

## TERMS AND CONDITIONS



### CONDITIONS OF ACCESS AND USE OF WEBSITE FPF.PT

The Portuguese Football Federation (hereinafter called FPF) recommends that, before browsing the Website, the user reads these Terms and Conditions, that apply to the access and use of website [www.fpf.pt](http://www.fpf.pt) (hereinafter called fpf.pt).



### 1. OWNERSHIP OF THE DOMAIN



fpf.pt is registered in accordance with the Domain Registration Regulation .PT and is owned by FPF, VAT No 500 110 387, with registered office at Avenida das Seleções, 1495-433 Cruz Quebrada - Dafundo.



### 2. CONTENTS



fpf.pt is intended to provide information on FPF activity, in order to accomplish its objective of promotion and development of football and to provide useful services for the practice and for the enhancement of the sport, by disclosing results, decisions, resolutions, appointments, directives, regulations and announcements, to be used correctly, seriously and adequately by the interested parties.



The results of matches shall only become final after approval under the regulations. The FPF shall update and rectify any errors that may have been identified accurately and in a fast and efficient way.



FPF shall not be liable for any damages arising from the incorrect interpretation of any contents of fpf.pt, which don not constitute a professional, legal or other opinion, and it is advisable to make recourse to a duly qualified professional whenever specific advice is required on any of the matters included therein.



### 3. ONLINE TICKET SALES



Anyone interested in purchasing tickets online for a match organised by the FPF should access the Website area reserved for ticket sales ("Online Ticket Office"), select the desired match and the respective category, block, sector and seat, as well as the desired number of tickets, subject to the limit established by the FPF.



The "User Registration" is done by filling in correct and true information in each of the fields provided. Mandatory fields are marked with an asterisk. Furthermore, you may modify your personal data, in accordance with the data protection legal regime.





The "Registration Activation" is performed by the INTERESTED PARTY (USER) upon receipt of an e-mail sent by the FPF system.

For the Portuguese Cup final, the FPF sells tickets to all supporters, and the number of tickets available is limited according to the tickets that, under the regulations and protocols, must be allocated to its Members, for distribution among the registered clubs, participating clubs, for direct sale to its supporters, sponsors of the competition, governmental bodies and charity institutions.



For qualifying matches for the European Championship or World Championship, supporters of the opposing federation shall be entitled to the percentage defined in accordance with the regulation in force (Article 38 - Regulations of UEFA European Football Championship), provided they provide proof of their nationality by presenting a valid passport. Access to the sectors of the Portuguese National Team supporters is reserved for them, with a specific title. Visiting supporters with tickets to the Portuguese National Team sectors will not be allowed access whenever there is a risk to the security and organization of the event.



For all matches organised by the FPF, special places are reserved for persons with disabilities, according to the law and considering the capacity of the stadium, and the interested parties must submit their request by filling the contact form on <http://www.fpf.pt/pt/contactos> and uploading the respective medical certificate.



The USER queues whenever the number of orders exceeds the number of tickets available.



The WAITING LIST NUMBER attributed reflects the preferential position and does not guarantee the purchase of the ticket.

The USER shall be informed about the processing of the order.



The purchase must be made within a maximum of 10 (ten) minutes. After the aforementioned deadline without the purchase being completed, the USER should reactivate the registration.

The FPF shall not be liable for the incorrect introduction of information or for the interruption or malfunction of the Internet system.



The "ONLINE TICKET OFFICE" contains all the information regarding the ticket categories and respective price.

Payment for tickets may be made by credit card (VISA or MasterCard), MEO Wallet or Paypal, and, in case one of the two first payment methods is selected, the USER must provide the card number, month and year of expiration and the CVV security code (Credit Card Validation Value) corresponding to the last three digits identified on the back of the card.



After payment, a purchase confirmation will be sent to the email address provided together with the respective ticket to download.

Tickets may only be replaced, by others of the same or higher category, where this is justified by security or organisational reasons.



Each ticket purchased only allows access to the venue once.

The tickets purchased may not be used for any commercial or promotional purposes, resold, exchanged or returned, except in the latter case if the match is postponed, cancelled or played behind closed door.



The conditions for spectators to access and stay in the sports venue are binding on ticket holders.



When the match is played abroad, the FPF sells the tickets made available by the organising association exclusively reserved for Portuguese citizens, for a specific sector, in accordance with supporters' segregation, under the terms of the applicable FIFA/UEFA regulations, and informs



about the picking-up method after being briefed by the foreign association. Under these conditions the access and permanence in sports grounds is subject to the rules imposed by the foreign association.

The ticket holder is responsible for the ticket and, in case of loss or damage, no duplicate will be issued.



#### 4. PHYSICAL SALE OF TICKETS

In the physical sale of tickets, seats shall be allocated by the order they are purchased. Tickets may only be replaced, by others of the same or higher category, where this is justified by security or organisational reasons.



#### 5. SALE OF TICKETS BY FPF AUTHORISED PARTNERS

1. All the rules provided for in this Regulation apply to the sale of tickets by the FPF authorised partners, except those exclusively related to the online sale of tickets.



2. The ticket holder is responsible for the ticket, in case of loss or damage, no duplicate will be issued, and no complaint may be submitted to the FPF Authorised Partner.



3. The ticket payment process shall be defined according to the payment methods made available by the FPF Authorised Partners, that shall be solely responsible for the payment process.



#### THE CONDITIONS FOR SPECTATORS TO ACCESS THE SPORTS VENUE ARE:

1. Be above the age of six, unless a statement of liability signed by the minor's parents, legal representatives or an adult accompanying the minor, if duly identified, is presented when accessing the sports venue;



2. To have a valid ticket and identification document;



3. To authorise the capture and reproduction of their image and sound, including their identification and recognition through any means of communication, in particular on social media for any lawful purposes, such as promotional purposes;



4. Not to be under the influence of alcohol, narcotic drugs, psychotropic substances or products with an analogous effect;



5. To accept to submit to control and screening tests under the direction of the representatives of the security forces on duty for the match;



6. Not to sing racist or xenophobic songs or songs that are an incitement to violence;



7. Not to display banners, flags, symbols or other signs with offensive or violent messages, or of a xenophobic, sexist, provocative, political, religious, ideological nature, or otherwise inciting violence or discrimination;

8. To accept and comply with the internal regulations on prevention and punishment of manifestations of violence, racism, xenophobia and intolerance in sport events and the internal regulations on security and use of publicly accessible spaces;



9. Not to carry materials or clothing, with commercial, advertising or promotional references, except when provided by the FPF at the entrance of the venue;



10. Not to carry video cameras or other video recording equipment or cameras with long range lenses, except for private use and only with a set of replacement batteries or with rechargeable batteries;



11. Not to carry drinks;



12. To authorise the prevention and security body search and search of belongings, including through palpation, with the aim of detecting and/or preventing the entry or existence of objects or substances that are prohibited or likely to give rise to violent acts;



13. No to carry objects, materials or substances that may represent a security threat, disrupt the process of the match, impede or hinder the visibility of other spectators, cause damage to persons or goods and/or give rise to or enable acts of violence, in particular:

- a. Balls, umbrella, helmets;
- b. Animals, except for guide dogs or police dogs when their access is permitted by law;
- c. Flagpoles or similar;
- d. Weapons of any kind, ammunition or its components, as well as any blunt objects such as knives, darts, tools or syringes;
- e. Projectiles of any kind such as bolts, pieces of wood or metal, stones, glass, cans, bottles, cups, mugs, packs, boxes or any containers that may be thrown and cause injury;
- f. Bulky items such as ladders, stools or chairs;
- g. Fire extinguishers, corrosive or flammable substances, explosive or pyrotechnic substances, liquids and gases, fireworks, flares, paints, smoke bombs or other pyrotechnic materials;
- h. Aerosol gas cans or containers containing substances that are harmful to health or are flammable;
- i. Horns, megaphones, radios and other noise-producing instruments;
- j. Laser pointers or other luminous devices capable of causing physical damage or disturbing the concentration or performance of players and other sports agents;
- k. video cameras or other video recording equipment or cameras, in accordance with paragraph 10 above.





14. Access to the sectors of the Portuguese National Team supporters is reserved for them, with a specific title. Visiting supporters with tickets to the Portuguese National Team sectors will not be allowed access whenever there is a risk to the security and organization of the event.



15. Failure to comply with the conditions of access implies prohibition of access to the sports venue, without the right to refund of the ticket price.



**THE CONDITIONS FOR SPECTATORS TO STAY IN THE SPORTS VENUE ARE:**

1. To comply with the internal regulations on security and use of publicly accessible spaces in the stadium;



2. To maintain compliance with the access and security conditions;

3. Not to obstruct the access and evacuation routes, in particular the emergency exits, without prejudice to their use by spectators with disabilities;



4. Not to climb to structures and installations not intended for public use, in particular facades, fences, walls, metal meshes, barriers, lighting poles, camera platforms, trees, masts or any kind of roofs, tunnels, screens and other equipment or constructions;



5. Not to enter the field or the area around the field;

6. Not to access reserved areas or areas that are not intended for the public;



7. Not to move from one sector to another;

8. Not to write or paint on or affix anything to the premises or corridors of the sports venue;



9. Not to throw any objects or liquids inside the sports venue;

10. Not to use any pyrotechnic devices or devices producing similar effects;



11. Not to disrespect the national symbols;

12. Not to consume alcoholic beverages outside the areas reserved for that purpose;



13. Not to sell goods or tickets, distribute printed material or carry out any other promotional or commercial activity;



14. Not to record, transmit or broadcast any sounds, images, descriptions or results of the game, in whole or in part, by any means, and not to assist any person in performing these activities, except for private use;



15. Not to engage in violent acts, display banners, flags or symbols or sing chants of a racist or xenophobic nature, or that incite violence, racism or xenophobia, intolerance or any form of discrimination, or that express political ideas.



16. To abide by the instructions of FPF, security personnel, stewards, police forces, firefighters or emergency services, including when there is the need to change seats.
17. Failure to comply with the conditions of stay implies the expulsion from the sports venue, without the right to refund of the ticket price.



## 6. COPYRIGHT



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The User acknowledges that the contents belonging to the FPF are protected by copyright, related rights and other applicable laws. The FPF shall not tolerate any infringements of third - party intellectual or industrial property rights or rights related to the personality.



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The FPF authorises the USERS to use, view, print, download and store the informative contents, news and regulatory texts, provided that, without any modification or change, apart from the reference to the origin source and the Website of the specific contents consulted, its use is intended for personal, professional or public, non-commercial purposes, not likely to harm the FPF or any of its Members.



## 7. PERSONAL DATA AND CONFIDENTIALITY



1. The processing of the personal data provided in the process of online sale of tickets shall be the responsibility of the Portuguese Football Federation (FPF). By registering as a user, the data subject authorises the FPF to process such personal data, in accordance with the applicable legislation. Failure to supply the data makes it impossible for spectators to gain access and to stay in the sports venue. The right of access, modification or deletion of the personal data supplied in the process of online sale of tickets, may be exercised, at any moment, where legally permitted. To that end, a request should be sent to:



<http://www.fpf.pt/pt/FooterMenu/Contactos/Contactos> or: Avenida das Seleções, 1495-433 Cruz Quebrada – Dafundo, indicating in both cases the subject “Personal Data”. The personal data shall not be collected and processed for purposes other than those mentioned above. The personal data shall not be shared with third parties, except for the accomplishment of the purpose for which it was collected, where required by law, to respond to legal proceedings or



to ensure the security of the events organised by the FPF. Your privacy is important for the FPF and, therefore, it has appointed a Data Protection Officer and uses security procedures to help to protect your personal information against unauthorised access, use or disclosure. If necessary, you can also submit a complaint to the National Data Protection Commission



(Comissão Nacional de Proteção de Dados, CNPD). For further information, please consult the FPF privacy policy at: <http://www.fpf.pt/pt/>.





2. The personal data collected and/or processed in connection with the Sale of Tickets by FPF Authorised Partners shall be the exclusive responsibility of the Partners. The personal data shall not be shared with Third Parties, except to accomplish the purpose for which it was collected, with your consent, where required by law or to guarantee the security of the events organised by the FPF.



## 8. COOKIES



Fpf.pt uses cookies to improve and customise experiences. If you wish to disable this feature by deleting or blocking cookies on your computer, consult the [FPF Cookies Policy](https://portugalstore.fpf.pt/pt/cookies) (link: <https://portugalstore.fpf.pt/pt/cookies>).



## 9. LIABILITY EXCLUSION



This website was designed according to the best technical quality available. The FPF cannot guarantee that the service will not be interrupted or disturbed, that there will be no loss of information, technical failures of capture or visualisation or inability to use due to any cause or that all files or formats are error-free or virus-free, and cannot guarantee the continuity of contents.



If that is the case, the FPF will quickly improve the service performance, but declines all responsibility for property or personal injuries resulting from the correct or incorrect access or use of fpf.pt.



This disclaimer does not intend to limit FPF's liability in a manner not permitted by applicable law nor to exclude it where it is legally inadmissible.



## 10. COMPLAINTS

For any complaint concerning fpf.pt, please contact the FPF through the contact form available in <http://www.fpf.pt/pt/contactos>.



The complaints will be answered to the e-mail address provided by the USER.

## 11. GOVERNING LAW AND JURISDICTION



The Portuguese law applies to all matters governed by these terms and conditions. In the case of a dispute arising out of the interpretation or application of these terms and conditions, the jurisdiction of the district of Lisbon is competent.

