



GENERAL TERMS AND CONDITIONS OF CONTRACT AC MILAN PRE-SEASON 2026 EXPERIENCE PACKAGES

1. Recitals

A.C. Milan S.p.A., with registered office in Milan, Via Aldo Rossi 8, Tax Code and registration number with the Milan Companies Register 01073200154, R.E.A. No. MI-569909 (hereinafter, "Milan" or the "Company"), has launched the "AC MILAN PRE-SEASON 2026 EXPERIENCE PACKAGES" programme (hereinafter, the "Programme") reserved for persons duly enrolled in MyMilan or registered for the Programme through the Website, in the manner set out below (hereinafter, the "Customers").

These General Terms and Conditions of Contract (hereinafter, the "GTCC") govern the methods of purchase and use of the Programme by Customers.

2. Participation in the Programme

By participating in the Programme, Customers shall have the opportunity to purchase certain exclusive services made available from time to time by Milan (hereinafter, the "Services").

Customers may access the Programme through the link <https://matchdayupgrades.acmilan.com/> (hereinafter, the "Website"), owned by Vivaticket S.p.A., with registered office in Bologna, Via Antonio Canova no. 16/20, Tax Code and registration number with the Bologna Companies Register 02011381205, R.E.A. No. 405904. The Customer may access the page by entering their MyMilan login credentials or the credentials used to register for the Programme. The Customer shall be solely responsible for maintaining the confidentiality of their login credentials.

The page dedicated to the Programme shall indicate, from time to time, the Services available for purchase, including the requirements necessary for participation, specific to each individual Service (hereinafter, the "Specific Conditions"), such as, by way of example and without limitation, possession of an access ticket for the relevant match, age restrictions, possession of entry visas for foreign countries, and information regarding any allergies and/or intolerances of the persons participating in the Service (hereinafter, the "Participants"). The Specific Conditions established by Milan for each Service are mandatory and binding upon the Customer and upon any Participant. Therefore, it shall be the Customer's sole responsibility to carefully verify such Specific Conditions before purchasing the Services and to inform the Participants accordingly, holding Milan harmless from any liability in this regard. In the event of the purchase of one or more Services for themselves or for other Participants without meeting the required conditions, Milan may exclude the Customer and/or the Participants from the Service, without any right to reimbursement.

Where permitted and without prejudice to any limitations applicable to individual Services, the Customer may make each purchase for a maximum of 4 Participants per Service. Before completing the purchase, the Customer shall provide the Participants' data requested by Milan, assuming full responsibility for verifying the accuracy of the data entered. In the event of incomplete and/or inaccurate data, Milan reserves the right to exclude the Participant from the Service at any time.

Without prejudice to the foregoing, the participation of Minors shall in any case be subject to



the prior authorisation of their parents or legal guardians, as well as compliance with the applicable regulations and laws. In the event of a Minor's participation, Milan shall request the following data: name, surname and contact details of the person exercising parental responsibility or legal guardianship over the Minor. In addition, an adult person, provided with any necessary delegation and/or authorisation, shall also participate in the Service and shall bear specific supervisory duties over the Minor. Milan shall not assume any management and/or supervisory duties over Minors participating in the Services and disclaims any liability arising from the Minor's participation in the Service. In the absence of even one of the above requirements, Milan reserves the right to exclude the Minor from the Service at any time. The Customer undertakes to provide complete, up-to-date and truthful data and information for each Participant, and to notify Milan of any changes to the data and information provided, assuming all liability in the event of any false, incorrect and/or incomplete statements.

In order to participate in the Services, the Customer must accept these GTCC, the Code of Conduct, the Stadium Regulations (available at www.acmilan.com/it/club/le-sedi/san-siro/regolamenti) and/or the terms and conditions applicable from time to time to the Services. The Customer also undertakes to ensure that the Participants accept the documentation indicated above. It is understood that the Customer shall be jointly and severally liable for any non-compliant conduct of the Participants and for any damages caused by them.

It is understood that, for Services at the Stadium where Milan matches are held on Match Day, each Participant must hold a valid access ticket, which is not included in the Service package.

3. Description and purchase methods

After logging into the Website, the Customer may access the section containing the purchasable Services that Milan shall offer from time to time, at its own discretion and subject to availability.

After reviewing the available Services and the relevant descriptions, the Customer shall be able to purchase the selected Service by clicking "Purchase". The Customer shall then be asked to indicate the number of tickets they intend to purchase for the Participants selected by them.

The accepted payment methods are indicated during the "Payment" step of the purchase process. The total amount due by the Customer to the Company shall be charged at the time the order is submitted.

Milan reserves the right, for security reasons or at its own discretion, to apply limitations and exclusions to the payment instruments available to the Customer.

Upon receipt of payment, Milan shall send a confirmation email to the address used by the Customer to access the MyMilan area or to register for the Programme.

It is understood that the right of withdrawal is excluded in relation to services concerning leisure activities where the contract provides for a specific date or period of performance. Therefore, once the transaction has been completed, it shall not be possible to cancel the purchase or obtain a refund of the nominal price.

Participation in the Services must be purchased through the Website or any other portal indicated by Milan. If participation in a Service has been purchased by the Customer from parties other than those indicated above, or if the purchase procedure has not been properly



completed, the Participant may be denied access to the Service or may be required to leave it.

Except in cases of wilful misconduct or gross negligence, Milan shall not be held liable for any costs or damages, whether direct or indirect, of any kind suffered by the Customer in relation to the Services. Participation in the Services may not be used for political, commercial, advertising or other promotional purposes unless prior written authorisation has been granted by Milan.

4. Exclusion from the Services and the Programme, refunds and force majeure

Milan reserves the right to exclude from the Service and/or the Programme any Customers and/or Participants who:

- i. have breached even a single provision of these GTCC, the Specific Conditions applicable to the Services, the applicable laws and regulations and/or the specific instructions provided by Milan;
- ii. have breached Milan's code of ethics available at www.acmilan.com/it/club/la-societa/codice-etico;
- iii. have breached the Club Code of Conduct (<https://www.acmilan.com/it/club/la-societa/codice-di-condotta>), the Stadium Regulations (<https://www.acmilan.com/it/club/le-sedi/san-siro/regolamenti>) and/or any applicable regulation.

Exclusion from the Programme shall entail, for the Customer, automatic exclusion also from the Services purchased up to that time and, for the Participant, exclusion from the possibility of registering for future Services.

If the Participant lacks any required authorisation, administrative permit and/or is in any way unsuitable to participate in the Service, Milan shall be entitled to exclude the Participant from the Service or remove the Participant from it.

Exclusion and/or removal from the Service shall not grant the Customer and/or the Participant any right to request reimbursement of the participation fee.

Given the exclusive nature of the services made available by Milan, any supervening inability to participate in the Services shall not entitle the Customer and/or the Participant to request reimbursement of the participation fee.

The Customer shall be jointly and severally liable with the Participants selected by them for any damages caused during participation in the Services, including damages caused to third parties.

If the Services are cancelled due to force majeure, the participation fee shall be refunded by Milan within the following 90 days using the same payment method used for the purchase.

Finally, if the Service is cancelled at Milan's discretion, the Company shall refund the participation fee within the following 90 days using the same payment method used for the purchase. Milan shall not pay the Customer any amount other than the participation fee and, therefore, by way of example and without limitation, any ancillary and/or personal expenses incurred by the Customer and/or the Participants shall not be reimbursed.

5. Amendments

Milan reserves the right to amend these GTCC at any time by notifying the Customer through publication on the Website, with effect from the date of publication.



6. Processing of Personal Data

Please note that the personal data necessary for the purchase of access tickets to the Services shall be processed by AC Milan, as data controller, in compliance with EU Regulation No. 679/2016, for the purposes and according to the methods described in the privacy notice available on the website.

7. Interpretation, Governing Law and Jurisdiction

If any provision of these General Terms and Conditions is deemed unlawful, invalid, ineffective or contrary to law following a final decision by a competent court, such provision shall be removed, and all other provisions of these General Terms and Conditions shall remain fully effective and valid.

These GTCC shall be governed by Italian law. Any dispute relating to their validity, interpretation and/or performance shall be submitted to the exclusive jurisdiction of the Court of Milan.

8. Support

For information, clarifications and issues relating to the purchase of the Services, please contact the following email address: tour@acmilan.com