

Terms and Conditions

<http://www.official-vip.co.uk> Terms and Conditions

1. Scope and contractual relationship

1.1. These General Terms and Conditions (hereinafter referred to as GTC) apply to registration on the official-vip.co.uk portal and to the purchase of admission tickets and VIP tickets for sporting or other leisure events organised by various event organisers, rights holders and/or contractual partners via the website www.official-vip.co.uk (hereinafter referred to as WEBSITE), which is operated by SPORTFIVE Germany GmbH, Barcastraße 5, 22087 Hamburg (hereinafter referred to as SPORTFIVE) on behalf of the respective organiser, rights holder and/or contractual partner (hereinafter referred to as CONTRACTUAL PARTNER).

1.2. The WEBSITE is a platform operated by SPORTFIVE. Depending on the respective CONTRACTUAL PARTNER, SPORTFIVE sells the

tickets solely as a commission agent or representative in the name and on behalf of the respective CONTRACTUAL PARTNER. Natural and legal persons as well as partnerships that have registered (hereinafter:

MEMBERS), have the opportunity to submit an offer to purchase tickets via the WEBSITE. With regard to the booked event, a contract is concluded exclusively between you and the respective CONTRACTUAL PARTNER. The CONTRACTUAL PARTNER's general terms and conditions may apply, which you must also have read and accepted before submitting your offer. These therefore apply in addition to these GTC. In the event of deviating provisions, these GTC of SPORTFIVE shall take precedence. The respective CONTRACTUAL PARTNER

will be displayed during the ordering process. It follows that all claims relating to the event, its organisation or

in connection with attending the event must be asserted exclusively against the CONTRACTUAL PARTNER. This applies in particular to claims in connection with the cancellation or postponement of an event or programme changes.

1.3. The contract between you and the CONTRACTUAL PARTNER can only be concluded in German or English. The contract text will be stored by us after conclusion of the contract. However, it is not accessible to you on our website. Please refer to the respective terms and conditions of the CONTRACTUAL PARTNER to find out whether the contract text is also stored by the CONTRACTUAL PARTNER and accessible to you on their website. The order details and the terms and conditions (either as an attachment or linked in the email) will be sent to you by email so that you can access them and save them in a reproducible form. You will receive the invoice either directly with the aforementioned email or shortly afterwards in a separate email.

2. Registration as a MEMBER, subject matter and scope of the user agreement

2.1. The purchase of tickets requires registration as a MEMBER. Registration is completed by opening a member account. This creates a contract between SPORTFIVE and the MEMBER regarding the use of the WEBSITE (hereinafter referred to as the user agreement). There is no entitlement to the conclusion of a user agreement.

2.2. Only legal entities, partnerships and natural persons with unlimited legal capacity are permitted to register. In particular, minors are not permitted to register on the WEBSITE.

2.3. The data requested by the WEBSITE during registration must be provided completely and correctly, e.g. first and last name, current address (no

PO box), a valid email address and, if applicable, the company name and an authorised representative.

2.4. Registration of a legal entity may only be carried out by a natural person authorised to represent the entity, who must be named. Only individuals may be specified as owners of the member account during registration (i.e. no married couples or families).

2.5. If the information provided changes after registration, the MEMBER is obliged to correct the information in their member account immediately.

2.6. When registering with a member account, MEMBERS choose a member name and password. The member name must not infringe the rights of third parties – in particular name or trademark rights – and must not violate public decency.

2.7. MEMBERS must keep their password secret and carefully secure access to their member account. MEMBERS are obliged to inform SPORTFIVE immediately if there are indications that a member account has been misused by third parties.

2.8. SPORTFIVE will not disclose a MEMBER's password to third parties and will never ask a MEMBER for their password by email or telephone.

2.9. MEMBERS are generally liable for all activities carried out using their member account. If the MEMBER is not responsible for the misuse of their member account because there has been no breach of their existing duties of care, the MEMBER shall not be liable.

2.10. A member account is non-transferable.

2.11. SPORTFIVE reserves the right to delete member accounts that have not been fully completed after a reasonable period of time.

2.12. SPORTFIVE cannot be held responsible if certain data, e.g. during registration, does not reach SPORTFIVE or is incorrect.

2.13. SPORTFIVE may restrict use of the WEBSITE at any time or make individual functions of the WEBSITE or the extent to which individual functions and services can be used subject to certain conditions.

2.14. On the basis of the user agreement and these General Terms and Conditions, SPORTFIVE is entitled to store and process the personal data entered by the MEMBER during setup or registration, as well as the ticket selection, so that SPORTFIVE can process the offer sent to the MEMBER and send the acceptance declared on behalf of the CONTRACTUAL PARTNER. The data entered via the

WEBSITE will therefore be used by SPORTFIVE for the purpose of processing the order. Further information on the use of the data entered via the WEBSITE can be found under the heading 'Data Protection' at <https://www.official-vip.co.uk/en/data-protection>.

2.15. The MEMBER is entitled to terminate their membership account and thus also the user agreement at any time without notice by sending an email to info@official-vip.co.uk.

No reasons need to be given.

2.16. SPORTFIVE reserves the right to delete member accounts that are obviously no longer in use. Obviousness is always assumed if the MEMBER does not respond in writing despite three written requests sent by email to the email address registered by the MEMBER.

2.17. After termination of the member account and termination of the user agreement, SPORTFIVE is entitled to assign an alias (user name) used by the MEMBER to other MEMBERS. The MEMBER is also

entitled to re-register via the WEBSITE after termination of the member account and termination of the user agreement.

3. Conclusion of contract for the purchase of tickets

3.1. The contract for the purchase of tickets is concluded exclusively between you and the respective CONTRACTUAL PARTNER or SPORTFIVE.

If events are advertised on the WEBSITE and the sale of tickets for the CONTRACTUAL PARTNERS is promised, this merely constitutes a non-binding invitation to you to submit a purchase offer.

SPORTFIVE does not guarantee that tickets for the event will still be available. The offer to conclude a contract is made by you as soon as you click on the 'order with obligation to pay' dialogue box at the end of the ordering process. Your offer is accepted by SPORTFIVE as the representative of the respective CONTRACTUAL PARTNER or as a commission agent.

This is done by the respective CONTRACTUAL PARTNER sending you an invoice for the tickets booked to the email address you provided during registration

or by the respective CONTRACTUAL PARTNER sending you the respective tickets or making them available to you electronically. Acceptance is therefore not yet effected by the automatically generated order summary that you receive immediately after submitting your offer.

3.2. If, for whatever reason, the number of tickets you have requested is not available, you will be notified of this before the contract is concluded

and you will no longer be bound by your offer. You will then have to place a new order. We reserve the right to reject your offer on behalf of the CONTRACTUAL PARTNER at any time without giving reasons.

4. Delivery

4.1. Tickets will be shipped worldwide to the recipient address you have provided by a shipping service provider or electronically in the form of an e-ticket or a Print@Home ticket. The selection of the shipping service provider is the responsibility of the CONTRACTUAL PARTNER. In the event that timely delivery of the tickets cannot be guaranteed, there is the alternative option of depositing the tickets at the event venue.

4.2. Tickets will be dispatched between receipt of payment confirmation and before the event. Unless otherwise expressly agreed,

information about delivery dates is non-binding.

4.3. If it is not possible to send the tickets to you because you provided an incorrect recipient address during registration, you shall bear the costs of the unsuccessful delivery. If the recipient cannot be found at the address you provided and/or the tickets do not fit in the letterbox, the tickets will be deposited in accordance with the provisions of the respective delivery service provider.

4.4. You are obliged to check your tickets immediately upon receipt to ensure that they match your order and to notify us of any discrepancies by email without delay. You will then be sent another ticket.

If it is not possible to send another ticket because the event is sold out, we will of course refund any payments you have made to us.

5. Prices, ticket information and terms of payment

5.1. The prices and other ticket information (including event dates, locations and times) listed on the WEBSITE have been provided to SPORTFIVE by

the CONTRACTUAL PARTNER and are subject to change. No guarantee is given that this information is up to date and correct at the time the order is placed. The CONTRACTUAL PARTNER is the sole point of contact in the event of cancellation, postponement or change of venue or date of the event. The information printed on the ticket applies.

5.2. Depending on the respective CONTRACTUAL PARTNER, SPORTFIVE accepts advance payment, payment by credit card, PayPal and/or (instant) bank transfer as methods of payment. SPORTFIVE uses the service provider Adyen to process payments. Tickets will only be dispatched once the payment has been credited to the respective account.

6. Purchase price refund, right of withdrawal

6.1. A claim for the return of tickets and refund of the purchase price shall only exist in the event of cancellation or postponement of events. This

claim relates to the staging of the event and is therefore directed against the CONTRACTUAL PARTNER. In such a case, SPORTFIVE shall only be responsible for the reversal of the transaction within the framework of the contractual relationship between the MEMBER and the CONTRACTUAL PARTNER, insofar as the CONTRACTUAL PARTNER makes the corresponding amounts available.

6.2. In the event of the event being cancelled without replacement, SPORTFIVE must be notified of the claim for reimbursement of the purchase price within the meaning of clause 6.1 no later than four

(4) weeks after the cancelled event date.

6.3. Your rights to withdraw from the contract or claim damages within the framework of the statutory provisions due to a breach of duty for which the CONTRACTUAL PARTNER is responsible remain unaffected.

6.4. As SPORTFIVE provides leisure services on behalf of the CONTRACTUAL PARTNERS, the provisions governing distance contracts do not apply in this case. This means that there is no right of withdrawal. Any order you place is therefore binding immediately after it is submitted and obliges you to accept and pay for the tickets ordered.

7. Liability

7.1. The information about the event displayed to you has been provided to SPORTFIVE by the CONTRACTUAL PARTNER.

We are therefore not liable for the accuracy of this information. This does not apply if we become aware of the inaccuracy of such information (e.g. through a customer complaint) and do not take steps to ensure that the CONTRACTUAL PARTNER corrects the information.

customer complaint) and do not take action to ensure that the CONTRACTUAL PARTNER corrects the information.

7.2. SPORTFIVE shall be liable in accordance with the statutory provisions for any breaches of duty based on intent or gross negligence, including intent or gross negligence on the part of our legal representatives or vicarious agents.

7.3. SPORTFIVE shall only be liable for simple negligence if SPORTFIVE culpably breaches a material contractual obligation (cardinal obligation). A contractual obligation is essential if its breach jeopardises the achievement of the purpose of the contract or if its fulfilment is essential for the proper execution of the contract and if the contractual partner can regularly rely on its compliance. In this case and in the event of default and impossibility, liability for damages shall be limited to the foreseeable, typically occurring damage.

7.4. Liability for culpable injury to life, limb or health or on the basis of claims under the Product Liability Act remains unaffected.

8. Competition

8.1. The organiser of the 'TRIKOT' competition is SPORTFIVE Germany GmbH, Barcastraße 5, 22087 Hamburg (hereinafter referred to as 'SPORTFIVE').

All persons residing in Germany who are at least 18 years of age at the time of participation are eligible to participate. Legal representatives and employees of SPORTFIVE, as well as their relatives and other third parties associated with this event, are excluded from participation.

8.2. Participation is free of charge. Participation and chances of winning are not dependent on the purchase of a product. The competition begins on 15 August 2025 and ends on 15 September 2025.

8.3. To participate in the competition, participants must click on the button in the competition email and enter their interests and postcode.

8.4. The winners will be drawn from all participants.

8.5. The winners will be notified in writing by e-mail by SPORTFIVE on 22 September 2025. If the winner does not respond within ten days, the prize will be forfeited.

8.6. Winners are not entitled to cash payment of prizes or exchange of prizes for other items. Prizes are not transferable to anyone other than the participant.

8.7. SPORTFIVE reserves the right to change, discontinue or suspend the game and the prize draw in whole or in part without prior notice in the event of unforeseen circumstances. These circumstances include, but are not limited to, the occurrence of a computer virus, a programme error, unauthorised intervention by third parties or mechanical or technical problems beyond the control and influence of SPORTFIVE.

8.8. If a participant violates these conditions of participation or provides inaccurate information, SPORTFIVE may exclude them from participation without having to give reasons.

8.9. SPORTFIVE shall be liable to the participant in accordance with the statutory provisions for damages resulting from injury to life, limb or health based on an intentional or negligent breach of duty, as well as for other damages based on an intentional or grossly negligent breach of duty or malice. In addition, SPORTFIVE shall be liable for damages

covered by liability under mandatory statutory provisions such as the Product Liability Act, as well as in the event of the assumption of guarantees. In all other cases, SPORTFIVE shall only be liable for slight negligence if it, its legal representatives, executive employees or other vicarious agents breach a contractual obligation, the fulfilment of which is essential for the proper execution of the contract, the breach of which jeopardises the achievement of the purpose of the contract and on the observance of which the participant could regularly rely. In such cases, liability shall be limited to typical and foreseeable damages. In all other cases, SPORTFIVE shall not be liable for slight negligence.

8.10. Should individual provisions of these conditions of participation be or become invalid, inadmissible or unenforceable, this shall not affect the validity of the remaining conditions of participation. The invalid, inadmissible or unenforceable clause shall be replaced by provisions whose effects come as close as possible to the economic objective. Any rights arising from the legal relationship underlying these conditions of participation are not transferable to third parties by the participant. The law of the Federal Republic of Germany applies. Legal recourse is excluded.

8.11. Insofar as personal data of participants is collected, processed and/or used within the scope of the promotion, this is done exclusively for the purpose of conducting the competition. The data is stored on SPORTFIVE's servers or external servers. Our data processing is largely carried out with the involvement of so-called hosting service providers, who provide us with storage space and processing capacities in their data centres and also process personal data on our behalf in accordance with our instructions. These service providers either process data exclusively within the EU or we have guaranteed an adequate level of data protection with the help of the EU standard data protection clauses. After the competition has ended, the data will be deleted immediately. In addition, participants are entitled to revoke their consent to the use of their data by SPORTFIVE at any time. To do so, simply send an email to info@official-vip.co.uk. In the event of revocation before the winners have been determined, the participant will not be considered.

8.12. By participating in the prize draw, the participant agrees to these terms and conditions.

9. Final provisions

9.1. You can contact the portal operator SPORTFIVE as follows:

- By email: info@official-vip.co.uk
- By post at the address SPORTFIVE Germany GmbH, Barcastraße 5, 22087 Hamburg.

9.2. The address for service is the same as the address in section 8.1; SPORTFIVE is legally represented by its managing directors: Hendrik Schiphorst and Philipp Hasenbein.

9.3. Amendments to these Terms and Conditions by SPORTFIVE (e.g. changes to the registration process, adjustments to the Terms and Conditions to reflect modified or new services or functionalities) shall be deemed to have been accepted and effectively agreed by the registered MEMBER unless the MEMBER expressly objects to the amendments in writing, including by email, within four weeks of receiving the amended Terms and Conditions. The MEMBER is obliged to keep their email address up to date at all times (see section 2.5).

9.4. Should individual provisions of these General Terms and Conditions be or become invalid or void, or should there be a loophole requiring regulation, the remaining provisions of the General Terms and Conditions of the Agency Agreement shall remain in force. In this case, the parties undertake to agree in good faith on a valid provision to replace the invalid, void or missing provision, which comes closest to the documented intention of the parties in economic terms.

It is the express intention of the parties that this severability clause does not merely result in a reversal of the burden of proof, but that § 139 BGB (German Civil Code) is waived in its entirety.

9.5. Details regarding the MEMBER's ticket selection and ticket order will be stored by SPORTFIVE after completion of the order process and can be accessed by the MEMBER at any time via their member account. The current version of these General Terms and Conditions is available to the MEMBER at any time at www.official-vip.co.uk.

9.6. The law of the Federal Republic of Germany shall apply, excluding the UN Convention on Contracts for the International Sale of Goods.

9.7. For MEMBERS who are merchants within the meaning of the German Commercial Code, a special fund under public law or a legal entity under public law and/or who are domiciled outside the Federal Republic of Germany, Hamburg shall be the exclusive place of jurisdiction for all disputes arising from the user agreement, from SPORTFIVE's representation in the purchase of tickets and from these GTC.

9.8. For MEMBERS who are consumers and have their place of residence in the Federal Republic of Germany, the place of jurisdiction shall be the respective place of residence of the MEMBER.