



REGULATIONS InViola Card

Adj. 06/03/2023

These Regulations define the procedures for the issuance and use of In ViolaCards and will be made available at ACF FIORENTINA points of sale, at FiorentinaPoint in Via dei Sette Santi 28r 50131 Firenze (FI). on the website inviola.acfflorentina.com and on the website www.acfflorentina.com

It is supplemented by the attached "InViola Premium Card Regulations" and the "InViola Card Information" made available on the website.

ACF FIORENTINA S.r.l. reserves the right to make changes to the "InViola Card Regulations " and the attached "InViola Premium Card Regulations", respectively, at any time, taking care that the changes made do not harm the Card Holders, hereinafter also Fans or, individually, Tifoso. Any changes will be made known to the Holders through notices on the website inviola.acfflorentina.com and on the website www.acfflorentina.com.

1. THE InViola Card

The **InViola Card** is a numbered card, bearing a unique code associated with its holder, which enables participation in loyalty programs and, in particular, in all campaigns (prize operations, prize contests, point collections, season tickets, repeat purchases, discount campaigns, etc.) promoted by ACF Fiorentina under the conditions of the relevant regulations that will be published upon their activation on the website inviola.acfflorentina.com and on the website www.acfflorentina.com.

The InViola Card Member:

- > Is assigned by name. Each Fan may be the holder of only one Card and is required to make use of it, exclusively private and non-commercial, in accordance with these Regulations;
- > remains, however, the property of ACF FIORENTINA S.r.l.;
- > does not expire, unless otherwise indicated by ACF Fiorentina and/or changes to these Regulations.

1.1 FEATURES ASSOCIATED WITH THE InViola Card.

- > **Fan card** (*InViola Premium Card only*) with which:
 - Obtain the ability to purchase season subscriptions
 - Easy access, through gates equipped with electronic reading systems, to sectors of sports facilities;
 - Acquire coupons reserved for "guest" sectors in case of matches to be played away;
 - be "exempt" (barring contingent evaluations) from any prescriptions indicated by the Committee for the Analysis of the Safety of Sporting Events and adopted by the competent provincial public safety authorities;
 - Easily purchase, through more streamlined buyer identification procedures, coupons related to the event of interest.
- > **Association to access titles to the Artemio Franchi Stadium in Florence**(hereinafter "Stadium") (*InViola Premium Card only*): it will be possible to associate to the InViola Card no more than three access titles at the same time in the name of the Fan/owner. The Fan will be able to purchase the access tickets, also online, associating them with his/her card, which will replace the normal paper ticket(s).

For physical access to the stadium, it will be sufficient to present the InViola card along with the placeholder coupon (printed independently or provided at the ticket offices).



It is reiterated that ticket holders will always be identified by showing valid ID upon entering the Stadium.

N.B.: Possession of an InViola Card does not automatically confer the right to purchase the access titles requested from time to time. This possibility will depend on the actual availability of the aforementioned titles and/or the absence of other reasons preventing the issuance

- > **Participation in prize operations, prize competitions, point collections, discount campaigns, loyalty campaigns** etc., promoted by ACF Fiorentina. For participation in the various campaigns, an act of adhesion will always be required from the Card Holder
- > **Access to discount campaigns reserved for InViola Card holders**

ACF Fiorentina is not responsible for any consequences, direct or indirect, related to dysfunctions of the InViola Card and the systems for its management; however, it undertakes to do everything possible to ensure that Holders recover any benefits that may have accumulated and not been used.

1.2 THE DIFFERENT TYPES OF InViola Card.

There are various types of InViola Cards that differ according to the functions they give access to and their recipients.

> **InViola Premium Card:**

It constitutes the Fan Card, so it is issued with different forms and procedures than other InViola Cards. As a "Fan Card" it is Regulated, in terms of issuance and management procedures, by the attached "**InViola Premium Card Regulations.**"

It constitutes the only means of purchasing Season Tickets for the Artemio Franchi Stadium in Florence.

It can also be used for:

- Facilitate the purchase of tickets to attend sporting events organized by ACF FIORENTINA or to which it participates;
- Streamline procedures for access to the Stadium;
- Offer the possibility for the purchase of access tickets even when restrictions are imposed by the PS Authority for matters of public order;
- Be associated with tickets to the Artemio Franchi stadium according to point 1.1 above
- Enjoy discounts reserved for InViola Card holders;
- on a par with the InViola Card "Member" and at the request of the interested party, participate in the Loyalty Campaigns promoted by ACF Fiorentina, taking advantage of the related discounts reserved for InViola Card holders, simply by presenting it and requesting the allocation of points/prizes according to what is provided for each campaign.

> **InViola Virtual Card** (InViola App and/or registration at www.acffiorentina.com):

Usable with tablets and smartphones, it is issued to the Holder who downloads and registers the InViola APP or registers at www.acffiorentina.com by correctly following the prescribed procedures.

It constitutes the card intended for the wider public It can be used for:

- Participate in prize operations, sweepstakes and other campaigns promoted by ACF Fiorentina in accordance with the relevant regulations
- enjoy discounts reserved for InViola Card holders
- participate in Florentine world experiences reserved for inviola members



- take advantage of additional content and services reserved for inviola members, made available by ACF Fiorentina accessible through the restricted area activated on the site,

> **InViola Card "Member":**

It effectively constitutes the physical version of the **InViola Virtual Card**, issued until the 2020/2021 sports season, which can no longer be applied for.

2. REQUIREMENTS OF THE INTESTATORS OF THE InViola Virtual Card.

The following can apply for **InViola Virtual Cards**

- Natural persons of full age who have the capacity to act,
- individuals with an age between 14 and 18 years of age or less, exclusively with the express permission of those exercising parental responsibility over them,

who have not already been holders of InViola Cards withdrawn/cancelled by ACF Fiorentina in accordance with the provisions of these Regulations, bearing in mind that some prize operations may be reserved only for residents or domiciled in specific geographical areas indicated in the relevant regulations.

3. InViola Card Release.

The InViola Virtual Card is issued free of charge:

- > following the completion by the interested party of the registration procedure provided on the website inviola.acfflorentina.com or on the website www.acfflorentina.com; in this regard, it is specified that having completed the registration procedure, the interested party will be given a unique code that will be associated with the InViola Card. This code can be used for Participation in prize operations, sweepstakes and other campaigns promoted by ACF Fiorentina through the Internet.
- > following the completion by the interested party of the installation and activation procedure of the InViola APP

The InViola APP can be downloaded free of charge from the main APP STORE and takes on the value of the InViola Virtual Card only after the completion of the registration procedure carried out by users of legal age (see in this regard point 2 above).

Please note that requests for the issuance and activation of InViola Cards, made by filling out and signing the relevant forms or through the InViola APP, always presuppose that you have read and fully accept these Rules and Regulations and the regulations of the prize operations active at the time of the request.

3.1 ACCOUNT CREATION

The e-mail address provided by the interested party when applying for the InViola Card or, will be used to create a personal account for the card holder to access his or her restricted area accessible from inviola.acfflorentina.com or www.acfflorentina.com

Through the account it will be possible:

- Edit/update and verify your user profile at any time,
- possibly registering for new initiatives/events of their interest more easily and enjoying the priority offered to registered users,
- consult The balance of one's points accumulated under the reward operations promoted by ACF Fiorentina.
- Take advantage of additional content and services made available by ACF Fiorentina.



Please note: In order to complete the registration, the user must be in possession of an authentication code that will be sent to him/her via e-mail. Activation of the account will become effective only after the first login made by the holder.

4. Using InViola Cards

Except as set forth in point 1.1 above for access to the Stadium following the association to the Card of Access Titles, the procedures for the use of the InViola Cards will be described in the regulations of the Loyalty Campaigns promoted from time to time by ACF Fiorentina (Prize Operations, prize competitions, etc.). In any case, unless otherwise indicated, in order to take advantage of the benefits reserved for InViola Card holders, it will be sufficient to present the Card or the bar code displayed by the "InViola Card App" to the staff of the Fiorentina Stores and the establishments belonging to the InViola circuit adhering to the loyalty campaigns promoted by ACF Fiorentina.

5. Loss, damage, theft, manipulation, forgery of the InViola Card

In the event of theft or loss of the card, the cardholder must promptly give notice by sending an e-mail to loyalty@acfflorentina.it followed by a written communication by registered mail with return receipt to ACF FIORENTINA S.R.L., Viale Manfredo Fanti n.4 - 50137 Firenze (FI).

In case of loss/theft of the InViola Premium Card, ACF Fiorentina reserves the right to request at its sole discretion also a copy of regular complaint to the competent Authorities before proceeding to issue the replacement Card.

The blocking of the card will be effective only after 24 working hours from the communication and the present points will be recharged on a new card with a different code, which will be sent directly to the home of the holder or delivered at Fiorentina Points and FIORENTINA stores (Fiorentina Store).

If the points on the card were used to acquire rewards before the card was effectively blocked, they cannot be recharged to the new card.

6. Manipulation, counterfeiting of InViola Card

Counterfeiting, altering or otherwise modifying InViola Cards is prohibited.

In cases of counterfeiting or manipulation, the holder will not be entitled to the recognition or refund of any benefits that may have been accumulated and not used, the provisions of Section 8 below will also apply.

7. Return/cancellation of the charter

The Cardholder may, at any time, return/cancel his/her InViola Card.

The return entails the forfeiture of any accumulated and unused benefits.

8. Revocation and suspension of the InViola Card

Should it be established that the use of the InViola Card differs from the provisions of these Regulations or the regulations of the loyalty campaigns promoted by ACF Fiorentina, the latter reserves the right to suspend without notice the use of the card for participation in prize operations and any competitions connected to it.

In the event that the InViola Card is used fraudulently or incorrectly or in any way detrimental to ACF FIORENTINA, it may proceed to the immediate revocation of the Card, without prejudice to the right to demand from the holder of the InViola Card the return of any benefits illegally acquired (points, rewards, discounts, other), as well as to take any legal action against him/her.



Revocation in all cases results in the cancellation of the Card and the cancellation of all benefits possibly accumulated and unused.

9. OBLIGATIONS OF THE CARD HOLDER

The holder also undertakes to notify ACF FIORENTINA S.r.l. of any changes in his or her personal data, preferably by updating his or her profile in the restricted area that can be reached at inviola.acfflorentina.com or at www.acfflorentina.com (point 3.1 above)

Use of the InViola Card implies acceptance of the conditions set forth in these Regulations and in Those governing individual promotional campaigns.

10. Reports or clarifications

The Cardholder may forward any report or request for clarification to loyalty@acfflorentina.it or request information at Fiorentina Points and Fiorentina stores (Fiorentina Store).



ADDED TO "InViola Card RULES"

REGULATIONS InViola Premium Card

Adj. 2022

This document supplements the InViola Card Regulations by defining the special rules referring to the issuance, management and use of the **InViola Premium Card**.

For participation in the loyalty programs promoted by ACF Fiorentina and for anything not expressly and/or otherwise regulated by this Annex, the provisions of the InViola Card Regulations remain valid.

1. The InViola Premium Card,

As already stated in the InViola Card Regulations:

- > represents a "facilitation" - pursuant to art. 8 d.l. February 8, 2007, no. 8, converted, with amendments, by Law April 4, 2007, no. 41 and subsequent amendments and additions, including regulatory - to the purchase of tickets to attend sporting events, organized by ACF FIORENTINA or in which it participates.
- > is formally issued by ACF FIORENTINA S.r.l. upon clearance from the competent authorities.
- > It constitutes the only means of purchasing Season Tickets for the Artemio Franchi Stadium in Florence.

Also used for:

- Facilitate the purchase of tickets to attend sporting events organized by ACF FIORENTINA or to In which it participates;
- Streamline procedures for access to the Stadium;
- offer the possibility for the purchase of admission tickets even when there are restrictions imposed by the PS Authority for public order issues;
- Be associated with tickets to the Artemio Franchi stadium according to point 1.1 above
- Enjoy discounts reserved for InViola Card holders;
- like the InViola Virtual Card, participate in the Loyalty Campaigns promoted by ACF Fiorentina, enjoying the related discounts reserved for InViola Card holders, simply submitting it and requesting the awarding of points/awards according to what is provided for each campaign.

The InViola Premium Card is valid for 3 years with regard to access in the stadium (single match tickets and season tickets) and away matches, as provided for by the current regulation. Once expired, unless the holder applies for renewal, it will be switched to InViola Virtual Card if the holder has in the meantime participated in the loyalty campaigns organized by ACF FIORENTINA.

No one can be a Holder of more than one InViola Premium Card.

The InViola Premium Card remains at all times the property of ACF FIORENTINA S.r.l., based in Viale M. Fanti no. 4. - 50137 Florence, which may order its revocation and request its return in accordance with point 10 below.

2. REQUIREMENTS OF INVIOLA Premium Card Holders.

InViola Premium Cards may be applied for by natural persons of legal age, who have the capacity to act, and by natural persons who are minors, (the latter only with the explicit permission of those who



exercises parental authority over them), who are residents or domiciled in the Italian Republic, the Vatican City State or the Republic of San Marino, and:

- > who are not the recipients of measures under Article 6 of Law No. 401 of December 13, 1989, or under Law No. 1423 of December 27, 1956;
- > who have not in any case been convicted, even with a non-final judgment, of crimes committed at or because of sporting events;
- > to whom access to sporting events has not otherwise been barred under the applicable regulations;
- > who have not already been holders of InViola Cards that have been withdrawn/cancelled in accordance with the provisions of these Regulations or on the instructions of the competent Public Security Authorities.

For the purposes of the issuance of ACF FIORENTINA Season Tickets, for the InViola Premium Card there is no minimum age limit of 14 years old provided, instead, for the other InViola Cards and for the participation in the loyalty campaigns promoted by ACF FIORENTINA

3. RELEASE of the InViola Premium Card

The issuance of the **InViola Premium Card** follows the procedure stipulated in the current regulations governing the "Fan Card" and is subject to the clearance of the competent P.S. Authorities.

The InViola Premium Card is issued:

- > By staff at Fiorentina Points and Official ticket offices.
- > through the completion of the purchase process on the VIVATICKET portal
- > through the ticketing area of the website www.acfflorentina.com, also managed by VIVATICKET

When applying for the InViola Premium Card, a maximum fee established by ACF Fiorentina is requested, communicated at the time of application and/or published on inviola.acfflorentina.com or on the website www.acfflorentina.com,

The InViola Premium Card is and remains, however, the property of ACF FIORENTINA S.r.l., which may order its revocation and request its return in accordance with point 10 below.

Withdrawal and revocation of the Card or any failure to issue it (due to the absence of the requirements, provisions of the competent P.S. Authorities or other reasons attributable to the responsibility or fault of the applicant) shall not entitle the applicant to a refund of the above-mentioned fee

For the purpose of issuing the **InViola Premium Card**, the applicant must:

- > provide the required biographical data by filling out the APPLICATION FORM IN VIOLA CARD GOLD, self-certifying that he/she is not the recipient of measures under Article 6 of Law No. 401 of December 13, 1989, or under Law No. 1423 of December 27, 1956, or that he/she has not been convicted in any way, even with a non-final judgment, of crimes committed on the occasion of or because of sports events;
- > attach a passport photo of the applicant to the form that guarantees its recognition (e.g., that it is not older than 6 months, without headgear or other elements that conceal or disguise the applicant's face, etc.). The passport photo will be scanned and kept for the period of validity of the InViola Premium Card. In the absence of the passport photo, it will be possible to go to OFFICIAL TICKET OFFICES where the applicant's image will be scanned directly by the staff appointed by ACF FIORENTINA;
- > Exhibit a valid identity document For applications submitted through authorized websites (e.g., by filling out the form on the VIVATICKET portal) it will be sufficient to cite the details of an identity document, which the staff members will ask you to show when collecting the Card at the Official Ticket Office in Via Sette Santi - Florence.



Applications lacking the required mandatory data or containing manifestly untrue information will not be considered without any obligation to notify the applicant.

The application for issuance has the value of a proposal and will be considered accepted only at the time and place of eventual granting by ACF FIORENTINA S.r.l., including through third parties delegated by the same for this activity (e.g. VIVATICKET) and receipt by the applicant of the InViola Premium Card.

Failure to issue due to the absence of the requirements and/or the provision of the competent P.S. Authorities, shall be communicated to the contact details he may have provided by the applicant or, failing that, to the applicant himself when he presents himself to collect the Card. In this case ACF FIORENTINA is not required to provide further and more specific explanations.

The request for the issuance and activation of the InViola Card presupposes acknowledgement and acceptance of the following Full InViola Card Regulations.

3.1 ACCOUNT CREATION

Again, the e-mail address provided by the person when applying for the InViola Card will be used to create a personal account for the card holder to access his or her restricted area accessible from inviola.acfflorentina.com or www.acfflorentina.com

Through the account it will be possible:

- Edit/update and verify your user profile at any time,
- possibly registering for new initiatives/events of their interest more easily and enjoying the priority offered to registered users,
- consult The balance of one's points accumulated under the reward operations promoted by ACF Fiorentina.
- take advantage of additional content and services made available by ACF Fiorentina,

Possession of the account is, moreover, necessary in order to participate in the sweepstakes or operations.

Please note: In order to complete the registration, the user must be in possession of an authentication code that will be sent to him/her via e-mail. Activation of the account will become effective only after the first login made by the holder.

4. INVIOLA PREMIUM CARD DELIVERY

The InViola Premium Card will be delivered exclusively:

- > by mail, via tracked and insured courier, to the address provided at the time of request on the portal operated by VIVATICKET
- > for requests presented at FIORENTINA POINTS to the direct interested party, holder of the Card, who will be asked to show an identity document, or to a person with a written proxy accompanied by a photocopy of the identity document of the holder of the InViola Premium Card; the proxy person who will proceed to collect the Card will be asked:
 - The production of an identity document, the details of which will be noted,
 - signing a handover document whereby he/she will undertake to properly guard the Card until it is delivered to the holder assuming all related responsibilities.

5. RENEWAL of the InViola Premium Card

The InViola Premium Card is valid for 3 years and can be renewed more than once. Renewal:

- > may be applied for by following the same procedures as for issuance (item 3 above)



- > Must be requested at least 30 days in advance of the expiration date of the InViola Premium Card

6. Using the InViola Premium Card

The use of the InViola Premium Card by a person other than its Holder, as well as any other use not in accordance with what is expressly provided for in the applicable regulations and legislation, constitutes a legally punishable offense.

The purchase of tickets for access to sports facilities through the Card will entitle the holder to access them through "dedicated lanes and gates," while not excluding the possibility of being subjected to security checks by both stewards and Public Order Forces including therein the possibility of being asked to show a valid identity document.

The " InViola Premium Card" does not in itself constitute proof of purchase of tickets/services/products except at the time when the appropriate readers or the appropriate paper documentation, confirm the possibility of their enjoyment. The same Card will also not give the right to enjoy events/services/products other than those purchased or earned in the course of any participation in loyalty programs, or to occupy seats other than those purchased/earned.

In the event that an InViola Premium Card holder wishes to transfer an access ticket included in the subscription that may be associated with his or her InViola Premium Card, he or she may only do so with respect to another InViola Premium Card holder.

7. Loss, theft of InViola Premium Card

In case of theft or loss of the card, the card holder shall:

- > give timely notice by sending an e-mail to biglietteria@acffiorentina.it and to loyalty@acffiorentina.it then following up with a written communication addressed to ACF FIORENTINA S.r.l., Viale Manfredo Fanti n.4 - 50137 Firenze (FI).
- > file a regular complaint with the competent authorities at a Judicial Police office (Carabinieri, State Police, etc.), a copy of which must be forwarded to ACF FIORENTINA S.r.l.

The stolen/lost Card will be cancelled and the holder can apply for a new Card, which will be assigned a different code.

8. Manipulation, counterfeiting of InViola Premium Card

Counterfeiting, altering or otherwise modifying the InViola Premium Card is prohibited. Counterfeiting or altering the InViola Premium Card constitutes a criminally punishable offense.

In cases found to be counterfeit or tampered with, the card will be immediately withdrawn and the Company may not reimburse the admission tickets associated with it, the provisions of Section 10 below will also apply

9. Return of the Charter

The holder may, at any time, return his or her InViola Premium Card by written notice to ACF FIORENTINA S.r.l.

The validity of the Card will cease from the date of receipt of the notice and the InViola Premium Card by the Company.

In such a case, unused access tickets and any fee paid at the time of the release/renewal request will not be refunded.



10. Revocation and suspension of the InViola Card

ACF FIORENTINA may revoke or suspend the InViola Premium Card:

- a. made out to the owners:
 - against whom it is established that he or she is subject to the measures referred to in Article 6 of Law No. 401 of December 13, 1989, or in Law No. 1423 of December 27, 1956, or denunciation or conviction, even with a non-final judgment, for crimes committed at or because of sports events;
 - Who are responsible for violating the rules of use of the sports facility;
- b. as a result of orders from the competent P.S. authorities;
- c. in the event that false statements are established by the holder concerning the presence of grounds for refusal to issue the Card;
- d. If it is established that the InViola Premium Card has been used contrary to the provisions of these Regulations;
- e. in the event that the InViola Premium Card is used fraudulently or incorrectly or otherwise detrimental to ACF FIORENTINA, the right to take any legal action against the Card holder remains unaffected.

In case of revocation/suspension of the InViola Premium Card:

- > unused admission tickets and any fee paid at the time of the issuance/renewal request will not be refunded.
- > the Company's only obligation will be to notify the applicant/owner that the Card cancellation, without further and more specific explanation.

11. OBLIGATIONS OF THE CARD HOLDER

The Holder also undertakes to notify the Issuer of any changes in his personal data.

Use of the InViola Premium Card implies acceptance of the conditions set forth in this Regulations.

I Holder is required to punctually observe and comply with the RULES OF USE OF THE PLANT. SPORTS STADIUM ARTEMIO FRANCHI IN FLORENCE.

12. Reports or clarifications

InViola Premium Card holders can forward any reports or inquiries to fiorentinapoint@acffiorentina.it or request information at Fiorentina Points and Fiorentina retail outlets (Fiorentina Store).