



F.C Lugano SA | Home matches at Arena Thun

GENERAL TICKETING TERMS FOR UEFA CLUB COMPETITIONS

Version in effect from July 1st, 2025

1. Scope of these General Terms

These General Ticketing Terms (hereinafter referred to as "GT Ticketing" or "General Terms") govern the purchase and use of entry tickets (collectively referred to as "Tickets," in singular form "Ticket") for FC Lugano's home matches for the UEFA competitions 2025–26, meaning both the qualifying rounds and the League Phase, as well as any subsequent stage of the UEFA Champions League, UEFA Europa League, and UEFA Conference League during the 2025–2026 season (hereinafter referred to as the "UCC"), scheduled to take place at the Stockhorn Arena stadium in Thun, whose non-commercial name is Arena Thun Berner Oberland (the "Stadium"), during the period from 1 July 2025 to 30 June 2026, as well as the legal relationship between FC Lugano and the holder of a Ticket accessing the Stadium for the UCC.

The terms used in these General Terms apply equally to male, female, and any other gender.

In addition to these GT Ticketing, the regulations of the Swiss Football Association (hereinafter referred to as "ASF"), the Stockhorn Arena stadium regulations (hereinafter referred to as "Stadium Regulations"), and, in the case of purchase through other official channels, the respective general terms and conditions in their updated versions applicable at the time of purchase or event, are also valid.

These GT Ticketing can be consulted on the website www.fclugano.com/cg.

The term Ticket holder refers to both the person who directly or indirectly purchased the Ticket and the person who subsequently obtained it either for payment or free of charge and/or uses it to access the Stadium for the UCC.

The holder who purchases or otherwise acquires a Ticket and/or accesses the Stadium for the UCC acknowledges and unconditionally accepts these GT Ticketing and the Stadium Regulations. The holder is personally responsible for any violations of these regulations and for damages caused to infrastructure, objects, and other people. FC Lugano reserves the right to take action against the individual Ticket holder and assert any claims for compensation, contractual or non-contractual. FC Lugano also reserves the right to take disciplinary (stadium ban) and/or criminal action (criminal complaint, notification to competent authorities, etc.) against the Ticket holder.

2. Validity and Modification of these General Terms

The GT Ticketing come into effect upon publication and are valid in the updated version applicable and published at that time. The same applies to any future amendments and/or revisions.

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FC Lugano reserves the right to amend the GT Ticketing at any time without informing the Ticket holder.

The updated and valid version of the GT Ticketing can be viewed, saved, and printed from the FC Lugano website: www.fclugano.com/cg.

3. Tickets

3.1 Premise

FC Lugano manages and organizes the sale of Tickets for the UCC at the Stadium. For the sale of Tickets, FC Lugano may also rely on other official channels or authorized resellers who are authorized to sell Tickets and collect payments on behalf of FC Lugano and/or based on a specific agreement.

Information on the FC Lugano website (www.fclugano.com) and/or at the official the UCC ticket offices does not constitute an offer to conclude a contract under Swiss Code of Obligations but merely an invitation to interested parties to submit an offer. The contractual relationship is concluded only upon acceptance of the offer by FC Lugano. There is no right to acceptance of the offer by FC Lugano.

The Ticket holder acknowledges that FC Lugano staff cannot control and/or modify the electronic Ticket sales and issuance system and therefore assumes no responsibility for system errors, tampering, and/or technical defects that may result in the issuance of unreadable and/or incorrect tickets for which access to the match or event is denied.

FC Lugano expressly reserves the right to set a maximum number of Tickets for the UCC that can be purchased online or at the official ticket offices of FC Lugano and the Stadium.

Ticket holders and all those who wish to enter the Stadium for the UCC must also be able to identify themselves at the entrance to the Stadium by presenting a valid identity document (ID card, passport, or driver's license). If they are unable to do so, FC Lugano reserves the right to deny them access to the Stadium.

The Ticket must be kept throughout the duration of the match or event and can be checked at any time by the competent staff present at the Stadium.

3.2 Types of Tickets

3.2.1 Entry Tickets

Entry tickets entitle the holder to access the Stadium once for the UCC in the sector and seat category indicated on the ticket. Access to the Stadium is possible from the time indicated on the individual ticket. FC Lugano reserves the right to extend or shorten the time interval between when access to the Stadium is permitted and the start of the match and to set different time intervals for each sector and/or entrance of the Stadium (staggered entry).

Upon entering the Stadium, the entry ticket is automatically invalidated. Generally, those who leave the Stadium and/or the controlled access area will not be able to re-enter. Re-entry is not guaranteed. The possibility of re-entry will be evaluated by the staff present at the Stadium, who

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will decide based on the circumstances of the individual case. The decision is final and does not entitle the holder to a refund.

The plan showing the different sectors of the Stadium and the different price categories of the Tickets is published on the website www.fclugano.com and is available and viewable at the official ticket offices of FC Lugano and at the entrance to the Stadium.

In the event of a violation of the GT Ticketing, the Stadium Regulations, and the Instructions and directives of FC Lugano by the holder, the entry ticket for individual matches may be withdrawn or invalidated without any right to a refund. Further measures and/or actions by FC Lugano remain reserved.

3.2.2 Minors Holding Discounted Tickets and Disabled Persons

Children under the age of 6 can enter the Stadium for free only if accompanied by an adult holding a valid Ticket. However, these children do not have the right to a seat and must be held on the lap if necessary.

Boys and girls between the ages of 6 and 18 can enter the Stadium only if they hold a valid Ticket. Up to the age of 12, boys and girls must be accompanied by an adult responsible for their behavior. FC Lugano may conduct checks and reserves the right to deny entry to the Stadium or to remove boys and girls under 12 who are not properly accompanied. It is neither the task nor the responsibility of FC Lugano to ensure that these children meet the entry requirements to the Stadium, but rather that of their legal representatives. FC Lugano declines any responsibility in this regard.

Minors and holders of discounted Tickets must be able to identify themselves at the entrance to the Stadium by presenting a valid identity document (ID card, passport, or driver's license). If they are unable to do so, they will be denied entry to the Stadium without any right to a refund of the Ticket. The same applies to holders of Tickets with discounts for AI or AVS beneficiaries or students, who must also present their respective AI or AVS card or student card.

To determine eligibility for a possible price reduction when purchasing a single match ticket, the date of the match is decisive.

Disabled persons and their accompanying person have the right to free access to the Stadium for the UCC. They are reserved a specific area. The capacity of this area is limited and complies with the capacity regulations provided by UEFA regulations, which can be viewed on the website: www.uefa.com. Due to the limited capacity of this area, Tickets for disabled persons and their accompanying person must be requested along with a justificatory document from FC Lugano via email at ticketing@fclugano.com within 48 hours before the start of the match.

3.3 Purchase

3.3.1 General Principles

Tickets can be purchased at the official ticket offices of FC Lugano and the Stadium (on match day), on the FC Lugano website (www.fclugano.com), or through other official channels (at points of sale and online). In the case of purchase through other official channels, the respective General Terms in their updated and valid version apply.

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With the purchase of a Ticket, a contractual relationship arises between the holder and FC Lugano concerning the service defined on the ticket.

With the purchase, receipt for any reason (promotion, etc.), or use of an entry ticket, the Ticket holder acknowledges and unconditionally accepts these GT Ticketing, the Stadium Regulations, and the Instructions and directives of FC Lugano, including any of their supplements in their updated and valid version.

For the purchase of Tickets, the versions of the GT Ticketing, the Stadium Regulations, and the Instructions and directives of FC Lugano valid at the time of purchase or the execution of the online order apply, while for the use of Tickets, the version valid on the match day is decisive.

In general, at the time of purchase or receipt of an entry ticket, the holder must ensure that the print quality is good and protect it from dirt and damage to ensure its readability at the Stadium entrance.

The sale of tickets to fans of the visiting teams is regulated by agreements between FC Lugano and the respective clubs. For security reasons, FC Lugano may prohibit access to certain sectors of the Stadium for visiting team fans. FC Lugano may also partially or totally delegate the sale of these tickets to the visiting team.

Anyone purchasing a ticket in any of the FC Lugano sectors expressly confirms to be an FC Lugano fan. Otherwise, FC Lugano reserves the right to withdraw/cancel the ticket and/or move the purchaser to another stadium sector and/or prevent the purchaser from entering the stadium.

3.3.2 Sales and Purchase Methods from FC Lugano: Ticket Office or Website (shipping print@home and mobile-tickets)

a) Official Ticket Office

The purchase of a Ticket at the official FC Lugano ticket office is possible during the weekly opening hours of the FC Lugano Secretariat and generally in the 90 minutes before the start of the match at the Stadium ticket offices, provided that tickets are available.

b) FC Lugano Website

In the case of purchase through the FC Lugano website, it is possible to choose between shipping (if provided), print@home, and mobile-ticket.

In case of purchase with shipping mode, the Ticket is shipped at the expense and risk of the purchaser to the address indicated at the time of order. For shipping, FC Lugano may rely on companies active in the sector and is not responsible in case of incorrect address information at the time of order and/or delivery problems. Once the Ticket is received, the holder must check its accuracy and condition and notify FC Lugano immediately in case of print defects or other issues. Late notification does not entitle to a refund or replacement. Paper/printed Tickets cannot be photocopied or otherwise duplicated. A Ticket is valid once and allows a single entry. It cannot be reused.

In case of purchase with print@home and/or mobile-tickets mode, individual entry tickets cannot be used more than once, photocopied, copied, or modified in any way. Access to the Stadium will be granted only to the first holder of the entry ticket, which will then be blocked, preventing

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further access to the same match. In case of multiple identical print@home and/or mobile-tickets, FC Lugano reserves the right to withdraw them and deny access to the holder(s) without any right to a refund. Further actions against these holders are reserved.

The entry ticket holder is responsible and must ensure that the ticket they printed (print@home) is readable or, in the case of mobile-tickets, that the terminal used to access the Stadium (smartphone, tablet, etc.) and its display are functioning perfectly and not damaged to the point of preventing reading at the Stadium entrance (e.g., damaged display, insufficient lighting, etc.). FC Lugano reserves the right to deny access to the Stadium if the Ticket is unreadable without the holder being entitled to any refund.

c) Purchase through Other Official Channels

For purchases through other official channels, the respective general terms in their updated and applicable version apply.

3.4 Prices and Payment Methods

The prices valid at the time of purchase at the official FC Lugano ticket office or when the online order is executed on the FC Lugano website are decisive.

Unless otherwise expressly provided, the prices of the Tickets are those officially published on the FC Lugano website (www.fclugano.com) and at the official ticket offices and are in Swiss Francs (CHF), including VAT. Any additional taxes or shipping costs are excluded.

Only those who belong to the relevant category are entitled to a discounted Ticket. Discounts cannot be combined. Checks may be conducted.

Tickets must be paid in advance in cash, by credit card, or by bank transfer (if provided) and are issued only after payment of the corresponding amount. The possible payment methods are communicated depending on the purchase channel. Other electronic payment methods may be provided.

Purchase through other official channels is reserved for which the respective general terms apply in their updated and applicable version.

3.5 Transferability of Tickets

Tickets are generally transferable.

The transfer of a Ticket can only occur within the same category of eligible persons (specifically Adult, AVS, Student, AI, Under 18). FC Lugano reserves the right to check at the Stadium entrance and, in case of non-compliance with this condition, reserves the right to deny entry to the Ticket holder who does not belong to the corresponding category, force them to leave the Stadium, or charge the price difference. In case of recurrence, FC Lugano may issue a stadium ban. The provisions on penalties provided by these General Terms and any further claims by FC Lugano remain reserved.

In case of Ticket transfer, the transferor must inform the new holder of these GT Ticketing, the Stadium Regulations, and the Instructions and directives of FC Lugano. The new holder



acknowledges them and unconditionally accepts their content with the use of the Ticket and access to the Stadium for the UCC.

3.6 Exchange and Return

The return and/or exchange of Tickets are generally excluded. An eventual return is reserved in case of cancellation, postponement, and/or suspension of the match, for which reference is made to art. 4 of these General Terms.

In case of erroneous purchase or order of a Ticket, the holder has no right to request a refund from FC Lugano for the amount erroneously paid. Purchase through other official channels is reserved if the applicable General Terms provide otherwise.

3.7 Damage, Loss, and/or Misplacement

Single match entry tickets that are damaged and/or lost are neither refundable nor replaceable. Exceptional cases that, if any, will be evaluated at the full discretion of FC Lugano are reserved.

In case of purchase through other official channels, the respective General Terms in their updated and applicable version apply.

3.8 Complaints

The holder is required to check the accuracy of the data on the Ticket for matches and its print quality (cf. art. 3.3). If a single match entry ticket contains incorrect information, is not compliant, or is defective due to causes not attributable to the holder, the holder can request its replacement, provided the request is made to the email address: ticketing@fclugano.com no later than 3 working days before the match for which it is valid.

It is possible that the view of the field from the Stadium may be obstructed by railings or other structures and/or objects. These are necessary for safety reasons and do not entitle the holder to a change of seat or a refund of the Ticket. In such cases, complaints cannot be filed.

3.9 Responsibility of the Ticket Holder

The holder of a Ticket, regardless of how they acquired it, who uses it to access the Stadium for an FC Lugano home match, acknowledges and accepts the GT Ticketing, the Stadium Regulations, and any Instructions and directives of FC Lugano in their updated and applicable version. They are responsible for any violations of these regulations and for damages caused to infrastructure, objects, and other people during the match and until they leave the Stadium area.

FC Lugano expressly reserves the right to request compensation from the Ticket holder for damages caused by their behavior and to take legal action against them for any reason. Any further claims that FC Lugano reserves the right to assert are excluded.

At the latest with access to the Stadium, the Ticket holder accepts the GT Ticketing, the Stadium Regulations, and the Instructions and directives of FC Lugano in their updated and applicable version.



3.10 Commercial Resale and Scalping

Tickets can be purchased only for private use. The resale of Tickets for commercial and/or lucrative purposes is possible only with the written agreement of FC Lugano. The applicant has no right to obtain an agreement from FC Lugano for the resale of Tickets for commercial purposes.

FC Lugano clearly distances itself from any form of commercial and lucrative resale of Tickets through unauthorized or unofficial channels. FC Lugano also declines any responsibility arising from such sales and/or purchases, particularly regarding the price and validity of these Tickets. The same applies to Tickets purchased from private individuals and resold at a higher price.

FC Lugano reserves the right to cancel the validity of these Tickets. In case of cancellation, the Ticket holder will not have the right to access the Stadium with said Ticket. Any form of replacement, return, and/or refund is excluded. FC Lugano also reserves the right to ban these individuals from entering the Stadium, take further measures, and take legal action against them.

FC Lugano also reserves the right to ban or block the sale of Tickets to individuals who engage in such unauthorized resale activities and to ban them from accessing the Cornaredo Stadium for other FC Lugano matches.

In any case, FC Lugano reserves the right to claim any damages from these individuals.

4. Cancellation, Postponement, and/or Suspension of a Match

4.1 Cancellation and Postponement

FC Lugano informs that, based on orders from competent authorities (whether federal, cantonal, and/or municipal) and/or UEFA, matches may be postponed or canceled at short notice.

Any schedule changes, resulting in a change of date and/or time of matches, are considered usual and must be taken into account by the Ticket holder.

In the event of a change of date and/or time of a match, the Ticket for the postponed match remains automatically valid for the new date to which the match is postponed. FC Lugano reserves the right to provide a refund for the single entry ticket according to the methods published on the website www.fclugano.com. If only the time of a match is changed but not the date, a refund of the Ticket is excluded.

In the event of definitive cancellation by order of the competent authority or sports association or by the will of FC Lugano, the respective single match entry ticket must be returned within 30 days from the official cancellation announcement to the point of (pre)sale where it was purchased (in case of online purchase on the FC Lugano website, follow the instructions given by FC Lugano on its website). The entry ticket will be refunded for the value indicated on the ticket itself, excluding taxes. FC Lugano reserves the right to propose alternatives to the refund on www.fclugano.com.

In the event of cancellation of the event due to force majeure such as war, terrorist attack, epidemic/pandemic, or unavailability of the structure, etc., or by order of authorities in relation to force majeure, if it is not possible to reschedule within 365 days from the official cancellation announcement, the entry tickets will not be refunded. FC Lugano may, at its own initiative and



discretion, still provide refund methods within limited and well-defined time periods. In such cases, the respective communications on the website www.fclugano.com will apply.

In any case, compensation for damages and reimbursement of any expenses and/or costs of any kind incurred by the Ticket holder as a consequence of the cancellation or postponement of a match are excluded.

In case of purchase of Tickets through another official channel, the respective General Terms in their updated and applicable version apply for the cancellation or postponement of the match.

4.2 Interruption and Suspension of the Match

In the event of interruption and/or suspension of the ongoing match due to special events (e.g., riots, violence, incidents, power failure, bad weather, etc.), the Tickets will not be refunded.

If the match is resumed, continued, or replayed from the start with the authorization of the authorities and provided that FC Lugano has sufficient time to organize adequate security and catering services, the Ticket for the suspended or postponed match remains automatically valid for the new date to which the match is postponed. Ticket holders are therefore invited to keep them carefully. In such cases, FC Lugano will issue official communications.

FC Lugano reserves the right to provide for the refund of the ticket according to the methods published on the website www.fclugano.com.

In any case, compensation for damages and reimbursement of any expenses and/or costs of any kind incurred by the Ticket holder as a consequence of the interruption or suspension of a match are excluded.

In case of purchase of Tickets through another official channel, the respective General Terms in their updated and applicable version apply for the interruption and suspension of the match.

5. Matches Behind Closed Doors and Matches with Reduced Audience

Access to the Stadium may be denied to Ticket holders if the authorities (or UEFA) require the match or event to be held behind closed doors, with certain sectors closed, or with a reduced number of spectators. In such cases, FC Lugano shall not be obliged to provide any form of refund. In the event of a match with a reduced number of spectators, FC Lugano reserves the right, at its sole discretion, to determine the priority criteria for access to the Stadium.

However, FC Lugano may, at its own initiative and discretion, provide refund possibilities and methods within limited and well-defined time periods. These will be communicated on www.fclugano.com.

In any case, compensation for damages and reimbursement of any expenses and/or costs of any kind incurred by the Ticket holder as a consequence of the match being held behind closed doors or with a reduced audience are excluded.



6. Access to the Stadium and Security

6.1 Stadium Regulations

Access to and presence in the Stadium are subject to the Stadium Regulations. With access to the Stadium, the Ticket holder accepts the Stadium Regulations, which can be viewed on the FC Lugano website (www.fclugano.com) and will be displayed clearly and visibly at the official FC Lugano ticket offices and at the entrance to the Stadium. The Stadium Regulations must be respected from the moment of entry until the moment of leaving the Stadium.

For all sports events, the regulations and directives issued by ASF, Swiss Football League (hereinafter referred to as "SFL"), and UEFA apply, such as the "ASF Stadium Regulations," the "ASF Directives for Stadium Bans," the "SFL Committee Directives on the Introduction of Objects at Stadium Entrances of SFL Clubs, January 17, 2005," and the "SFL Safety Regulations." All those accessing the Stadium for an FC Lugano home match acknowledge and accept these regulations and directives. These can be consulted on the following websites: www.football.ch, www.sfl.ch, www.sfl-org.ch, and www.uefa.com.

At the latest with access to the Stadium, the Ticket holder also acknowledges and unconditionally accepts the GT Ticketing and any Instructions and directives of FC Lugano. They can be viewed on the FC Lugano website (www.fclugano.com), at the official ticket offices, and at the entrance to the Stadium and must be respected from the moment of entry until the moment of leaving the Stadium.

Failure to comply with the conditions contained in the above regulations entitles FC Lugano to take direct action against the Ticket holder who violated them to seek compensation for the damage caused. Any further claims that FC Lugano reserves the right to assert in the way it deems most appropriate are excluded.

6.2 Access to the Stadium

To access the Stadium, one must hold a valid Ticket for the UCC. Only original and valid Tickets purchased through FC Lugano's official sales channels are recognized and accepted at the Stadium entrance. Exceptions apply only to minors under the age of 6 and authorized personnel.

Access and presence in the Stadium are at the risk and responsibility of the Ticket holder. Within the limits of the law, FC Lugano declines any responsibility for any damage suffered by the Ticket holder during their stay inside the Stadium for an FC Lugano home match or event.

Persons subject to a stadium ban issued by a competent authority (whether local, national, or international), ASF, SFL, UEFA, or FC Lugano itself are prohibited from entering the Stadium, and if applicable, the area around the stadium (the so-called "perimeter"). FC Lugano expressly reserves the right to cancel the validity of these persons' Tickets without granting any right to a refund and to notify the Police.

Entry may be denied to persons under the evident influence of alcohol and/or drugs or who otherwise appear in an altered, confused, or aggressive state without any right to a refund of the Ticket. The same applies to anyone attempting to bring dangerous or prohibited objects into the Stadium under the Stadium Regulations and/or other directives. FC Lugano reserves the right to take legal action against these persons and seek compensation for damages caused by them.



Access to Ticket holders may also be subject to special restrictions (e.g., due to pandemic prevention measures). In such cases, specific provisions are included in a Supplement to these General Terms and published on www.fclugano.com/cg.

6.3 Stadium Conduct and Safety Instructions

All those accessing the Stadium must be able, if requested, to identify themselves to FC Lugano staff (employee, auxiliary, or volunteer) and/or security personnel by presenting a valid identity document (ID card, passport, or driver's license).

Access control is generally carried out through automatic code readers, although other types of control may be possible depending on operational and/or logistical needs. If the entry ticket is not readable by the scanners due to poor print quality, damage, or tampering, the right to access is void. If access is denied for this reason, the Ticket holder has no right to a refund; contrary provisions of these General Terms are reserved.

All those accessing the Stadium for an FC Lugano match must:

- follow the instructions of the Police, FC Lugano staff, and security personnel at all times;
- position themselves in the sector and/or seat assigned to them and indicated on their Ticket and remain there for the entire match. Exceptions are movements necessary to use the Stadium services and those dictated by emergencies. It is also possible that changes of seat and/or sector may be required by the Police or security services. In such cases, there is no right to a refund, replacement, or return of the Ticket;
- acknowledge and accept that the identity of spectators may be checked and recorded without specific suspicions. For this purpose, they may be filmed by surveillance cameras and/or photographed, including their face and an official document (ID card, passport, or driver's license). If FC Lugano determines through these checks that the person's name appears in the HOOGAN database, it reserves the right to immediately withdraw the Ticket, deny entry, and/or force them to leave the Stadium. In such cases, there is no right to a refund, and FC Lugano expressly reserves the right to take legal action;
- agree to ticket and security checks upon entry and a personal search for suspicious and/or prohibited items. Visitors have the right to be searched by people of the same sex over their clothes on the entire body for prohibited items, even in the absence of specific suspicions. Security personnel may also use technical aids for these checks. Covering one's face in the Stadium is prohibited;
- acknowledge that the introduction of megaphones, flags, etc., into the Stadium requires permission from FC Lugano. This permit must be requested from the security service at least 24 hours before the match or event. Authorized personnel may request this permit at any time. Further information is available in the Stadium Regulations;
- acknowledge that proper and respectful behavior towards the public, staff, players, and opponents must be maintained in the Stadium. Actions, banners, provocations, gestures, and words against third parties of racist, xenophobic, sexist, extremist, or discriminatory content and against FC Lugano's interests are prohibited. Entering the field, pitchside, locker rooms, and other non-public areas/zones (which are marked) is also prohibited;

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- acknowledge that dangerous items are prohibited in the Stadium. The full list of dangerous and prohibited items during FC Lugano matches can be viewed in the "SFL Committee Directives on the Introduction of Objects at Stadium Entrances of SFL Clubs, January 17, 2005" (in its latest version published on www.sfl.ch or www.sfl-org.ch) and in the Stadium Regulations. Any seized material may be handed over to the competent authorities and/or the Police for investigation and may be subject to seizure and/or confiscation;
- acknowledge that smoking is strictly prohibited in the stands (including the corridors), as well as in the bleachers. The ban also extends to all types of electronic cigarettes.

6.4 Abusive and Non-compliant Behavior

In case of serious violations of the GT Ticketing, Stadium Regulations, Instructions and directives of FC Lugano, and the conduct and safety regulations mentioned above (e.g., refusal to undergo security checks), FC Lugano may withdraw the Ticket and remove or ban the person from the Stadium without any refund and/or compensation. FC Lugano reserves the right to take legal action against those who violate the above provisions to seek compensation for damages caused by their behavior. Further legal actions (criminal complaints, judicial actions, etc.) are reserved.

The data, video, and photographic images collected for security reasons (and not only) may be used to compare identity with any saved or present entries in the HOOGAN database. In case of violations, this information and personal data relating to illegal users and/or offenders of applicable provisions may be handed over to law enforcement for investigative purposes. Stadium bans are also reported to the respective Federations, sports clubs, the Police, and other authorized bodies.

If FC Lugano is subject to sanctions (in particular fines and/or other penalties) from ASF, SFL, UEFA, etc., or other authorities and/or other compensation procedures due to abusive and/or non-compliant behavior by Stadium users, FC Lugano expressly reserves the right to take recourse against the responsible Ticket holder/Stadium user. If there are multiple responsible persons, they are jointly liable. Further rights of FC Lugano (criminal complaints, judicial actions, etc.) are reserved.

Any seized material may be reported and/or handed over to the competent authorities and may be subject to seizure and/or confiscation by them. The security personnel present at the Stadium may also detain those who violate the above provisions until the arrival of the Police.

FC Lugano may issue specific directives. These directives will also be published on the website www.fclugano.com/cg.

7. Video Surveillance

The Stadium is under video surveillance. By purchasing the Ticket and/or at the latest with access to the Stadium for the UCC, the holder acknowledges and accepts this.

8. Video and Photographic Recordings at the Stadium

All those accessing the Stadium for the UCC acknowledge and accept that FC Lugano staff, accredited media personnel, and athletes may take video and/or photographic recordings of the

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match in which the Ticket holder may be recognizable. The holder acknowledges this and agrees that this material may be used by FC Lugano and/or third parties for commercial purposes without any compensation and/or remuneration.

The collection and/or transmission and/or production and/or dissemination of any information or data relating to the developments of the match, conduct, or any other factor in any match, or any type of recording of audio, video, or audiovisual material in a match (whether through the use of electronic devices or otherwise) for any form of betting, gambling, or commercial activity not previously authorized, or for any other purpose that violates these terms and conditions, are strictly prohibited in the Stadium. Cell phones may be used only for personal and private use. In case of violation of these terms and conditions, spectators may be denied entry or removed from the Stadium.

9. Data Processing and Protection

FC Lugano undertakes to process the data of those using the services under these GT Ticketing in compliance with the applicable Swiss and European data protection regulations (if applicable).

10. FC Lugano's Responsibility

Within the limits of the law, FC Lugano disclaims and excludes any and all liability of its own, its legal representatives, and its auxiliary persons for any damage (moral, physical, etc.) to property, persons, and/or other patrimonial and non-patrimonial assets suffered by a Ticket holder/Stadium user in relation to the holding, cancellation, or postponement of a match or event organized by FC Lugano.

11. Contractual Penalties

In case of violations of these General Terms, Stadium Regulations, and/or Instructions and directives, FC Lugano may impose a contractual penalty of up to CHF 2,000 on the responsible Ticket holder.

For each issuance of a Stadium ban or a ban from Cornaredo Stadium (stadium ban), CHF 250 will also be charged to cover administrative and fact-finding expenses.

The contractual penalties provided for in this article are cumulative with what is provided for by other clauses of these General Terms.

12. Final Provisions

12.1 Severability Clause

If one or more provisions of these General Terms are found to be lacking, null, invalid, and/or legally unenforceable, this does not affect the validity of the remaining provisions. The original principle and intent remain valid.

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12.2 Accessibility and Amendment

These General Terms can be downloaded directly from www.fclugano.com/cg in their updated and valid version, which replaces any previously published version. FC Lugano reserves the right to amend and/or issue further Instructions and directives at any time. These will be published on the website and displayed at the Stadium. They will also be available at the official ticket offices of FC Lugano.

12.3 Language

For interpretation issues of the General Terms and any of their Supplements, the Italian version prevails over any translation.

12.4 Jurisdiction and Applicable Law

These GT Ticketing are governed exclusively by Swiss law. The United Nations Convention on Contracts for the International Sale of Goods (CISG) does not apply.

For any disputes arising from these General Terms, the courts of Lugano have exclusive jurisdiction.

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