



GENERAL CONDITIONS - MILAN TICKETING GIFT CARD

ARTICLE 1 - GENERAL PROVISIONS

These General Conditions govern the relationship between A.C. Milan S.p.A., with registered office in Milan, Via Aldo Rossi no. 8, and fully paid-in capital of €113,443,200.00, tax code and registration number with the Milan Trade Registry 01073200154, R.E.A. No. MI-569909 (hereinafter referred to as "Milan" or "Club") and each natural person qualifying as a consumer pursuant to Legislative Decree 206/2005 (hereinafter referred to as the "Customer") who purchases the Milan Ticketing Gift Card product through the Club's official website at <https://booking.acmilan.com/> (hereinafter referred to as the "Site").

By "Milan Ticketing Gift Card" we mean the prepaid and unregistered gift cards, containing a credit in Euro, bearing the Milan brand, which can be used by the Customer or by third parties acting as consumers, exclusively for the purchase of single-match tickets and/or season tickets offered for sale through the official Milan website. The Customer and/or the third parties identified by the latter, therefore, undertake to dispose of the Milan Ticketing Gift Cards in compliance with these General Conditions, with the sales terms and conditions of the concerned tickets, and with the laws in force, as well as with any restrictions on tickets for single matches.

Furthermore, the Customer acknowledges that:

- The purchase of Milan Ticketing Gift Cards can only be made by persons of legal age and who are not legally incapacitated.
- Milan will not process purchase orders or cancel Milan Ticketing Gift Cards for persons who do not fall within the legal definition of a "consumer".
- The Customer undertakes to inform any third-party beneficiaries of the conditions of use of the Milan Ticketing Gift Card, as well as any applicable regulations identified above, understanding that the Club shall not be liable for any non-compliant use.
- These General Conditions may be subject to change at any time. Any amendments and/or new conditions shall enter into force as soon as they are published on the Site, indicating the date of their update.

ARTICLE 2 - OBJECT AND CONCLUSION OF THE CONTRACT

The Milan Ticketing Gift Card, as described above, is a purchase voucher that can be used by the Customer or by third-party consumers to purchase single match tickets and/or season tickets through the official Milan website, supplementing where necessary with another means of payment.

The Gift Card can be purchased by the Customer exclusively through the Site, selecting one of the amounts as pre-established by the Club or entering the desired



amount, which in any case cannot be less than 10€ and more than 1,000€, and filling in the requested data of the recipient of the Gift Card. In case of a Gift Card purchased by the Customer in favour of a third party other than the Customer, the Customer declares to be fully entitled to use the data of such third party, thereby undertaking full and exclusive responsibility, and releasing the Club from any responsibility whatsoever.

Before proceeding to the payment of the Gift Card, the Customer shall view the summary of the purchase order of the Gift Card. In this step, the Customer shall verify the correctness of the data entered in the previous step and then proceed to the payment of the Gift Card.

The Club will process the purchase order of the Card only after receiving the payment of the total amount due for the Gift Card, including the purchase price of the Gift Card and any additional costs indicated in the Gift Card purchase order summary.

The purchase of a Gift Card cannot be made using another Gift Card as a payment method.

The purchase order for the Gift Card is considered a purchase contract proposal addressed to the Club by the Customer. The contract is deemed to be executed when the Club processes the purchase order for the Gift Card.

Milan will process the order by sending an email containing the Gift Card to the Customer or to the third party identified by the Customer within 48 hours after sending the purchase receipt of the Gift Card to the Customer. The Gift Card has an exclusively digital format consisting of an alphanumeric code sent by email.

If the Gift Card is not delivered within the term indicated above, the Customer may contact the customer service following the instructions on the Site.

Milan shall not be liable for any disruption due to force majeure or fortuitous events, also when caused by malfunctions and failures of the Internet network, if they are not able to execute the order within the term indicated in these General Conditions. Moreover, the Club shall not be liable for non-receipt or delayed receipt of Gift Cards for causes not attributable to the Club, including, but not limited to: (i) poor functioning or interruption of the telecommunication lines and/or systems, (ii) delay in the transmission of information or data or the loss of information or data that may occur due to any of the causes referred to in paragraph (i) above, (iii) inaccurate data of the recipient of the Gift Card provided by the Customer, (iv) the circumstance that the email sent by Milan is treated as spam or junk mail.

Should the non-delivery be attributable to the Club, Milan will perform accurate internal checks and then refund the sums paid by the Customer as soon as possible. The amount of the Gift Card refund will be communicated to the email account notified by the Customer at the time of purchase and credited through the same payment means used by the Customer. Milan declines any responsibility for any



delays in crediting the refund that depend on the management system of the payment means used by the Customer, the banking institution of the Club, or the Customer.

ARTICLE 3 - TERMS OF USE AND LIMITATIONS

The Gift Card may be used: (i) for a single purchase, of an amount equal to or exceeding the maximum value of the card (supplementing in the latter case with another payment means); (ii) for several purchases made at different times, until the balance is fully used; and, in any case, (iii) until the expiration of the validity period. Under no circumstances may Gift Cards, even if partially used, be exchanged for cash. Information on the balance of the Gift Card and its expiry date can be accessed via the appropriate website page by entering the Gift Card code.

To use the Gift Card, you will need to have a MyMilan account and log in to the Club website with a MyMilan account.

The Gift Card is valid for 12 months from the date of the purchase confirmation received via email by the Customer.

Tickets purchased using the Gift Card shall be subject to the relevant sales terms and conditions and to the regulations in force from time to time.

The Customer shall keep the Gift Card and the relevant alphanumeric code under his/her sole responsibility by taking all reasonable measures to avoid loss, theft, or misuse thereof.

In case of loss or theft, it is possible (i) to request, following the instructions indicated on the Site, the reissue of the code of the Gift Card, or (ii) the Gift Card can be blocked for the amount available on the card itself at the time of the blocking. The blocking can be requested following the instructions indicated on the Site.

Gift Cards obtained by any fraudulent or illegal means shall be considered invalid and cannot be used for the purchase of single-match tickets and/or season tickets, and the purchase price cannot be refunded.

The Gift Card may not be used by legal entities or natural persons who are not consumers. Furthermore, any use for advertising purposes and/or promotion of products and/or services by the Customer and/or third parties is prohibited. In any case, any use of the Club's Intellectual Property rights for promotional and advertising purposes is precluded.



Gift Cards are identified as a means of payment and cannot be understood in any way as an investment instrument, and/or a solicitation of savings, and/or a ticket to the stadium. Tickets must be purchased by Customers exclusively in accordance with the respective terms and conditions for the purchase of tickets.

Gift Cards may not be reloaded or converted into money or otherwise used in conflict with the legal provisions in force at the time. The remaining balance of a Gift Card cannot be transferred to another Gift Card.

ARTICLE 4 - WARRANTIES AND LIMITATION OF LIABILITY

The Club provides no warranty of any kind regarding the suitability of the Gift Card for a particular purpose of the Customer.

Milan shall not be liable, in any capacity and in any way whatsoever, for any consequences resulting from any improper or non-compliant use of the Gift Card by the Customer for a purpose other than its intended use.

The Club shall not be liable, for any reason and in any way whatsoever, for the inability to use the Gift Card due to causes not attributable to Milan and for facts not attributable to the Club.

The Customer hereby expressly acknowledges and accepts that the use of the Gift Card could be temporarily suspended, for reasons of force majeure or system maintenance. In such a case, the Customer may not be able to, by way of example only: (i) make payments; and/or (ii) consult his/her Card balance.

The Club shall, in any event, not be liable for any direct and/or indirect damage, cost, or loss incurred because of the interruption of service under this Article.

Subject to mandatory legal provisions, the Club's overall liability in relation to each purchase shall not exceed the total value of the order.

Any refunds or returns shall be subject to the Club's policies in force and applicable regulatory provisions.

In no event shall the Club be held liable for the non-performance of any of its obligations under these General Conditions, if such non-performance is caused by unforeseeable circumstances and/or force majeure.

ARTICLE 5 - CUSTOMER SERVICE



For any clarifications on the use of the Gift Card, you may contact the Club's customer service at <https://help.acmilan.com/it> and +39 02.82958070, or as otherwise indicated from time to time on the website www.acmilan.com.

ARTICLE 6 - PROCESSING OF PERSONAL DATA

Milan undertakes to comply with the obligations outlined in Regulation (EU) 2016/679 ("GDPR"), as well as with the relevant national regulations and the provisions of the Italian Data Protection Authority.

The Customer expressly accepts the processing of personal data, having fully read, understood, and accepted the relevant provisions available on the Club's official website, including the consents expressed when registering on the Site, MyMilan and/or when purchasing the Gift Card.

ARTICLE 7 - FINAL PROVISIONS AND APPLICABLE LAW

For anything not expressly provided for in these General Conditions and for anything not incompatible with the same, the law in force shall apply, also concerning withdrawal. It is also understood that, where Gift Cards are used for the purchase of tickets and/or subscriptions, the general terms and conditions specifically governing such purchase shall apply.

All contracts concluded are executed in Italy and are subject to and governed by the laws of Italy.