

**GENERAL TERMS AND CONDITIONS**  
**INDIVIDUAL VISIT OFFER**  
**STADE PIERRE MAUROY**  
VERSION UPDATED ON THE: 3 JULY 2019

**ART. 1 // PURPOSE**

The purpose of these General Terms and Conditions of Sale ("GTC") is to define the conditions under which a natural person (the "Customer") agrees to purchase from ELISA SAS ("ELISA") or from any ticketing network designated by ELISA, one or more tickets ("the Ticket" or "the Tickets"), offering a right of access to attend a scheduled visit of the Stade Pierre-Mauroy. The GTCs are applicable without restriction to any Customer but also to any person with a Ticket (hereinafter referred to without distinction as the "Customer" for the purposes hereof).

Consequently, through their acceptance when purchasing the Ticket and/or delivering the Ticket by any means, the Customer acknowledges that he has previously read and unreservedly accepted these GTCs and the Stade Pierre-Mauroy Internal Regulations.

ELISA reserves the right to modify these terms and conditions at any time and without notice. The applicable GTCs are those posted on the Stade Pierre-Mauroy website ([www.stade-pm.com](http://www.stade-pm.com)) and accepted on the date of purchase of the Ticket.

**ART. 2 // GENERAL PRESENTATION OF THE "INDIVIDUAL" OFFER**

The visit to the Stade Pierre-Mauroy is designed to allow the Customer to discover the grounds and its surroundings. As a rule, the visit lasts about an hour and includes the following tour: Starting at the Grand Hall located between the gates A & N of the enclosure, Official and Presidential Galleries (level 1), Press Gallery (level 2), *Wall of Fame* areas (level -2), Players Bus Arrival Zone and Players' route (level -2), Mixed Zone (level -2), Press Conference Room (optional - level -2), Players' Areas + Players' changing rooms-tunnel and sidelines (level -2), return to the Grand Hall from the stands (level 0). It should be noted that the duration and the circuit are communicated for information purposes and may be subject to unilateral modifications by ELISA.

**ART. 3 // FORMAT OF THE OFFER**

The date and time of visit of the Stade Pierre-Mauroy open for sale to the Customer is established by ELISA, according to the information provided during the purchase procedure.

The Customer makes a purchase for a specific date and time. The Customer cannot request a refund or exchange at the end of the purchase procedure. In accordance with Article L.221-28 of the French Consumer Code, the Customer does not have a withdrawal period (leisure activity at a specific time).

The Customer is invited to arrive at the start point of the visit 15 minutes before it is due to begin according to the information indicated on the Ticket. Access to the visit cannot be guaranteed should the Customer arrive at the start point of the visit after the starting time. In addition, no refund or exchange will be possible for the Customer in case of delay.

**ART. 4 // PURCHASE AND PAYMENT PROCEDURE**

The Customer may purchase one (or more) Tickets for a visit to the Stade Pierre-Mauroy, in principle from the ticketing platform available on the ELISA website ([www.stade-pm.com](http://www.stade-pm.com)) and/or if ELISA occasionally and specifically offers the Customer the possibility, directly through ELISA. Each visit is scheduled for a limited number of participants, therefore the sale is offered to the Customer subject to availability.

**4.1 Buying from [www.stade-pm.com](http://www.stade-pm.com)**

The Customer is informed that ELISA offers a ticket purchase service through TICKETMASTER, based on a so-called "white label" solution. In this case, the conditions of access to the offer and the applicable payment terms are those of TICKETMASTER (TicketNet SA, 101 Avenue Arago 92000 Nanterre - SIRET 412 888 133 00045).

The applicable conditions are available directly on the following website: [www.ticketmaster.fr](http://www.ticketmaster.fr) (bottom tab "General Terms and Conditions of Sale").

In the event of any conflict between TICKETMASTER's terms and conditions and these GTCs, the provisions of these GTCs shall prevail over those of TICKETMASTER.

The price of the Visit Ticket is indicated in Euros All taxes included, including rental fees excluding charges for processing and shipping. The price of the Ticket and any costs incurred are listed during the purchase procedure.

The amount of the Customer's order must be paid directly by credit card in order to confirm the purchase. Only when the Customer has paid in full with they be able to get a Ticket for the visit of the Stade Pierre-Mauroy.

**4.2 Buying directly from ELISA**

If ELISA occasionally and directly offers the Customer the possibility of purchasing one (or more) Ticket for a visit to the Stade Pierre-Mauroy, the purchase terms and conditions are as follows:

ELISA sends an order form to the Customer stating the essential conditions of the visit offer for sale (date, time, number of places, delivery method of the Ticket(s) etc.). The Customer completes his personal information and returns the signed order form to ELISA. Sending the order form completed and signed by the Customer corresponds to a firm purchase of the Ticket.

The amount of the Customer's order must be paid by bank transfer or cheque, according to the terms mentioned on the order form, at the latest 15 days before the date of the visit. After this period, the order cannot be confirmed and honoured by ELISA.

With regard to the manual processing of the Customer's order, the Customer is informed that orders are processed by ELISA's services in the order in which valid orders are received and are honoured subject to availability and full payment of the order.

**ART. 5 // FORMAT OF THE TICKET**

The Customer is informed that any Ticket for a visit to the Stade Pierre-Mauroy is sent in "e-ticket" format (electronic ticket).

To gain valid access to the visit to the Stade Pierre-Mauroy, the Customer must bring some form of identity with the e-ticket printed in portrait on white and blank A4 paper, without changing the printing size, with an inkjet or laser printer. No other format will be accepted. In case of poor print quality, it is recommended that you print the e-ticket with another printer. ELISA declines all responsibility for any anomalies occurring when printing the e-ticket.

It should be noted that ELISA cannot under any circumstances be held liable for any direct or indirect damage resulting in particular from the failure of any of the Customer's equipment necessary for the proper receipt and printing of the e-ticket, as well as for any problem causing the loss of any information by the Customer for any reason whatsoever.

**ART. 6 // ACCESS TO THE STADIUM**

The Ticket is scanned (or more often checked) at the entrance to the Stade Pierre-Mauroy. Inside the premises and throughout the duration of the visit, the Customer must always keep the e-Ticket on them.

The Customer must have a valid Ticket corresponding to his situation (in the event of a reduced fare), including minors, to be able to access the visit of the Stade Pierre-Mauroy.

At the entrance to the premises, the Customer agrees to submit to any security checks applicable on the day of the visit and in accordance with the regulations in force (example: visual inspection of hand luggage, pat-down searches, security gates, etc.). The Customer must comply with the Stade Pierre-Mauroy Internal Regulations posted at the doors of the stadium, which are also available on the ELISA website [www.stade-pm.com](http://www.stade-pm.com)), in particular with regard to the list of prohibited items and prohibited activities and/or behaviour.

Any Customer who refuses to submit to security checks will be refused entry to the Stade Pierre-Mauroy (or will be taken back outside the stadium) without being entitled to any refund or exchange of the Ticket.

**ART. 7 // CANCELLATION AND POSTPONEMENT**

If ELISA cancels the visit, the Ticket(s) will be refunded in accordance with the procedures communicated by ELISA. Only the Ticket purchased is refunded, no other compensation is paid (and in particular any travel and accommodation expenses, etc.). The refund request must be sent by post either to the ELISA postal address indicated at the bottom of this page (in the case of a direct purchase from ELISA) or to TICKETMASTER, Refund Service, 101 Avenue Arago 92000 Nanterre (in the case of a purchase from the website [www.stade-pm.com](http://www.stade-pm.com)). Any request for refund must be made no later than six months after the date of the cancelled visit.

If ELISA should postpone the visit, the Customer may, in accordance with the procedures communicated by ELISA, ask that their Ticket be cancelled and refunded, under the same conditions as those set out in the previous paragraph. In light of the constraints linked to the postponement of the visit, the Customer wishing to obtain a refund of the Ticket must make his request before the deadline set by ELISA. Otherwise, the Ticket will remain valid for the postponed visit date.

It should also be noted that ELISA cannot be held liable under any circumstances for the occurrence of events constituting force majeure or due to the actions of a third party. In particular, ELISA shall not be held liable for: bad weather, strikes, regulatory changes or a decision by a competent authority.

**ART. 8 // IMAGE RIGHTS**

Anyone attending a visit to the Stade Pierre-Mauroy grants ELISA, free of charge, for the entire world and for the legal term of copyright protection, the right to gather, use, exploit and represent its image and/or voice, on any known or future medium in connection with the Stade Pierre-Mauroy and/or any event or promotional operation related thereto, of ELISA and/or its partners, such as photographs or video recordings, these rights being freely transferable by ELISA to any third party of its choice, for similar use or representation.

**ART. 9 // PERSONAL INFORMATION**

The personal information provided by the Customer as part of the Ticket purchase procedure directly from ELISA will be collected and processed by ELISA in order to correctly process and organise the order.

In accordance with the regulations in force, each participant has the right to access, rectify, oppose and delete their personal information. These rights can be exercised either by post to the ELISA address indicated at the bottom of the GTC page, or by e-mail to the following address: [service.juridique@stade-pm.com](mailto:service.juridique@stade-pm.com)

For any ticket purchase by TICKETMASTER, the Customer is invited to read the privacy policy accessible from the following website: [www.ticketmaster.fr](http://www.ticketmaster.fr) (bottom tab "Privacy Policy").

**ART. 10 // APPLICABLE LAW AND DISPUTES**

These GTCs are governed exclusively by French law regardless of the status of the Customer. Only this version written in French is authentic between the parties.

Any disputes and complaints may only be taken into account if they are submitted in writing to ELISA, specifying the reason and amount of the dispute, within a maximum period of six months after the date of the visit. Any action after this period shall be deemed to be unenforceable against ELISA, regardless of the nature of the dispute. In the event of a dispute and in the absence of an amicable agreement in good faith between the Parties, the competent courts shall be those of the area within the jurisdiction of the city of Lille.

**LEGAL VALUE:** This English version of GT&C is given for information only. The only French version available on <http://www.stade-pierre-mauroy.com/conditions-generales-de-vente> is legally binding between the parties

**GENERAL TERMS AND CONDITIONS**  
**GROUP VISIT OFFER**  
**STADE PIERRE MAUROY**  
VERSION UPDATED ON THE: 3 JULY 2019

### ART. 1 // PURPOSE

The purpose of these General Terms and Conditions of Sale ("GTC") is to define the conditions under which a legal entity ("the Customer") agrees to purchase from ELISA SAS ("ELISA") or through the intermediary of the Villeneuve d'Ascq Tourist Office, a Group visit offer scheduled at the Stade Pierre-Mauroy. The GTCs are applicable without restriction to any Customer but also to any person participating in the scheduled visit to the Stade Pierre-Mauroy (hereinafter referred to without distinction as the "Customer" for the purposes hereof).

Consequently, through their acceptance when purchasing the Group visit offer and/or participating in the visit offer, the Customer acknowledges that he has previously read and unreservedly accepted these GTCs and the Stade Pierre-Mauroy Internal Regulations.

ELISA reserves the right to modify these terms and conditions at any time and without notice. The applicable GTCs are those posted on the Stade Pierre-Mauroy website ([www.stade-pm.com](http://www.stade-pm.com)) and accepted on the date of purchase of the Ticket.

### ART. 2 // GENERAL PRESENTATION OF THE "GROUP" OFFER

The Group visit offer is open to orders for a group of 20 to 35 participants (not subject to change). It is expressly mentioned that after the Customer has purchased the Group's visit offer, he/she cannot modify his/her order.

The Group visit to the Stade Pierre-Mauroy is designed to allow the Customer to discover the stadium and its surroundings. As a rule, the visit lasts about an hour and includes the following tour: Starting at the Grand Hall located between the gates A & N of the enclosure, Official and Presidential Galleries (level 1), Press Gallery (level 2), Wall of Fame areas (level -2), Players Bus Arrival Zone and Players' route (level -2), Mixed Zone (level -2), Press Conference Room (optional - level -2), Players' Areas + Players' changing rooms-tunnel and sidelines (level -2), return to the Grand Hall from the stands (level 0) It should be noted that the duration and the circuit are communicated for information purposes and may be subject to unilateral modifications by ELISA.

### ART. 3 // FORMAT OF THE OFFER

The date and time of the visit of the Pierre-Mauroy Stadium Group open for sale for the Customer is established by ELISA, according to the information provided during the purchase procedure.

The Customer makes a purchase for a specific date and time. The Customer cannot request a refund or exchange at the end of the purchase procedure. In accordance with Article L.221-28 of the French Consumer Code, the Customer does not have a withdrawal period (leisure activity at a specific time).

The Customer is invited to arrive at the start point of the Group visit 15 minutes before it is due to begin according to the information indicated on the Ticket. Access to the visit cannot be guaranteed should the Customer arrive at the start point of the visit after the starting time. In addition, no refund or exchange will be possible for the Customer in case of delay.

### ART. 4 // PURCHASE AND PAYMENT PROCEDURE

The Customer may purchase a Group visit offer for the Stade Pierre-Mauroy, in principle from the Tourist Office and/or if ELISA occasionally and specifically offers the Customer the possibility, directly through ELISA. Each Group visit is scheduled for a minimum and limited number of participants (20-35 people), therefore the sale is offered to the Customer subject to availability.

#### 4.1 Buying from the Villeneuve d'Ascq Tourist Office

The Customer is able to order a Group visit offer scheduled at the Stade Pierre-Mauroy from the Villeneuve d'Ascq Tourist Office (Château de Flers, Chemin du Chat Botté, 59650 Villeneuve d'Ascq). In this case, the conditions of access to the offer and the applicable rates are specified by the Tourist Office, in compliance with the principles below:

The Tourist Office sends an order form to the Customer stating the essential conditions of the visit offer for sale (date, time, number of places, access conditions, etc.). The Customer fills out his personal information and returns the signed order form to the Tourist Office. Sending the order form completed and signed by the Customer corresponds to a firm purchase of the Ticket.

The amount of the Customer's order must be paid to the Tourist Office by bank transfer or cheque, according to the terms given on the order form, at the latest 15 days before the date of the visit. After this deadline, the order cannot be confirmed by the Tourist Office and/or honoured by ELISA.

The price of the Group's offer to visit is indicated during the purchase procedure, it is expressed in Euros All taxes included, including any rental costs.

With regard to the manual processing of the Customer's order, the Customer is informed that orders are processed by the Tourist Office, not ELISA in the order in which valid orders are received and are honoured subject to availability and full payment of the order.

#### 4.2 Buying directly from ELISA

If ELISA occasionally and directly offers the Customer the possibility of purchasing a scheduled Group visit offer to the Stade Pierre-Mauroy, the purchase terms and conditions are as follows:

ELISA sends an order form to the Customer mentioning the essential conditions of the Group visit offer for sale (date, time, number of places, access conditions etc.). The Customer completes his personal information and returns the signed order form to ELISA. Sending the order form completed and signed by the Customer corresponds to a firm purchase of the Ticket.

The amount of the Customer's order must be paid to ELISA by bank transfer or cheque, according to the terms given on the order form, at the latest 15 days before the date of the visit. After this period, the order cannot be confirmed and honoured by ELISA.

The price of the Group's offer to visit is indicated during the purchase procedure, it is expressed in Euros All taxes included, including any rental costs.

With regard to the manual processing of the Customer's order, the Customer is informed that orders are processed by ELISA's services in the order in which valid orders are received and are honoured subject to availability and full payment of the order.

### ART. 5 // ACCESS TO THE STADIUM

In order to ensure the proper management of the Group visit of the Stade Pierre-Mauroy, the Customer undertakes to choose a contact person who will be physically present on the day of the visit and send their details to ELISA.

It is to be noted that if circumstances so require and at the request of the Competent Authorities, the Customer may be required to provide a detailed list of participants prior to the Group visit.

To validly access the Group visit of the Stade Pierre-Mauroy, the Customer must bring a form of identity and the order confirmation printed in portrait on white and blank A4 paper. The Customer must have a valid Ticket corresponding to his situation (in the event of a reduced fare), including minors, to be able to access the Group visit of the Stade Pierre-Mauroy.

At the entrance to the premises, the Customer agrees to submit to any security checks applicable on the day of the Group visit and in accordance with the regulations in force (example: visual inspection of hand luggage, pat-down searches, security gates, etc.). The Customer must comply with the Stade Pierre-Mauroy Internal Regulations posted at the doors of the stadium, which are also available on the ELISA website [www.stade-pm.com](http://www.stade-pm.com)), in particular with regard to the list of prohibited items and prohibited activities and/or behaviour.

Any Customer who refuses to submit to security checks will be refused entry to the Stade Pierre-Mauroy (or will be taken back outside the stadium) without being entitled to any refund or exchange of the order.

### ART. 6 // CANCELLATION AND POSTPONEMENT

If ELISA or the Tourist Office cancels the Group visit, the Ticket(s) will be refunded in accordance with the procedures communicated by ELISA. Only the amount of the order purchased by the Customer (excluding any shipping costs) is refunded, no other compensation is paid (namely any travel and accommodation costs, etc.). The refund request must be sent either by post to the ELISA postal address indicated at the bottom of this page (in the event of a direct purchase from ELISA) or to the Tourist Office (Château de Flers, Chemin du Chat Botté, 59650 Villeneuve d'Ascq) if the offer was purchased from them. In any case, any request for a refund must be made no later than six months after the date of the cancelled visit.

If ELISA or the Tourist Office postpones the Group visit, the Customer may, in accordance with the procedures communicated by ELISA, request that his order be entirely cancelled and that it be fully refunded under the same conditions as those set out in the previous paragraph. In view of the constraints related to the postponement of the Group visit, should the Customer wish to request a refund for the postponed Group visit, he must submit his request before the deadline set by ELISA. Otherwise, the order will remain valid for the postponed visit date.

It should also be noted that ELISA or the Tourist Office cannot be held liable under any circumstances for the occurrence of events constituting force majeure or the fault of a third party. In particular, ELISA shall not be held liable for: bad weather, strikes, regulatory changes or a decision by a competent authority.

### ART. 7 // IMAGE RIGHTS

Anyone attending a Group visit of the Stade Pierre-Mauroy grants ELISA, free of charge, for the entire world and for the legal term of copyright protection, the right to gather, use, exploit and represent its image and/or voice, on any known or future medium in connection with the Stade Pierre-Mauroy and/or any event or promotional operation related thereto, of ELISA and/or its partners, such as photographs or video recordings, these rights being freely transferable by ELISA to any third party of its choice, for similar use or representation.

### ART. 8 // APPLICABLE LAW AND DISPUTES

These GTCs are governed exclusively by French law regardless of the status of the Customer. Only this version written in French is authentic between the parties.

Any disputes and complaints may only be taken into account if they are submitted in writing to ELISA, specifying the reason and amount of the dispute, within a maximum period of six months after the date of the visit. Any action after this period shall be deemed to be unenforceable against ELISA, regardless of the nature of the dispute.

It should also be noted that any disputes and claims related to the purchase of an order from the Tourist Office may only be taken into account if they are made in writing to them, specifying the reason and amount of the dispute, within a maximum period of six months after the date of the visit. Any action after this period shall be deemed to be unenforceable against the Tourist Office, regardless of the nature of the dispute relating to the deed of sale of the Group offer.

In the event of a dispute and in the absence of an amicable agreement in good faith between the Parties, the competent courts shall be those of the area within the jurisdiction of the city of Lille.

**LEGAL VALUE:** This English version of GT&C is given for information only. The only French version available on <http://www.stade-pierre-mauroy.com/conditions-generales-de-vente> is legally binding between the parties