

## General Terms and Conditions (GTC)

For ease of reading, the masculine grammatical form is used to refer to persons in this text, but the intended meaning also includes the feminine form in all such cases.

### 1. Scope of validity

These General Terms and Conditions (GTC) are valid in connection with the purchase and/or use of one or more tickets for events organised by Weltklasse Zürich (referred to below as the "Organiser") and for all contractual relations arising therefrom between the Organiser and the purchaser and/or the holder of a ticket. The House Rules of the relevant event venue shall also be applicable in addition to these GTC.

Weltklasse Zürich reserves the right to amend the GTC at any time without informing ticket holders in advance.

The purchase of tickets shall be governed by the GTC as valid at the point in time when the contract was concluded; the use of tickets shall be governed by the GTC as valid on the day of the event.

The version of the GTC available at [www.weltklassezuerich.ch/ticketing](http://www.weltklassezuerich.ch/ticketing) shall be valid in all cases.

### 2. General

- 2.1. The contract between the Organiser and the purchaser and/or holder of the ticket shall come into being when the order is completed or when the ticket is handed over (e.g. in case of prize draws). By purchasing or using a ticket, the purchaser and/or holder of the ticket accepts the validity of the Organiser's GTC and confirms that they have read and understood the said GTC. For the event in the Letzigrund Stadium, the Letzigrund Stadium's currently valid "House Rules for Events" ([www.stadionletzigrund.ch](http://www.stadionletzigrund.ch)) shall apply in addition. For additional event venues outside the stadium (Hauptbahnhof, Sechseläutenplatz, etc.) the house rules applicable at the venue in question shall apply. In connection with Hospitality Packages, the policies of the external hospitality outlet (e.g. hotel, restaurant) shall apply in addition.
- 2.2. The purchaser and/or holder of the ticket undertakes to comply with the safety and security regulations and other procedural regulations of the Organiser and the instructions issued by the event staff. Contraventions may result in the expulsion of the purchaser and/or holder of the ticket from the event and the expiration of the ticket without replacement or compensation; in such cases, further claims for damages on the part of the Organiser are reserved.
- 2.3. The ticket must be protected against moisture, soiling, damage and the effects of mechanical actions or optical impairments. The barcode/QR code must be machine-readable. If the ticket is not surrendered on entry to the venue, it must be retained until the end of the event and must be presented on request.

### 3. Ticket purchases

- 3.1. The Organiser has engaged See Tickets AG (referred to below as the "Ticket System Operator") to handle the technical processing of ticket orders.
- 3.2. Tickets without a hospitality offer can be booked through the official webshop of Weltklasse Zürich (see the Weltklasse Zürich website). Tickets with a hospitality offer (Hospitality Packages) can be purchased by using

an order form (see the Weltklasse Zürich website). Unless agreed otherwise, tickets shall be sent to the purchaser by post or in the Print@Home format, after the payment has been received.

- 3.3. A maximum of 4 tickets per event and per person (5 in a family block) may be purchased for Weltklasse Zürich.
- 3.4. Payment for tickets may be made by credit card or against an invoice. Settlement of the invoice is due within the period stipulated by the Organiser or the Ticket System Operator; otherwise, the seats/places will be released again. Cash payment is also possible in case of physical ticket sales.
- 3.5. Tickets that have been paid for (including Hospitality Packages) can neither be exchanged nor taken back, except in case of a cancellation as per point 4 of these GTC.
- 3.6. Resale by way of trade or commercial resale, and in particular resale through online auction houses, is generally prohibited and the Organiser will have recourse to legal means in order to sanction such resales. Contraventions shall result in forfeiture of the ticket without compensation or replacement.
- 3.7. Without the Organiser's prior written approval, tickets must not be used for commercial purposes, e.g. for promotion, advertising, as a prize in a contest or competition, or in connection with customer events for more than four persons. The ticket will be inspected at the entrance. It is prohibited to copy, modify or imitate the ticket.
- 3.8. In case of online purchases, tickets can be printed out on paper using the Print@Home function. The ticket can be printed on any standard laser or inkjet printer with a clean typeface, either in colour or black and white, on one sheet of DIN A4 paper. Print@Home tickets may also be displayed on a smartphone.
- 3.9. Multiple printing or copying of tickets is prohibited. The first user of a Print@Home ticket shall gain admission to the stadium, after which the ticket shall be blocked for any further entries. If multiple identical Print@Home tickets are in circulation, they may be rejected at the entry control point without entitlement to reimbursement of the payment.

#### **4. Postponement or cancellation of the event**

- 4.1. The Organiser has the right to make changes in respect of the date, time and location of the events in case of unforeseeable occurrences such as force majeure, for security reasons, or on the instructions of a public order authority.
- 4.2. If the event is postponed or relocated due to the aforementioned reasons, the ticket (including Hospitality Packages) shall be valid for the postponed date and/or for the new location of the event. In these cases, return or exchange are generally excluded. Divergences from this stipulation may be announced by special publication.
- 4.3. In case of a definitive cancellation of the event, purchased tickets (including Hospitality Packages) shall be reimbursed. In all cases, the sum is limited to the amount printed on the ticket which was paid to the Organiser by the purchaser. Reimbursement of travel, accommodation or other costs incurred by the purchaser and/or holder is excluded. In addition, all processing, shipping and order fees charged in connection with the purchase shall be excluded from any reimbursement. The Organiser shall communicate the procedure to the purchaser via email.

## **5. Customers' data**

- 5.1. All information entered in the ticket system by the customer shall be stored exclusively on secured servers and shall be treated as absolutely confidential. The latest encryption and security technologies are used for the ticketing system in order to make it possible to guarantee that information is transmitted faultlessly and securely. To ensure that the system operates securely, the system operator engages specialised companies and deploys recognised technology. The system uses cookies which are valid for limited periods. These cookies make it technically possible for the webshop to function.
- 5.2. The Organiser and/or the Ticket System Operator shall treat the ticket purchaser's data as strictly confidential. By placing an order, ticket purchasers state their agreement to the storage and processing of their data. The data is used solely for internal purposes, for customer information and offers, and/or to improve existing or future services in connection with the event. The Organiser and/or the Ticket System Operator shall not engage in any trading of customers' personal data. Disclosure of the credit card number to unauthorised private third parties is excluded in all cases.

## **6. Access to the event site**

- 6.1. Access to the events is granted only on presentation of a valid ticket or access authorisation.
- 6.2. Every visitor is obligated to present their ticket or access authorisation to the security and enforcement staff on entering the event site without being requested to do so, and to surrender their ticket for verification on request. If a discount was claimed when purchasing the ticket, the corresponding proof of entitlement must also be presented on request when entering the site (e.g. for a discount on family tickets in respect of children up to the age of 16, valid proof of the date of birth is required on entering the event site, if requested).
- 6.3. On entering the event site, every visitor is obligated to undergo an inspection by the security and enforcement staff to ascertain whether they are carrying any prohibited items on their person (see paragraph 7). This inspection may take the form of a "pat-down" of clothing and an inspection of the contents of pockets and bags.
- 6.4. Every visitor is obligated to present their ticket to the police or the security and enforcement staff at any time until their departure from the event site, and to surrender their ticket for verification on request.
- 6.5. Any abuse in connection with tickets (copied tickets, incorrectly stated price conditions, incorrectly stated personal details, etc.) shall result in the immediate revocation of the ticket. In addition, a processing fee of CHF 100.00 will be levied and the abuse will be reported.

## **7. Conduct at the event site**

- 7.1. Persons attend the event site at their own risk, unless paragraph 10 of the GTC stipulates special provisions in this regard.
- 7.2. It is prohibited for visitors to carry the following items on their person, and/or to use such items:

- Promotional, commercial, political or religious items of all types including banners, signs, symbols and flyers are prohibited and must not be brought into the Letzigrund Stadium insofar as the Organiser has reason to assume that such items will be displayed in the stadium;
- Alcoholic beverages of all types;
- Pyrotechnic articles of all types;
- Weapons of all types;
- Aerosol spray cans, corrosive and colouring substances;
- Glass bottles and glass containers of all types;
- Folding chairs and perambulators;
- Video cameras, professional photographic equipment or other devices suitable for audio and visual recording, transmission and broadcasting of the event;
- Animals.

7.3. In the interests of safety and security and to ensure that the event proceeds in a smooth and orderly manner, the holder of a ticket is obligated to comply with the instructions of the Organiser, the security staff, police, fire brigade and stadium management while present on the event site.

The following actions are prohibited on the event site:

- To use a seat other than the seat designated on the entry ticket;
- To be present for lengthy periods in the entrance and exit routes leading to and from the areas for spectators (escape routes);
- To stand on benches or seats;
- To enter the indoor area and/or areas and rooms not intended for the general public without valid authorisation;
- To throw objects anywhere on the entire event site (especially into the indoor area or into the spectators' area);
- To sell goods or entry tickets, distribute products of any type, and take collections without the Organiser's permission for such activities.

7.4. Every person who enters the event site acknowledges that they can make and/or transmit audio and/or visual recordings and/or compose and/or transmit descriptions of the stadium, the event venue or the event itself and the results and/or statistics relating to the event for private use only. In all cases, it is prohibited to transmit any audio and/or visual material, descriptions, results and/or statistics relating to the event, in whole or in part, via the internet, radio, television or any other existing and/or future media technologies, or to assist other persons in carrying out such activities.

7.5. Every ticket holder issues irrevocable consent to the use of their image and voice, without compensation, for all existing and future media. This applies to photographs, live transmissions, broadcasts and/or visual and/or audio recordings produced or arranged by the Organiser or its authorised representatives in connection with the event.

## **8. Vouchers**

8.1. The Organiser has engaged See Tickets AG to handle the technical processing of voucher orders. The voucher system is a component of the ticket system. The same conditions as stated in paragraph 5 of these GTC apply to the treatment of customers' data.

- 8.2. The voucher may only be used as a means of payment in the Organiser's ticket webshop. The scope of validity stated on the voucher is applicable.
- 8.3. The remaining balance can be consulted at the Organiser's office (office@weltklassezuerich.ch).
- 8.4. Payment of the total amount or the residual balance in cash, or exchange for goods vouchers, are not possible. A voucher will not be replaced if it is lost or stolen. Possession of a valid voucher does not automatically constitute an entitlement to a ticket.

## **9. COVID-19**

### **9.1. Protection concept and instructions on account of COVID-19**

- Due to the epidemiological situation (COVID-19) and the instructions issued by the authorities, the Organiser is obligated, for every event, to issue a protection concept that complies with the latest provisions at the time in question and to implement this concept according to the terms stipulated therein.
- The measures defined in the protection concept are binding on all visitors. Visitors also state their agreement to the instructions in the protection concept. The protection concept published on the Organiser's website (www.weltklassezuerich.ch) on the day of the event shall be valid. Visitors who avail themselves of a hospitality offer from Weltklasse Zürich must also comply with instructions and directives according to the protection concept of the relevant hospitality outlet.
- By purchasing or accepting a ticket, the visitor undertakes to follow, without restrictions, the instructions of the authorities and the Organiser regarding health protection, and to comply with the said instructions.
- Contraventions of the aforementioned instructions may result in exclusion from the event. The Organiser exclusively reserves further rights for itself (e.g. compensation in respect of damages, etc.).

### **9.2. Exclusion of liability in respect of COVID-19**

Visitors attend the Organiser's events at their own risk. The Organiser declines all liability in case of potential infection or COVID-19 illness in connection with a Weltklasse Zürich event.

## **10. Exclusion of liability**

The Organiser accepts no liability whatsoever for damage to or loss of property, bodily injury and financial loss in connection with the organisation and staging of the events, including negligence without restrictions, unless such damage, loss or injury is based on intentional or grossly negligent behaviour on the part of the Organiser or its vicarious agents. In case of the postponement or cancellation of an event, the provisions as per paragraph 4 of these GTC shall apply.

## **11. Place of jurisdiction**

The place of jurisdiction for legal cases arising from the purchase of Weltklasse Zürich tickets is Zurich, Switzerland.

## **12. Final provision**

Should individual provisions of these GTC be or become ineffective or invalid, the effectiveness of the remaining provisions of these GTC shall not be affected thereby.

Zurich, May 2021

Weltklasse Zürich