

## **2022 UEFA WOMEN'S CHAMPIONS LEAGUE™ FINAL TICKETING TERMS AND CONDITIONS**

### **A. INTRODUCTION**

#### **1. Scope**

The following 2022 UEFA Women's Champions League™ Final ticketing terms and conditions (the "Terms and Conditions") are designed to ensure a fair, correct and efficient process for the sale, distribution and use of Tickets to the 2022 UEFA Women's Champions League™ Final. The sale, distribution and use of such Tickets are subject to the following Terms and Conditions and any other applicable laws or regulations (as defined below under "Applicable Laws" and "Regulations") pertaining to access and usage of the Stadium (as defined below).

#### **2. Definitions**

<b>Accessibility Ticket</b>	one of the types of Ticket made available by the Host Association, being either an Easy Access Seating Ticket or a Wheelchair Ticket for the Match.
<b>Applicable Laws</b>	means all laws, statutes, common law, regulations, ordinances, codes, rules, guidelines, orders, permits, tariffs and approvals, including those relating to the environment, health and safety or sanitary measures in the context of COVID-19, of any governmental or local authority that apply to the Buyer, Ticket Holder and/or Guest, or the subject matter of these Terms and Conditions.
<b>Buyer</b>	any natural person over 14 years of age with legal capacity to enter into an agreement for purchase of the Tickets to the 2022 UEFA Women's Champions League™ Final in accordance with these Terms and Conditions and the terms and conditions of the Ticket Service Provider.
<b>Companion Ticket</b>	a complimentary general public Ticket issued with an Accessibility Ticket pursuant to Article 3.6 for the use of the personal companion/assistant accompanying a disabled Ticket Holder.
<b>Easy-Access Seating Ticket</b>	a Ticket for disabled people who do not use a wheelchair but require seating with easy access that is close to accessible amenities in the Stadium.
<b>Guest</b>	an individual to whom Tickets may be transferred in accordance with these Terms and Conditions.
<b>Host Association</b>	the Italian Football Federation (FIGC) of Via Gregorio Allegri, 14, 00198 Roma RM, Italy, which is responsible for the organisation and staging of the Match in Italy. For the avoidance of doubt, the Host Association is deemed to be the " <b>organiser</b> " of the Match under the applicable law.

<b>Host Territory</b>	Italy.
<b>Match</b>	the final match of the UEFA Women's Champions League™ 2021/2022 to be held at the Stadium on 21 May 2022 (or on such other date/location as notified by UEFA).
<b>Online Ticket Sales Platform</b>	the Ticket Service Provider's website at vivaticket.com.
<b>Purchase Price</b>	the total purchase price for the Ticket(s) selected by the Buyer including VAT.
<b>Refund Policy</b>	<p>the refund policy which will only be available in the event of:</p> <ul style="list-style-type: none"> <li>- Match cancellation due to force majeure</li> <li>- postponement of Match due to force majeure</li> </ul> <p>In the event of such circumstances, further and specific information regarding refunds will be available on the Host Association's website at <a href="http://www.figc.it">www.figc.it</a>.</p>
<b>Regulations</b>	<p>means, without limitation, the terms of the following:</p> <ul style="list-style-type: none"> <li>- Laws of Italy;</li> <li>- Stadium Rules; and/or</li> <li>- UEFA and the Host Association's statutes and regulations applicable for the Match.</li> </ul>
<b>Stadium</b>	the entire premises of the Stadium at which the Match will be played, including all areas which require a Ticket (or hospitality pass, if applicable) to gain access.
<b>Stadium Owner</b>	the owner of the Stadium and any operator or lessee of the Stadium.
<b>Stadium Rules</b>	<p>the "Juventus Stadium Rules" as applicable from time to time which can be accessed at:</p> <p><a href="https://figc.it/it/femminile/uwcl-final-torino/stadium-rules/">https://figc.it/it/femminile/uwcl-final-torino/stadium-rules/</a></p>
<b>Ticket</b>	the paper or electronic ticket held by the Ticket Holder which (subject to these Terms and Conditions) grants the Ticket Holder the right to attend the relevant Match and occupy a seat at the relevant Stadium as indicated on each such Ticket.
<b>Ticket Holder</b>	any person who is in actual and legitimate possession of a Ticket including, without limitation, successful Buyers and their Guests (as the case may be).
<b>Ticket Service Provider</b>	Vivaticket S.p.A. a single shareholder company, with its registered office at Bologna, Via Antonio Canova 16/20 40138 and VAT number 02011381205 which has been appointed by the Host Association to sell the Tickets.

**UEFA** Union des associations européennes de football whose offices are located at Route de Genève 46, 1260 Nyon 2, Switzerland and any wholly owned subsidiary thereof, including but not limited to, UEFA Events SA. For the avoidance of doubt, UEFA is not the seller of Tickets to the Match; the seller of Tickets is the Ticket Service Provider (as defined above) on behalf of the Host Association.

**Wheelchair Ticket** a Ticket for a disabled person using a wheelchair within a designated wheelchair space at the Stadium.

## **B. SALE OF TICKETS**

### **3. General Purchase Rules**

- 3.1. For the purposes of these Terms and Conditions, the Ticket Service Provider is the seller of the Tickets and has been appointed by the Host Association to sell the Tickets on its behalf.
- 3.2. Subject to availability, Buyers may purchase Ticket(s) from the Ticket Service Provider in the following ways and in accordance with the purchase rules and requirements communicated to the Buyer by the Ticket Service Provider on behalf of the Host Association and according to Terms and Condition of the Ticket Service Provider:
  - a. via the Online Ticket Sales Platform, which will be open from and until such dates and times as specified on the Online Ticket Sales Platform;
  - b. from the Ticket Service Provider's outlet points throughout Italy; and
  - c. if made available by the Host Association, from the ticket offices located at the Stadium.
- 3.3. When purchasing a Ticket, the Buyer acknowledges that they have read, understood and agrees to comply with these Terms and Conditions and the terms and conditions of the Ticket Service Provider available at <https://shop.vivaticket.com/ita/aboutus/regolamento>.
- 3.4. During the Ticket purchase process (whether such Tickets are being purchased on the Online Ticket Sales Platform or via another authorised purchase method), the Buyer shall be required to provide their surname, first name, nationality, date of birth, place of birth and e-mail address and a telephone number. The Buyer shall also be required to provide the surname, first name, nationality, date of birth, place of birth and e-mail address for each of their Guest(s).
- 3.5. Tickets will be available in such price categories, in such packages, at such prices and in such locations as identified on the Online Ticket Sales Platform or as otherwise notified to the Buyer during the purchase process. The seat map indicating the respective price categories will be displayed on the Online Ticket Sales Platform or as otherwise communicated to the Buyer during the purchase process. UEFA, the Host Association and the Ticket Service Provider give no warranty that the Buyer will have the opportunity to purchase Tickets in any particular Ticket category or at all.
- 3.6. A limited number of Accessibility Tickets (being either an Easy-Access Seating Ticket or a Wheelchair Ticket) will be available for purchase for the Match in accordance with the instructions of the Host Association as notified to Buyers at

<https://figc.it/it/femminile/uwcl-final-torino/>. Tickets can be requested by email to the following address: [ticketing.uwclf2022@figc.it](mailto:ticketing.uwclf2022@figc.it). Accessibility Tickets will be delivered to a successful Buyer with a complimentary Companion Ticket.

- 3.7. Accessibility Tickets can be located in various areas of the Stadium, depending on its layout.
- 3.8. A Buyer who requests Accessibility Tickets will be required to provide a valid official document confirming their disability in accordance with the instructions and further requirements of the Ticket Service Provider and/or the Host Association.
- 3.9. Each Buyer can purchase a maximum of 4 (four) Tickets. Purchases which exceed 4 Tickets, including if made through multiple orders, are not permitted and will be rejected or cancelled.

#### **4. Payment**

Payment for the Ticket(s) can be made by such methods indicated to the Buyer by the Ticket Service Provider.

#### **5. Offer Acceptance**

The agreement between the Ticket Service Provider and the relevant Buyer for the purchase of the Ticket(s) will be concluded (under these Terms and Conditions and the terms and conditions of the Ticket Service Provider) only after successful payment for the Ticket(s) in accordance with Article 4.

#### **6. Distribution of Tickets**

- 6.1. Tickets will be distributed to the Buyers in the following ways:
  - a. immediately, if purchased in the physical ticket offices indicated in Article 3.2.b and c.; or
  - b. by virtue of "Print@home" e-tickets if such method of tickets are made available by the Ticket Service Provider (who shall decide on such method of ticket distribution at their sole discretion). A duly printed hard copy of the e-ticket must be physically presented by each Ticket Holder at the Stadium. Where the Buyer has been notified that the Ticket(s) will be remitted via "Print@home" e-tickets, it is the responsibility of the Buyer to print such e-tickets and UEFA, the Host Association and the Ticket Service Provider shall be under no obligation to do so or to provide any alternative paper Ticket(s).
- 6.2. Defective Ticket(s) such as, for example, Tickets with illegible data or missing seat information shall be notified to the Ticket Service Provider within three (3) days of the availability of the Tickets (save for where such Ticket(s) have been immediately distributed to the Buyer, in which case the Buyer must immediately notify the Ticket Service Provider). Defective Ticket(s) will be replaced free of charge provided that the original defective Ticket(s) are returned/remitted to the Ticket Service Provider in their original condition. UEFA, the Host Association, the Stadium Owner and the Ticket Service Provider shall not be responsible for lost, stolen, damaged or destroyed Ticket(s) after they are handed-over to the successful Buyer. In particular, UEFA, the Host Association, the Stadium Owner and the Ticket Service Provider shall not be liable to refund any Ticket(s) or to re-print Ticket(s).
- 6.3. Defective Print@home Ticket(s) such as for example, with illegible printing or missing any part of the printed area of the Ticket, will be rejected at the entrance to the Stadium.

UEFA, the Host Association, the Stadium Owner and the Ticket Service Provider shall not be responsible for defective, lost or stolen Ticket(s) and will accept no obligation to reprint or refund any such Ticket(s).

6.4. Tickets shall remain the property of UEFA at all times.

**C. USE OF TICKETS**

**7. Prohibited Use of the Ticket(s)**

7.1. Except as expressly permitted in Article 7.2, any resale, transfer of Ticket(s), offer or advertisement of Ticket(s) for resale or transfer, whether for free or for consideration, is strictly prohibited.

7.2. The Buyer shall be permitted to transfer Tickets to their Guest(s) provided that (jointly):

- a. the Tickets are for their personal use;
- b. such permitted transfer is free of any extra consideration over and above the face value of the Ticket;
- c. Guests, by accepting the transfer of Tickets from the Buyer, agree to be subject to these Terms and Conditions; and
- d. such permitted transfer is carried out by such deadline as communicated to the Buyer by the Ticket Service Provider and/or the Host Association (via this [Link](#)).

7.3. The Ticket(s) shall not be:

- a. used for any promotion, advertising, fundraising, auction, raffle or any other similar commercial or non-commercial purposes;
- b. used as a prize (or part of a prize) in any contest, competition, (promotional) game of chance, lottery or sweepstake;
- c. combined with and sold as part of any package of goods or services; or
- d. combined with and sold as part of any travel or hospitality package (for example combining flights, hotels and the Ticket(s)).

7.4. Ticket Holders shall not:

- a. run any advertisements or promotions relating to UEFA, the Match or the UEFA Women's Champions League™;
- b. advertise, promote, give away, distribute, sell or offer for sale any product or service from any part of the Stadium or via the display of overt commercial messages on clothing worn or items brought into the Stadium; or
- c. exploit any marketing or promotional opportunities in relation to the Ticket(s).

For the avoidance of doubt, no branding, which may be aimed at promotional or marketing purposes whatsoever, may be displayed by any Ticket Holder at the Stadium.

7.5. Ticket(s) acquired or used in breach of Article 7 and/or Article 12 of these Terms and Conditions shall be void and any person seeking to use such Ticket(s) will be deemed a trespasser and will be refused entry or be evicted from the Stadium with no right to a refund, and may be liable to further legal action. Any unauthorised sale or transfer of the Ticket(s) may be reported to the police.

7.6. Any breach of these Terms and Conditions, any Applicable Laws and/or of any Rules shall entitle UEFA and/or the Host Association to cancel and invalidate the Ticket and any other Tickets that have been purchased by the Buyer for the Match with no right to a refund.

## **8. Entrance to the Stadium**

8.1. Access to the Stadium will be permitted during such hours as published on the Host Association's website at <https://figc.it/it/femminile/uwcl-final-torino/>.

8.2. Entrance to the Stadium shall be:

- a. subject to compliance with:
  - i. these Terms and Conditions;
  - ii. the Stadium Rules;
  - iii. any sanitary measures or policies in place;
  - iv. all Applicable Laws (whether statutory or otherwise and including health and safety requirements and any sanitary measures in the context of COVID-19) governing access or presence at the Stadium, attendance at the Match, use of the Tickets, general safety certificate and any special safety certificate applying to the Stadium, issued by any authority that has jurisdiction or authority in relation to the holding of the Match at the Stadium; and
- b. authorised upon presentation of a valid Ticket per person (regardless of age) and proof of identity with valid photograph and signature (passport or national identity card).

8.3. Ticket Holders leaving the Stadium will not be re-admitted.

## **9. Conduct at the Stadium**

9.1. For safety and security purposes, all persons attending the Match, if and when so requested by stewards, safety personnel and/or any other legally authorised persons representing the organiser of the Match, shall:

- a. produce a valid Ticket together with proof of identity with valid photograph and signature (passport or national identity card);
- b. submit to inspections, body checks and examinations – including through the use of technical aids – to ensure that they are not in possession of dangerous, prohibited or unauthorised items. Safety personnel, stewards or police shall be entitled to search any person's clothing and their belongings; and
- c. comply with all instructions and guidelines issued by safety personnel, stewards and/or police and/or any other duly authorised persons at the Stadium;

- d. comply with all sanitary measures and policies in place at the Stadium and follow any and all instructions from safety personnel, stewards and/or police and/or any other duly authorised persons at the Stadium in relation to sanitary and hygiene measures; and
  - e. be subject to additional safety controls inside the Stadium, as the case may arise.
- 9.2. It shall be strictly forbidden inside the Stadium to express or disseminate any insulting, racist, xenophobic, sexist (relating to either men or women), religious, political or other illegal/prohibited messages, particularly discriminatory propaganda messages or being in possession of such material.
- 9.3. The Stadium Rules contain detailed lists of prohibited items and conduct and each Ticket Holder shall fully comply with any restrictions contained therein. Abbreviated versions of these Terms and Conditions and/or the Stadium Rules, or simple icons illustrating prohibited items or conduct, may also be included on the Ticket and must be fully complied with by the Ticket Holder.
- 9.4. Without limitation, it is strictly forbidden to do any of the following inside the Stadium:
- a. occupy or access areas which are closed to the public or for which access is unauthorised in accordance with the relevant Ticket category held by the Ticket Holder;
  - b. restrict or loiter in areas open to traffic, footpaths and roadways, entrances and exits to visitor areas and emergency exits; and/or
  - c. engage in any other conduct which may endanger any person at the Stadium.
- 9.5. Fans supporting the teams participating in the Match may not be segregated at the Stadium and each Ticket Holder will be required to behave responsibly and in line with the safety and security guidelines communicated by the Host Association.

## **10. Sound and Image Recordings**

- 10.1. Ticket Holders attending the Match at the Stadium, acknowledge and, so far as is necessary under Applicable Laws, consent to being photographed, filmed or taped by UEFA, the Host Association and/or the Stadium Owner, and/or any third parties appointed thereby, which shall have the right to use, broadcast, publish and license, without any requirement for payment of money or other form of consideration, the Ticket Holder's voice, image and likeness by means of live or recorded video and/or audio display, broadcast or other transmission or recording, photographs or any other current and/or future media technologies.
- 10.2. Ticket Holders shall not collect, take, record and/or transmit any sound, image and/or description of the Stadium or the Match (as well as any result and/or statistics of the Match) other than for their exclusive, private and domestic use (which, for the avoidance of doubt and by way of example only, shall not include recording and/or transmitting any sound, image and/or description of the Stadium for any commercial purposes). It is strictly forbidden to disseminate over the Internet, radio, television or any other current and/or future media, any sound, picture, image, data, description, result and/or statistics of the Match in whole or in part, or to assist any other person(s) conducting such activities. Copyright, database rights and any other intellectual property rights in any unauthorised recording or transmission under this clause is assigned (by way of present assignment of future rights) to UEFA. Ticket Holders further agree (if and whenever required to do so by UEFA) to promptly execute all

instruments and do all things necessary to vest the right, title and interest in such rights to UEFA absolutely and free of all encumbrances and other charges.

**D. MISCELLANEOUS**

**11. Liability**

- 11.1. In the event that UEFA, the Host Association, the Ticket Service Provider and/or the Stadium Owner is in breach of their obligations (under these Terms and Conditions or otherwise), UEFA, the Host Association, the Ticket Service Provider and/or the Stadium Owner shall only be responsible for such loss or damage suffered by the Ticket Holder which was reasonably foreseeable as a result of the breach. UEFA, the Host Association, the Ticket Service Provider and/or the Stadium Owner shall not be responsible for any loss or damage that is not reasonably foreseeable or contemplated at the time the successful Buyer entered into a contract pursuant to these Terms and Conditions.
- 11.2. Notwithstanding Article 11.1, UEFA, the Host Association, the Ticket Service Provider and/or the Stadium Owner is not liable for any business losses and UEFA, the Host Association, the Ticket Service Provider and/or the Stadium Owner will have no liability to any Ticket Holder for any loss of profit, loss of business, business interruption, or loss of business opportunity.
- 11.3. In any event, to the maximum extent permitted by law, UEFA, the Host Association, the Ticket Service Provider and/or the Stadium Owner hereby exclude any liability for loss, damage or injury to a Ticket Holder and/or their property, including (but not limited to) any indirect or consequential loss or damage, including (but not limited to) loss of enjoyment or travel or accommodation costs, regardless of whether the loss or damage: (a) would arise in the ordinary course of events; (b) is reasonably foreseeable; or (c) is in the contemplation of the parties, or otherwise.
- 11.4. UEFA, the Host Association, the Ticket Service Provider and/or the Stadium Owner shall not be responsible for any interruptions and/or restrictions to the view of the Match caused by virtue of (i) the position of the seat and/or (ii) the actions of other spectators.
- 11.5. Notwithstanding any provision in these Terms and Conditions, UEFA, the Host Association, the Ticket Service Provider and/or the Stadium Owner does not seek to exclude or limit their liability: (a) for fraud or fraudulent misrepresentation; (b) for death or personal injury caused by the UEFA's, the Host Association's, the Ticket Service Provider's and/or the Stadium Owner's negligence or the negligence of any of their officers, employees or agents; or (c) for any other matter for which it is not possible to exclude or limit liability by law.
- 11.6. Nothing stated or implied in these Terms and Conditions will affect the Ticket Holder's statutory rights.

**12. Unauthorised Spectators**

- 12.1. Ticket Holders are permitted to attend the relevant Match provided that:
- a. they are not an Excluded Person;
  - b. the Ticket has been obtained in accordance with these Terms and Conditions;



- c. they comply with any and all entry requirements and/or acknowledgements (including any epidemiological acknowledgements, if required) in the context of COVID-19;
- d. where required, they have obtained a valid VISA from the Host Territory; and
- e. where the Ticket Holder travels to the Host Territory, they have complied with any requirements which are in place regarding entry into the Host Territory (including but not limited to any travel and entry requirements imposed under Applicable Laws and/or otherwise in the context of COVID-19).

For the avoidance of doubt, UEFA, the Host Association, the Ticket Service Provider and/or the relevant Stadium Owner shall not be liable for any loss or damage suffered by a Ticket Holder should they fail to comply with the provisions of this Article 12.1 and/or, where required, fail to obtain the necessary documents.

- 12.2. For the purpose of this Article 12, “Excluded Person” means:
- a. any person banned by the Host Association from membership of the fan club for the national football team (or banned from any equivalent official supporters club by a football governing body in any jurisdiction in the World);
  - b. any person subject to a football banning order pursuant to a conviction or an administrative order under the Laws of Italy;
  - c. any person banned by UEFA, FIFA, any football governing body or otherwise, from travelling to or attending an association football match;
  - d. any person banned by UEFA, the Host Association and/or the Stadium Owner from attending events at the Stadium;
  - e. who is deemed by the participating teams in the Match to be a person to whom Tickets should not be allocated (including, but not limited to, persons who have been issued with a stadium ban by the respective participating teams); and
  - f. any person who has breached or is in breach of these Terms and Conditions.

### **13. Privacy**

- 13.1. By purchasing Tickets, whether on the Online Ticket Sales Platform or via another purchase method, the Buyer:
- a. acknowledges and agrees that the personal data provided during the Ticket purchase process and the personal data of their Guest(s) submitted pursuant to these Terms and Conditions and the terms and conditions of the Ticket Service Provider are processed by the Ticket Service Provider and transferred to the Host Association and will be entered into a database owned by the Host Association for the purposes of the organisation and running of the Match (in particular in connection with the Ticket sales and/or any relevant safety, security and/or sanitary measures), and
  - b. warrants that they have obtained the consent of their Guest(s) for the processing of their data for the purposes specified in point a. above.
- 13.2. The Buyer acknowledges that the Host Association may transfer the Buyer’s personal data and the personal information of their Guest(s) to UEFA and/or the Stadium Owner (and their agents), for the purposes set out above. Furthermore, provided that the Buyer

has specifically granted their consent during the Ticket purchase process, their personal data can be used to provide them with information on products, services, commercial activities and events of UEFA and/or its commercial partners.

- 13.3. Personal data provided by the Buyer during the Ticket purchase process is stored and processed in accordance with the Ticket Service Provider's privacy policies. These policies can be found at <https://shop.vivaticket.com/ita/aboutus/privacy>.
- 13.4. By providing their personal information during the Ticket purchase process, each Buyer acknowledges and agrees, and shall ensure that their Guest(s) acknowledges and agrees, that they have understood, accepted, and will comply with this Article 13.

#### **14. Unforeseen Circumstances**

- 14.1. UEFA, the Host Association and/or the Stadium Owner reserve the right to make alterations to the time, date and location of the Match due to unforeseen extraordinary circumstances: force majeure, safety and/or security reasons or other decisions (including in the context of COVID-19) made by any competent authority which have a major impact on the Match being played at the Stadium.
- 14.2. In the event of cancellation, abandonment, postponement or replaying of the Match, or in the event of a change of venue, reduction of Stadium capacity or the playing of the Match behind closed doors, the Buyer will be bound by the refund policy adopted by the Host Association.
- 14.3. Subject to the foregoing and Article 11, UEFA, the Host Association, the Ticket Service Provider and/or the Stadium Owner will not have any liability to the Ticket Holder on account of any such cancellation, abandonment, postponement, replay, reduction of Stadium capacity, change of venue, the playing of the Match behind closed doors or other failure or deficiency in the conduct of the Match.

#### **15. Severability and Amendment**

- 15.1. In case of any change to the Terms and Conditions (if necessary to ensure proper and safe staging of the Match at the Stadium), the Ticket Service Provider, if requested by the Host Association, will notify Buyers of such changes.
- 15.2. Should any provisions of the Terms and Conditions be declared void, ineffective, illegal or unenforceable by any competent court, regulator or authority:
  - a. the remainder of the Terms and Conditions shall remain in effect as if such void, ineffective, illegal or unenforceable provision(s) had not been included; and
  - b. where required and/or permitted under Applicable Laws, the invalid provision shall be replaced with a provision, which closely approximates the economic purpose of such invalid provision.

#### **16. Authentic Text**

Terms and Conditions have been drafted in the English language and translated into Italian. In the event of any discrepancy between the English and the translated version, the English version shall prevail.

#### **17. General**

- 17.1. The Buyer consents to these Terms and Conditions on behalf of themselves and on behalf of their Guest (i.e. Buyer shall ensure that their Guest understands, agrees with

and will conform to the Terms and Conditions). If the Guest is under the age of 18 each Buyer confirms that they have received proper consent to these Terms and Conditions from the Guest(s)'s appropriate parent or guardian under the Applicable Laws of the Host Territory.

- 17.2. These Terms and Conditions and the terms and conditions of the Ticket Service Provider constitute the entire agreement between the parties and no party shall have any claim or remedy in respect of any statement, representation, warranty or undertaking, made by or on behalf of any other party in relation to these Terms and Conditions or the terms and conditions of the Ticket Service Provider which is not already set out in these Terms and Conditions or the terms and conditions of the Ticket Service Provider.
- 17.3. These Terms and Conditions are governed by the laws of Italy. The parties agree that the courts of Italy, or that of the place of residence or domicile of the Buyer if the latter qualifies as a consumer, have exclusive jurisdiction to settle any dispute arising under or in connection with these Terms and Conditions.

## **18. Contact**

Any information requests about the ticketing sales process should be addressed to the Ticket Service Provider:

By email to:  
[customer@vivaticket.com](mailto:customer@vivaticket.com)

By completing and submitting the online form at:  
<https://shop.vivaticket.com/ita/assistenza>  
<https://shop.vivaticket.com/en/assistenza?v2chlang=1>