attend the rearranged playing of the relevant Match.

Cancellation or curtailment of the hospitality service

In the event that the hospitality service included in the Package is cancelled before its commencement, the Client shall be entitled to a fair and proportionate refund (at UEFA Events SA's reasonable discretion) of the hospitality service part of the Package price, taking into account that the Ticket will still be valid for the relevant Match.

In the event that the hospitality service included in the Package is curtailed after its commencement, the Client shall be entitled to a fair and proportionate refund (at UEFA Events SA's reasonable discretion) taking into account the value of the hospitality service which the Client has received, the period of time for which the hospitality service was received prior to the curtailment and that the Ticket will still be valid for the relevant Match.

Reduction of Stadium Capacity

For the purposes of this refund policy, a "*reduction of Stadium capacity*" shall occur if the Stadium capacity is (i) in accordance with the laws of the country or city/district etc. in which the Match is to take place or

(ii) following the determination of UEFA and/or the relevant government and/or local authorities, reduced after the sales of Packages have taken place.

If UEFA Events SA notifies the Client that their Package(s) is not valid following a reduction of Stadium capacity, UEFA Parties and the Host Association shall not have any liability to the Client but UEFA Events SA shall issue the Client with a refund of an amount equal to the face value of the Package(s).

Match is played behind closed doors

For the purposes of this refund policy, a "*Match is played behind closed doors*" if spectators are not permitted to attend the Match (i) in accordance with the laws of the country or city/district etc. in which the Match is to take place or (ii) following the determination of UEFA and/or the relevant government and/or local authorities, after the sales of Packages have taken place.

If UEFA Events SA notifies the Client that their Package(s) is not valid due to the Match being played behind closed doors, UEFA Parties shall not have any liability to the Client but UEFA Events SA shall issue the Client with a refund of an amount equal to the face value of the Package(s).

Stadium entry for rearranged Matches

If, in the circumstances described above, Packages are valid for re-scheduled Matches, entry to the Stadium for such Match shall only be permitted on presentation by the Ticket Holder of the relevant Ticket and shall be subject to compliance with any other arrangements announced by UEFA Parties at the time.

Refund Procedures

If any of the above circumstances apply then UEFA Events SA will announce: (i) the details of to whom and where refund applications should be sent; and (ii) any special instructions concerning refund applications and deadlines.

Requests for a refund under this Refund Policy can only be made by the Client and must be made within 12 months of the date of the relevant Match. If a refund is due and additional details are required by UEFA Events SA in order for the refund to be processed, such additional details must be provided within the same 12-month period.

Any request for a refund submitted by a third party will not be processed.

Refunds will be made through the same payment method and into the same account as used to originally purchase the Package(s), save where the refund cannot be processed via the original payment method and/or into the original account (e.g., due to the subsequent expiry of the relevant credit card or closure of the relevant bank account) in which case the refund will be made using alternative appropriate means to the person/entity stated on the relevant invoice. Please allow at least 30 days for refunds to be initiated.

In each of the above circumstances, UEFA Parties and the relevant Host Association shall not be liable for any amounts in excess of the face value of the Package(s) including, for example, but without limitation, any accommodation/hotel and/or travel and/or other futile expenses.

Refunds will not be provided for any other circumstances not described in this policy (including, but without limitation, where a Ticket Holder is ejected from the Stadium).