

# General Terms and Conditions of Business (GTC)

For the Ticketing of the Liechtenstein Football Association (LFV)



The following Terms and Conditions governing the attendance of matches of the Liechtenstein National Football Team constitute an essential part of the contract concerning the purchase of entrance tickets or other admission passes issued to attend matches and events of the Liechtenstein Football Association.

## 1. Contractual relations

The Liechtenstein Football Association (LFV) offers its users ("Customers") the opportunity to acquire tickets over the internet or at the box office in accordance with the provisions of these General Terms and Conditions of Business. The Customer shall offer to establish the agreement by presenting an order to the LFV and initiating a payment order. The agreement shall be established between the Customer and the LFV only when the ticket order has been confirmed.

## 2. Basis

These General Terms and Conditions of Business ("GTC") represent the basis for using the website and taking up services, such as in particular purchasing tickets via the ticketing system. By clicking the checkbox: "I have read and accepted the General Terms and Conditions of Business" the Customer declares that he or she recognises and will adhere to the GTC.

## 3. Ticketing system

The LFV and its suppliers strive to offer the Customer the smoothest possible and professional service in accordance with the state of the art. For this purpose, the LFV deploys proven technology as well as qualified specialists and suppliers (collectively: "Suppliers"), while applying the necessary due diligence. Despite this, the LFV cannot guarantee the error-free or uninterrupted rendering of the services, or exclude the unlawful accessing of the IT system or misuse by unauthorised parties, and rejects any liability for possible resulting damages. Liability for third-party performances shall be excluded to the legally-permissible extent.

## 4. Ticket sales: Print@home, delivery, conditions

By placing the order, the Customer may book the free seat that he or she wishes to occupy. After selecting the seat, the Customer may choose between print@home or delivery. Tickets bought over the internet are generally limited to 4 tickets per order.

### 4.1 Print@home

The ticket can be printed out at home using the function print@home. This function is available for the sectors 1, 3 and 4. The ticket contains a barcode that is read at the respective entrance/turnstile. The user is responsible for ensuring that this barcode is printed in a legible manner and is not damaged.

### 4.2 Barcode

Paper tickets and season tickets also have a barcode that is read at the respective entrance/turnstile. The user is responsible for ensuring that this barcode is not damaged.

### 4.3 Box office on the day

The box offices are opened 90 minutes before the start of the match. There is no entitlement to a seat selection at the box office on the day.

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## 4.4 Miscellaneous

Ticket sales are performed exclusively for the private use of the Customer. The Customer is herewith prohibited from any trade or commercial resale – in particular via internet auctions – of the acquired tickets, without first obtaining the written consent of the LFV. A contractual penalty of CHF 5,000.00 shall be imposed upon every breach of this contractual condition. The assertion of further damages remains reserved. The same applies to the private resale of tickets for a price higher than the ordinary ticket sales price. The LFV also reserves the right to prevent Customers who breach the aforementioned conditions from attending the event.

## 4.5 Ticket exchange / return

Tickets cannot be exchanged or returned.

## 4.6 Reduced tickets

Buyers of reduced tickets (golden age, children, young persons) must identify themselves at the entrance gate by presenting an official ID document; otherwise access to the Stadium will be refused. In this conjunction there is no entitlement to the reimbursement of the purchase price.

## 5. Terms and conditions of payment / fees

### 5.1 Internet

Payments may be made over the internet only by credit card. Visa, Eurocard/Mastercard are accepted.

### 5.2 Box office on the day

Payment at the box office is possible only in cash.

### 5.3 Lost season tickets

Lost season tickets may be replaced by a duplicate. A fee of CHF 20.00 shall be imposed for a duplicate.

## 6. Prices

Prices are shown in Swiss francs, incl. value added tax and excl. fees imposed by the sales channel.

## 7. Rescheduled matches

The LFV expressly states that FIFA, UEFA and LFV may also reschedule matches at short notice. In the event of such rescheduled matches, already-acquired tickets shall automatically be valid for the rescheduled date. Exchange is excluded.

## 8. Data protection

The LFV ticket portal complies with the applicable data protection provisions and uses state-of-the-art encryption and security technologies (SSL).

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## 9. Abuses / Security

By buying the ticket, the Customer recognises the respective Stadium or Hall Regulations. The Stadium Regulations are available under [www.lfv.li](http://www.lfv.li).

The Customer is responsible for the safekeeping and authenticity of the ticket he or she has acquired. Reproduction by the LFV is not possible.

In the event of abuse of any possible kind, the LFV reserves the right to exclude the perpetrator from the event without compensation, to issue a stadium ban and if necessary to initiate further legal steps.

## 10. Exchange of tickets bought at Starticket

Incorrect or excess tickets bought at a Starticket box office or via [www.starticket.ch](http://www.starticket.ch) cannot be exchanged at the box office on the day. These tickets are subject to the general terms and conditions of business of Starticket.

## 11. Severability clause

If any of the individual provisions of these GTCs are or become invalid, this shall not affect the validity of the remaining provisions. Corresponding rules apply to an omission in the provisions. The wholly or partially invalid provision or regulatory omission shall be replaced by an arrangement that approximates as closely as possible to the economic objective of the invalid provision.

## 12. Place of jurisdiction and applicable law

The place of jurisdiction for all disputes is Vaduz. Liechtenstein law shall be exclusively applicable.