

GENERAL TERMS OF CONTRACT FOR THE SALE OF THE 2023 JUVENTUS WINTER EXPERIENCE PACKAGE

Terms drafted in conformity with European Directive 2015/2302, transposed by Italian Legislative Decree 62/2018

Subject and content of the package sale contract

The travel contract (hereinafter the "Contract") is constituted by these general terms (hereinafter the "General Terms"), the description of the package on the Website, the Pre-Contractual Information-Technical Specifications, the Standard Information Form, the Juventus Summer Camp Code of Conduct, as well as the booking confirmation of the services requested by the Purchaser. By signing the package sale offer, the Purchaser expressly declares to have read, understood and accepted, in the name and on behalf of the Participant, both the Contract as regulated herein and the warnings contained therein, and these General Terms, the Pre-Contractual Information-Technical Specifications and the Juventus Summer Camp Code of Conduct. Upon entering into the Contract or, in any event, as soon as possible, the Organiser will provide the Purchaser with a copy or confirmation of the Contract on a durable medium.

1. Legislative sources

The sale of tourist packages, concerning services to be provided both nationally and internationally, is regulated by Articles 32-51 novies of Italian Legislative Decree no. 79 of 23 May 2011 (known as "Tourism Code", hereinafter TC), as amended by Italian Legislative Decree no. 62 of 21/05/2018 implementing EU Directive no. 2015/2302, as amended, as well as by the provisions of the Italian Civil Code in relation to transportation and mandate, as applicable.

2. Administrative regime

1. The Organiser of the package shall be qualified to carry out their respective activities according to the legislation in force, including regional or municipal legislation, in view of their specific expertise.
2. The Organiser shall inform third parties, prior to entering into the Contract, of the details of the insurance policy to cover risks arising from professional civil liability, as well as the details of other optional or mandatory guarantee policies to protect travellers against events that may affect the execution or performance of the holiday, such as cancellation of the trip, or coverage of medical expenses, early return, loss of or damage to luggage, as well as details of the guarantee against risks of insolvency or bankruptcy of the organiser and the intermediary, each insofar as they are responsible, for the purposes of the refund of the sums paid by the Purchaser or the return of the Participant to the departure location, if the package includes transportation services.
3. In accordance with Art. 18, paragraph VI of the Tourism Code, the use in the company name of the words "travel agency", "tourism agency", "tour operator", "travel broker" or other similar words and phrases, even in a foreign language, is permitted only for qualified companies, as indicated in the first paragraph.

3. Definitions

For the purposes of this Contract, the terms listed below will have the following meaning.

- a) *Purchaser*: the entity that signs and sends the Order Form as defined *below* and purchases the Juventus Winter Experience package in the name and on behalf of the Participant;
- b) *Unavoidable and extraordinary circumstances*: a situation beyond the control of the party that invokes such a situation, the consequences of which would not have been avoided even by adopting all reasonable measures;
- c) *General Terms or Winter Experience General Terms*: these general terms, which regulate the terms and conditions of purchase and use of the Juventus Winter Experience package, organised by Holiday System srl, as defined below;
- d) *Contract*: the set of information present on the Website, in the Order Form, the automatic email and confirmation of registration on Winter Experience received by the Purchaser, these General Terms, the Early Cancellation addendum, where requested, the Pre-Contractual Information-Technical Specifications, the Standard Information Form, the Juventus Camp Code of Conduct, and all other protocols, regulations, procedures and policies, which the Purchaser, by sending the Order Form, declares to have read, understood and accepted;
- e) *Non-conformity*: a non-fulfilment of the tourism services included in a package;

- f) *Early Cancellation*: the cancellation agreement that can be signed at the same time as the request to register on the Winter Experience which allows for withdrawal from the Contract and cancellation of the tour contract in the event of the conditions envisaged therein. The agreement involves the payment of an additional sum as specified in the Early Cancellation Addendum.
- g) *Parent*: the person exercising parental responsibility over the Participant;
- h) *Organiser*: Holiday System srl, Via Matteotti 1/e 38068 Mori VAT ID IT01554560225;
- i) *Order Form*: the online form completed by the Purchaser by which the latter books the package in the name and on behalf of the Participant;
- j) *Participant*: the boy, aged between 8 and 17, who participates in the Juventus Winter Experience, with prior express authorisation of the parent, and who is authorised to use the package services based upon the contract entered into by the Purchaser in the name and on behalf of the Participant, within the scope of application of the law on organised tourism contracts;
- k) *Total Price*: the price determined by the Order Form consisting of:
 - a) Participation fee;
 - b) Early Cancellation charge, if signed;
- l) *Professional*: any natural or legal person, public or private, who, within the scope of their commercial, industrial, artisan or professional activity in organised tourism contracts, acts, also by way of another person operating in their name or on their behalf, in the capacity of organiser, seller or professional and facilitates associated tourism services or as a provider of tourism services, in accordance with the regulations indicated in the Tourism Code;
- m) *Participation fee*: the price of the Juventus Winter Experience package, including administrative and case handling costs and all applicable taxes or rates;
- n) *Representative*: the Organiser's representative at each Juventus Winter Experience, responsible for the minor in his/her accommodation location;
- o) *Website*: the website camp.juventus.com dedicated to the online sale of the Juventus Winter Experience package s, created and managed by the Organiser.;
- p) *Durable medium*: any tool that allows the Purchaser or the Professional to store information personally addressed to them in order to be able to access it in future, for a period of time adequate for the purposes for which it is intended and that facilitates the identical reproduction of the stored information;

4. Concept of Tourist Package

A tourist package refers to the combination of at least two different types of tourist services such as:

1. transportation of passengers;
2. accommodation that does not form an integral part of the transportation of passengers and is not intended for residential purposes or for long-term language courses;
3. rental of cars, other vehicles or motorcycles requiring a category A driving licence;
4. any other tourism service which does not form an integral part of one of the tourism services listed under numbers 1), 2) or 3) and is not a financial or insurance service, for the purposes of the same journey or the same holiday, if at least one of the following conditions is met:

these services are combined by a single professional, even at the request of the purchaser or in accordance with a selection, before a single contract is signed for all the services;

2) these services, even if entered into with separate contracts with individual providers, are:

 - 2.1) purchased at a single point of sale and selected before the Purchaser consents to payment;
 - 2.2) offered, sold or invoiced at a fixed or overall price;
 - 2.3) advertised or sold under the name "package" or similar name;
 - 2.4) put together after the conclusion of a contract with which the Professional allows the Purchaser to choose between a selection of different types of tourism services, or purchased from separate Professionals through linked online booking processes where the name of the Purchaser and the Participant, the payment details and the e-mail address are sent by the Professional with whom the first contract was concluded to one or more Professionals and the contract with the latter or with the latter professionals is concluded within 24 hours of confirmation of the booking of the first tourism service.

5. Booking Methods - Purchase Offer

1. The offer to purchase a package may be made by the Purchaser by sending the Order Form to the Organiser using the online methods on the Website.

Before sending the purchase offer, by submitting the Order Form, the Purchaser is informed, by way of a specific information form ("Standard Information Form") available via hyperlink, that the combination of services offered on the Website is a package in accordance with EU Directive 2015/2302 and therefore it will benefit from all the rights that apply to packages.

The Purchaser will be asked to read and to accept these General Terms, the Pre-Contractual Information-Technical Specifications, and will be shown a screen summarising the information on the essential characteristics of the chosen package.

2. To carry out the online conclusion of a Contract, the Purchaser shall be 18 or older, if required by the country of residence of the same, and have capacity to act under Italian law. The Purchaser must complete the Order Form, following all phases envisaged in the "Register now" and "Purchase now" sections of the Website, make the payment requested for the purchase of the package, by bank transfer or by credit/debit card or by Soisy loan and receive from the Organiser the communication of acceptance of the purchase offer.
3. In correspondence with the various technical phases to be following for the purchase of the package on the Website, any errors can be corrected before submitting the Order Form. When submitting the Order Form, the Purchaser will be notified that its submission implies an obligation to pay the indicated price, by clicking on "CONFIRM ORDER".
4. The various technical phases for submitting the Order Form are summarised below:
 - (a) selection of the package to be purchased;
 - (b) selection of any promotions, kit and period of the package;
 - (c) any signature of the cancellation agreement known as "Early Cancellation";
 - (d) entry of the details of the Purchaser, of the Parent (if different from the Purchaser) and of the Participant;
 - (e) before proceeding with confirmation, the Purchaser will be asked to check the data (the Purchaser must then check the data and modify and correct any errors), read the Pre-Contractual Information-Technical Specifications and Standard Information Form, and expressly accept these General Terms and the Juventus Camp Code of Conduct and all other documents forming an integral part of the Contract and, finally, select the payment method;
 - (f) lastly, the Purchaser must click on "CONFIRM PURCHASE". The purchase order constitutes an obligation to pay and the submission of the order thus equates to authorisation to take the sums envisaged by the Contract;
 - (g) after submitting the Order Form, the Purchaser will receive from the Organiser an automated response message confirming receipt of the Order Form. The automated e-mail sent by the Organiser does not constitute acceptance of the purchase offer. Any details not indicated correctly must be promptly notified by the Purchaser to the Call Centre by calling the number listed in the automated email confirming receipt of the Order Form. Therefore, when sending the purchase offer, it is important to ensure that a valid e-mail address has been entered.
5. The Purchaser, by following the procedure indicated above on the Website, sends to the Organiser the contractual offer in the name and on behalf of the Participant. The purchase offer will be accepted by the Organiser, subsequently, by separate email and subject to verifying payment of the Deposit, or the Total Price for bookings made after 24 November 2023, as specified in more detail in next Article. The payment is considered to be made when the Organiser receives the sums. The Organiser, after receiving confirmation of the credit of the sums (Deposit or Total Price), will send the confirmation email accepting the purchase offer of the package and thus concluding the Contract. If the aforementioned sums (Deposit or Total Price) are not paid at the set dates, the purchase offer will be understood to be cancelled with consequent automatic cancellation of the booking.
6. The Contract will only be concluded when the Organiser, in confirmation of the purchase, sends to the Purchaser by email the summary of the services booked.

6. Payments

1. Following the submission of the Order Form the sums indicated below must be paid:
 - (i) For bookings made within the 24th of November 2023, the Purchaser must pay a deposit on the Total Price (hereinafter "Deposit"), which includes a Deposit on the Participation Fee and the full cost of the Early Cancellation, if signed, within 7 days from the date of submittal of Order Form

The balance of the Total Price must be paid by bank transfer within the 10th of December 2023. Any failure to pay the balance by the set dates constitutes an express termination clause in accordance with Article 1456 of the Italian Civil Code, which determines, on the part of the Organiser, the termination of the package contract by law, by simple written notice sent via email to the email address of the Purchaser with the right to retain the deposit paid, by way of penalty, without prejudice to compensation for greater damages.

For bookings made after 24 November 2023 the Purchaser must pay the Total Price within 7 days from sending the Order Form.

The payment shall be made by credit or debit card at the same time as sending the Order Form or by bank transfer. If the payment by credit/debit card fails, the Purchaser shall make the payment by bank transfer within 7 days of the date of sending the Order Form to the following details:

Account holder: Holiday System srl

Banca Popolare dell'Alto Adige

IBAN: IT 81 R 05856 20800 088571193753

SWIFT: BPAAIT2B088

with REFERENCE: Participant name, Location, Period

The payment is considered to have been made when the sums are received by the Organiser.

2. At the time of sending the Order Form, the Purchaser may also choose the formula of financed payment, an option that can be chosen in the booking process if offered by the Organiser when the booking is made, by way of a loan provided by SOISY S.p.A. (hereinafter "SOISY"). In that case, the Purchaser will be directed to the online platform of SOISY where the user must enter the necessary details to apply for the loan and, by and not beyond the next 7 days, send to SOISY all documentation requested by the latter to finalise the loan contract. The loan contract will be formalised between the Purchaser and SOISY, with no liability or obligation for the Organiser. The financed sum will refer to the Total Price to be paid (including the Participation Fee and the fee for Early Cancellation, if signed). If SOISY does not authorise the requested loan, the Purchaser must make the payment of the Total Price directly. The loan application may be made exclusively in the period between the opening of registrations and 24th of November 2023.

7. Price

1. The prices of the packages published online on the Website are stated in Euros.

The price of the package or Participation Fee includes administrative and case handling costs and all applicable taxes or rates;

The Total Price determined in the Order Form consists of:

- a) Participation Fee;
 - b) Early Cancellation Charge, if signed;
2. Unless otherwise specified, the Participation Fee shown in the catalogue on the Website includes:
 - Full board: breakfast, lunch, dinner and a break per day (according to a menu designed in collaboration with our experts with the possibility of choice);
 - Accommodation in rooms with 2, 3 or 4 beds;
 - Supervision and assistance;
 - 24-hour medical assistance;
 - Third-party insurance;
 - Accident insurance;
 - Customised Juventus uniform kit consisting of:
 - 2 black and white t-shirts*
 - 1 white polo
 - 1 tracksuit
 - 1 sweatshirt
 - 2 pairs of shorts

- 2 pairs of socks
- 1 thermal shirt
- 1 jacket
- 1 backpack
- 1 woolly hat

**items replaced with 2 goalkeeper shirts for goalkeepers*

- Training and technical education with staff from Juventus projects, composed of FIGC licensed coaches and/or graduates in physical science;
 - Staff dedicated to leisure time entertainment and recreation;
 - Certificate of participation and final gifts.
 - Training and technical instruction with Juventus staff, made up of FIGC licensed coaches and/or graduates in physical sciences at the Juventus Training Centre in Vinovo and in another facility;
 - Juventus-Rome match.
3. The coverage of the accident policy and the third party civil liability policy, included in the price of the package, includes only the period of effective stay of the Participant, with the exclusion of travel and any other item not included.
 4. The package purchased by the Purchaser in the name and on behalf of the Participant will contain only the services indicated in the Contract. Any other and/or additional services with respect to those described in the purchased package are not included and therefore the Organiser does not accept any liability in that regard. Special requests on the methods of providing certain services and/or additional services must be made at the time of the booking request and must be the subject of a specific written agreement between the Organiser and the Purchaser.
 5. There is no transfer from and to the place of stay, which is always understood to take place at the cost and responsibility of the Participant. The Organiser may not in any way be held liable in relation to the same.
- 8. Change of package prior to departure by the Organiser**
1. Without prejudice to that specified in paragraph 6 of Article 8 above, the Organiser reserves the right unilaterally to alter the terms of the Contract, other than the price, if the change is minor. The communication is made clearly and precisely by way of a durable Medium, such as e-mail. For the purposes of the Contract, communications to the Participant are understood to be made if sent to the email address of the Purchaser and/or Parent.
 2. If, prior to the start of the package, the Organiser (i) needs to alter significantly one or more of the main features of the tourism services indicated in Article 34, paragraph 1 a) of the Tourism Code, or (ii) cannot meet the specific requests made by the Purchaser at the time of the purchase and accepted by the Organiser or (iii) proposes to increase the price in cases other than that indicated in Article 8, paragraph 6 above, the Purchaser, in the name and on behalf of the Participant, or the Participant himself, may accept the proposed change or withdraw from the contract, without paying penalties, by the methods indicated in paragraph 5 below.
 3. If the Purchaser/ the Participant does not accept the proposed amendment indicated in paragraph 2, exercising the right of withdrawal, the Organiser may offer the Participant a replacement package of equivalent or superior quality.
 4. The Organiser informs the Participant, on durable Medium, such as email, without undue delay and in a clear and precise manner, of the changes indicated in paragraph 2 and their impact on the price of the package in accordance with paragraph 6.
 5. The Participant must communicate his/her decision to the Organiser within 2 working days from receiving the change communication indicated in paragraph 2. In the absence of any communication within the aforementioned period, the proposal made by the Organiser is understood to be accepted.
 6. If the changes to the Contract indicated in paragraph 2 or the replacement package involve a package of lower quality or lower cost, the Participant is entitled to an appropriate price reduction.

7. In the event of withdrawal from the Contract in accordance with paragraph 2, and if the Participant does not accept a replacement package, the Organiser refunds, without undue delay and in any event within 14 days of withdrawal from the Contract, all payments made by the Purchaser, who is also entitled to be compensated for the lack of execution of the Contract. No compensation is paid as a result of the cancellation of the package when the Organiser can prove that the change is attributable to a cause of force majeure and act of God and/or in the case of unavoidable and extraordinary circumstances.

9. Cancellation of the package prior to departure by the Organiser

1. The Organiser may withdraw from the Contract and offer the full refund of payments made by the Purchaser for the package, but it is not required to pay compensation if:
 - a) the number of persons enrolled in the package is less than the minimum envisaged by the Contract and the Organiser gives notice of withdrawal from the contract to the Participant within the term fixed by the Contract and in any case no later than 20 days before the start of the package in the case of trips lasting more than 6 days, 7 days before the start of the package in the case of trips lasting between 2 and 6 days, 48 hours before the start of the package in the case of trips lasting less than 2 days;
 - b) the Organiser is unable to execute the Contract due to unavoidable and extraordinary circumstances and/or in compliance with regulatory measures and/or as a result of restrictions adopted by the competent authorities in relation to containing and managing the Covid-19 health emergency, and it gives notice of the withdrawal from the same to the Participant without undue delay before the start of the package;
 - c) no compensation is provided as a result of the cancellation of the package when the Organiser can prove that the non-conformity is attributable to the Purchaser, to the parent or to the Participant or to a third party unrelated to the provision of tourism services included in the Contract and is unpredictable or inevitable.
8. For cancellations other than those envisaged in paragraph 1, letters a), b) and c), if the Organiser cancels the package, it will return a sum equal to double the sum paid by the Purchaser and received by the Organiser (Article 33, letter e of the Consumer Code).
9. The returned sum, including any refund of payments made by the Purchaser and the compensation, will never be greater than double the sums of which the Participant would be the debtor on the same date, in accordance with the provisions of Art. 11, paragraph 3, if it were to withdraw from the Contract.
10. The Organiser makes the required refund without undue delay and in any case within 14 days from the withdrawal. This circumstance determines the termination of any functionally related contracts entered into with third parties.

10. Participant's Withdrawal and Penalties

1. Prior to the start of the package, the Participant may withdraw from the Contract, without paying penalties, in the following cases:
 - a) increase in price, subject to that specified in Art. 8 paragraph 6;
 - b) significant change of one or more elements of the Contract objectively configurable as essential to enjoy the package as a whole, proposed by the Organiser after the conclusion of the Contract itself, but prior to departure, and not accepted by the Participant;
 - c) if specific requests made by the Purchaser and already accepted by the Organiser cannot be met.

In the cases indicated in letters a), b) and c) above, the Participant may:

- accept the alternative proposal if one is put forward by the Organiser;
- request the refund of the sums already paid. The said refund shall be made without undue delay and in any case within 14 days from the withdrawal.

2. In the case of unavoidable and extraordinary circumstances occurring at the destination location or in its immediate vicinity which have a substantial impact on execution of the package or on passenger transport to the destination, the Participant has the right to withdraw from the Contract, prior to the start of the package, without paying withdrawal costs, and to the full refund of payments made for the package, within 14 days from the withdrawal, but is not entitled to compensation. This circumstance determines the termination of any functionally related contracts entered into with third parties.

3. If the Participant withdraws from the Contract prior to the start date of the package for any reason, even sudden and unexpected, beyond the circumstances listed in paragraphs 1 and 2, it will be charged the standard withdrawal costs, calculated as follow according to the number of days prior to the start of the package that the cancellation occurred (the calculation of days does not include the day of withdrawal, the communication of which must be received on a working day prior to the start of the package).

The Organiser will apply the following penalties:

- An amount of 25% of Total Price if withdrawal is communicated no later than 21 working days before the registration period starts
- An amount of 50% of Total Price if withdrawal is communicated between 20 and 5 working days before the registration period starts
- An amount of 90% of Total Price if withdrawal is communicated later than 4 working days the Camp starts, but before the registration period starts
- The full Total price if the withdrawal after the registration period starts (partial attending of the Camp).

The communication of withdrawal shall be sent by email to juvesummercamp@jcamp.it .

Even if the impossibility of benefiting from the trip is not attributable to the Participant, this does not legitimise withdrawal without penalties, envisaged by law only for objective circumstances ascertainable at the destination location of the trip indicated in paragraph 2 or for the circumstances identified in paragraph 1, as there is the possibility of guaranteeing against the economic risk connected with the cancellation of the contract, by entering into specific insurance policies, if the Purchaser has not signed the Early Cancellation agreement.

4. No refund will be made and all penalties will be applied if Participant is expelled from the Juventus Winter Experience due to their behaviour against the Camp rules or the applicable laws and all the cost for their return to home will be paid by the Participant with no involvement in arranging the return trip for the Organiser. If Participant is detained by the local authorities, the Organiser will not have any further duty over the Participant and any extra cost will be applied to the Participant.
5. This Contract, falling within the category of “distance Contracts” in accordance with Article 45, paragraph 1, letter g) of the Consumer Code (“any contract signed between the Professional and the consumer as part of an organised distance sale or service provision scheme without the simultaneous physical presence of the Professional and the consumer, through the exclusive use of one or more distance communication methods up until the conclusion of the contract, including the conclusion of the contract itself”) is not subject to the exercise of the right of withdrawal, in accordance with Article 47, paragraph 1, letter g) of the Consumer Code, which governs and lists the cases of exclusion.

11. Early Cancellation

It is possible to request and sign, at the same time as submitting the Order Form, the “Early Cancellation” agreement which allows the Participant to cancel the package in the case of specific conditions detailed in the “Addendum” which objectively prevent the Participant from taking part in the Juventus Winter Experience without penalties (except for the cost of Early Cancellation that is never refundable). The Early Cancellation agreement must strictly be signed upon submitting the Order Form and the set amount must be paid at the same time as paying the Participation Fee.

12. Changes prior to departure requested by the Participant

1. If the Participant intends to make changes to bookings already accepted by the Organiser, it must make a written request to the Organiser by e-mail to the address juvesummercamp@jcamp.it at least 20 days before the departure date. The request for these changes does not obligate the Organiser and will be satisfied according to the availability of places; in no case does this request automatically give the right to the change.
2. In any case, any change request involves the fixed charge of Euro 30.00 per person for each request, in addition, as appropriate and depending on the requested change, to any further costs incurred by the Organiser for the change. The Organiser informs the Participant of the actual costs of the change and provides the latter with proof of this amount.

13. Replacements and transfer of the Contract

1. The Participant may transfer the Contract to another person provided that:
 - a) the Organiser is informed of this in writing on a durable Medium by and not beyond 7 (seven) working days prior to the start date of the package, receiving at the same time a communication of the details of the transferee, along with all further information requested in the registration form;
 - b) the transferee meets all conditions for use of the service (Article 38 of the Tourism Code) and particularly the requirements relating to health and medical certificates indicated in Art. 15 below;
2. The transferor and transferee of the Contract are jointly liable for the payment of the price balance and any fees, taxes and other additional costs, including any administrative and handling fees, resulting from the transfer. The Organiser informs the transferor of the actual costs of the transfer, which do not exceed the costs actually incurred by the Organiser as a result of the transfer of the Contract and provides to the transferor proof of the fees, taxes or other additional costs resulting from the transfer.
3. In relation to certain types of services, it may be the case that a third party service provider does not accept the change of name of the transferee, even if carried out within the period referred to in point a) above. The Organiser will not be responsible for any rejection of the change by third party service providers. The Organiser will promptly notify the parties concerned of the non-acceptance prior to the departure.

14. Mandatory declarations and Certificates necessary to use the package to be sent prior to the start of the package

1. Participation in the Juventus Winter Experience
2. is subject to the completion by the Parent, within 10 days prior to departure, of the documents indicated below, by way of the platform accessible from the link sent by the Organiser to the Parent's email address:
 - (i) Certificate confirming absence of infectious syndromes for the Participant (to be completed by way of self-certification by the Parent). This declaration can be downloaded by clicking on the link included in the e-mail sent by the Organiser and must be delivered, in hard copy format with original signature, on the day of arrival;
 - (ii) Registration form containing information regarding previous diseases, allergies, any current diseases, vaccinations received, any food intolerances or any special needs or conditions of the Participant, including, by way of example, physical and mental disorders, even mild, diseases requiring special treatments, etc. (to be completed by way of self-certification by the Parent by clicking on the link included in the e-mail sent by the Organiser. The Parent must explicitly specify the request for any customised services);
3. Any failure to submit the above documentation, as requested by the Organiser in the email sent to the Parent, will in fact make it impossible to participate in Juventus Winter Experience and will constitute a cause for termination in accordance with Article 22 below, if not remedied within any term assigned by the Organiser.
4. Furthermore, participation in the sporting activities indicated in the package is subject to the delivery, on the day of arrival at the Juventus Winter Experience (i) of the Clearance of the relevant club if the Participant has already turned 14 years old and is a multiyear member. In the absence of such clearance, the Participant may not take part in the sporting activities and (ii) of the valid medical certificate for the Participant's fitness for NON-competitive sports issued by the family doctor, or, alternatively, a valid sports medical certificate for the Participant's fitness for competitive sports. In the absence of the aforementioned medical certificate, the Participant will not be able to take part in the sporting activities organised in the relevant packages.
5. ID document is requested to access the stadium to assist the "serie-A" match included in the package.
6. If the Participant has to wear glasses of any kind during training and all the sporting activities on offer, he/she must have special shockproof goggles with celluloid frame and shatterproof graduated polycarbonate lenses.

15. Participant's Obligations

1. Without prejudice to the provisions of Art. 14 above and subject to the obligation to communicate promptly the non-conformity, as envisaged by Art. 18, paragraph 2, and the obligation to submit a complaint within the terms indicated in Art. 20, Participants must respect the obligations indicated below.
2. The Purchaser must in any case inform the Organiser of the Participant's citizenship when making the booking request for the package and, upon departure, the Participant (and the Parent, on his behalf) must

ensure that he has vaccination certificates, an individual passport and any other valid document for all countries forming part of the itinerary, as well as any visas for stay or transit or any health certificates that may be required.

3. Moreover, in order to evaluate the socio-political and health situation and other useful information concerning the destination countries and, therefore, the objective usability of the services purchased or those to be purchased, the Purchaser and the Participant (and the Parent, on his behalf) will be required to obtain official information of general nature from the Ministry of Foreign Affairs, published on the Farnesina institutional website www.viaggiasesicuri.it. The information indicated above is not contained in the online or printed catalogues of the Organiser, as the latter contain general descriptive information as indicated in Article 34 of the Tourism Code and information that does not change over time. The same must therefore be obtained by the Purchaser and the Participant (and the Parent, on his/her behalf). The Organiser will not be liable for any damage that may be caused to the Participant due to the impossibility of commencing and/or continuing the journey, due to the lack of or irregularity of the required documents and/or the failure to respect the health requirements and respective formalities for the destination country. The Organiser may not, therefore, be held liable for the Participant's failure to depart and will not, therefore, provide any refund of the price of the stay or supplementary costs (cancellation, repatriation, hotel, taxi, etc.).
4. The Purchaser will also communicate in writing to the Organiser, at the time of the purchase offer of a package and thus before the booking confirmation of services is sent by the Organiser, any special personal requests that may be the subject of specific agreements on travel arrangements, provided that it is possible to implement them and in any case subject to specific agreement between the Purchaser/Participant and the Organiser.
5. The Purchaser and the Parent are required at all times to inform the Organiser of any special needs or conditions of the Participant (diseases, food intolerances, physical and mental disorders, even mild, diseases that require special care, etc.), by completing the registration form and signing the consent to processing of personal and sensitive data, and explicitly to specify the request for the respective customised services. Without such consent, it will not be possible to fulfil the contractual obligations.
6. Each Participant must comply with the rules of normal prudence and diligence, the organisational rules and health-hygiene rules for safety and containment of the risk of spread of contagion from Covid-19 that will be communicated if needed by the Organiser.
7. The Organiser is not responsible in the event of a lack of compliance or breach by the Participant of the aforementioned obligations and rules. In particular, the Participant will be held liable for all damages deriving from any incorrect and unlawful behaviour by the Participant which the Organiser, the other Participants or third parties may suffer even as a result of failure to respect the rules indicated above, therein including all costs incurred for the Repatriation. In such circumstances, the Organiser reserves the right to remove the Participant from the Juventus Winter Experience - with no right of the latter to the refund of the amount for services not enjoyed and with the obligation to deal with the Repatriation at its own care and expense - as well as the right to take against the Participant any action for damages suffered by the Organiser itself or that the latter is required to compensate to third parties. In addition, the Organiser may claim the payment of a reasonable fee for the assistance provided to the Participant if the problem is caused intentionally by the Participant himself or through his own fault, within the limits of the expenses incurred.
8. If the Organiser has granted a payment or a price reduction, or has paid compensation for damages, or has been forced to comply with other legal obligations, it has the right of recourse against those parties who contributed to the occurrence of the circumstances or event from which the payment, price reduction, compensation for damages or other obligations in question arose. The Organiser who has compensated the Participant is subrogated, within the limits of the compensation paid, in all rights and actions of the latter against the liable third parties; the Participant is obliged to provide to the Organiser all documents, information and elements in his/her possession which are helpful in exercising the right of subrogation of the latter in relation to the third parties liable for the damage, and is liable towards the Organiser for any prejudice caused to the right of subrogation.

16. Liability regime for inaccurate execution and impossibility during execution - prompt dispute

1. The Organiser is responsible for executing the tourism services envisaged by the Contract, regardless of whether those tourism services are to be provided by the Organiser itself, by its auxiliaries or by other parties when acting in the course of their duties, by third parties whose work it uses or by other tourism

service providers, in accordance with Art. 1228 of the Italian Civil Code, unless it proves that the event resulted from an act by the Participant (including initiatives taken independently by the latter during the execution of the tourism services) or from an act by a third party of sudden or unavoidable nature, by circumstances unrelated to the provision of the performances envisaged in the contract, by accident, by force majeure, or by circumstances that the Organiser itself could not, according to professional diligence, reasonably foresee or resolve.

2. The Participant, in compliance with the obligations of correctness and good faith indicated in Articles 1175 and 1375 of the Italian Civil Code, informs the Organiser, directly or by way of the Representative, promptly, taking account of the relevant circumstances, of any non-conformity found during the performance of a tourism service under the Contract and must make a complaint within the terms envisaged by Art. 21 below.
3. If one of the tourism services is not executed as agreed in the Contract, the Organiser remedies the non-conformity unless this is impossible or excessively onerous, taking account of the extent of the non-conformity or of the value of the tourism services affected by the non-conformity. If the Organiser does not remedy the defect, the Participant is entitled to a price reduction and to compensation for the damage incurred by the Participant as a result of the non-conformity, unless the Organiser proves that the non-conformity is attributable to the Participant or to a third party not involved in the provision of tourism services or is unavoidable or unforeseeable or due to extraordinary and unavoidable circumstances.
4. Without prejudice to the exceptions indicated above, if the Organiser fails to remedy the non-conformity within a reasonable period established by the Participant by the dispute made in accordance with paragraph 2, the latter may personally remedy the non-conformity and may claim a refund of the necessary, reasonable and documented costs; if the Organiser refuses to remedy the non-conformity or if it is necessary to remedy it immediately, the Participant is not required to specify a term.
5. If a non-conformity, in accordance with Art. 1455 of the Italian Civil Code, constitutes a significant breach and the Organiser has not remedied it after the timely complaint made by the Participant, depending on the duration and characteristics of the package, the Participant may terminate the Contract by law, at no cost and with immediate effect, or, if appropriate, request a price reduction, without prejudice to any compensation for damages.
6. If the Organiser, after departure, is unable to provide, for any reason other than the Participant's own actions, an essential part of the services envisaged by the Contract, it must provide adequate alternative solutions for the continuation of the planned trip without involving costs of any nature for the Participant, or refund the sums paid by the Purchaser, within the limits of the difference between the services originally envisaged and those performed.
7. The Participant may reject the proposed alternative solutions only if they are not comparable with what was agreed in the Contract or if the price reduction granted is inadequate. If it is not possible to find any alternative solution, or the solution prepared by the Organiser is rejected by the Participant as it is not comparable to what is agreed in the Contract or because the price reduction granted is inadequate, if the package includes transportation, the Organiser will provide - at no extra cost - an equivalent means of transport to that originally envisaged for the return to the departure location or to any different agreed location, in line with the availability of means and places, and will refund to the Purchaser the amount of the difference between the cost of the performances envisaged and that of the performances carried out up until the time of early return.

17. Hotel classification

The official classification of hotel facilities is provided in the catalogue available on the Website or in other informative material only on the basis of the express and formal indications of the competent authorities of the country in which the service is provided. In the absence of official classifications recognised by the competent Public Authorities of the countries, including EU members, to which the service refers, the Organiser reserves the right to provide on the online Website its own description of the accommodation, to allow the Purchaser to assess it and subsequently accept it.

18. Compensation limits of damages and limitation periods

1. The Participant has the right to receive from the Organiser, without undue delay, adequate compensation for any damage that it may have suffered as a result of any non-conformity.

2. The Participant will not be compensated for damages if the non-conformity is attributable to the Participant or to a third party unrelated to the provision of the tourism services included in the package and is unforeseeable or inevitable, or is due to unavoidable and extraordinary circumstances.
3. In particular, the Organiser is not liable for any damage caused by events attributable to the Purchaser and/or the Parent and/or the Participant (including, but not limited to, independent and unauthorised initiatives taken by the Participant during the stay), or by circumstances beyond the provision of the planned services (such as, but not limited to, the transfer from and to the chosen location, if excluded from the participation fee), by act of God, force majeure, or by unavoidable and extraordinary circumstances that the Organiser itself could not, with professional diligence, reasonably foresee or resolve.
4. The compensation referred to in Articles 43 and 46 of the Tourism Code and the respective limitation periods are governed by the provisions of the Code and in any case within the limits established by the International Conventions governing the services covered by the package as well as by Articles 1783 and 1784 of the Italian Civil Code, with the exception of personal injury not subject to the fixed limit.
5. The entitlement to a price reduction or compensation for damages for changes to the Contract or a replacement package is limited to two years from the date of return of the Participant to the departure location.
6. The entitlement to personal injury compensation is limited to three years from the date of return of the Participant to the departure location or the longer period envisaged for personal injury compensation by the provisions regulating the services included in the package.

19. Assistance obligation

1. The Organiser provides appropriate assistance without delay to the Participant in difficulty also in the circumstances referred to in Article 42, paragraph 7 of the Tourism Code, in particular by providing appropriate information regarding health services, local authorities and consular assistance and by assisting the Participant in making distance communications and helping him find alternative tourism services.
2. The Organiser may claim the payment of a reasonable cost for such assistance if the problem is caused intentionally by the Participant or due to his fault, within the limits of expenses actually incurred.
3. The Organiser is exonerated from its liability (Articles 17 of these General Terms) when the lack of or inexact execution of the Contract is attributable to the Participant or results from the actions of a third party that are unforeseeable or inevitable, or if it was caused by an act of God or force majeure.

20. Complaints and reports

1. Any failure to perform the Contract must be disputed by the Purchaser or by the Participant during the stay by promptly lodging a complaint so that the Organiser, its local representative or the Representative may verify the merits of claims by the Purchaser or by the Participant.
2. The Purchaser and the Participant must also - under penalty of forfeiture - lodge a complaint by sending a recorded delivery letter or certified email to the address holidaysystem@pec.it with notice of receipt, to the Organiser, by and not beyond ten working days from the date of returning to the departure location.

21. Express Termination Clause

The Purchaser and the Participant acknowledge that the Organiser will have the right to terminate the Contract immediately, with the right to retain, as a penalty, the sums of money already paid by the Purchaser, without prejudice in any case to the right of the Organiser to compensation for any additional damages, and any other right of law, by simple written notice, to be sent by recorded delivery letter with notice of receipt, in which it declares the intention to invoke this clause in accordance with Art. 1456 of the Italian Civil Code, in the following cases:

- in the event of a failure to complete and deliver even just one of the documents indicated in Art. 15.1 above or lack of delivery within any term assigned by the Organiser;
- in the circumstances envisaged in Art. 16.10;
- if the balance of the Total Price is not paid at the set dates.

22. Insurance covering cancellation costs

The package does not include insurance for cancellation costs. It is possible to enter into, when making booking the package, the Early Cancellation agreement indicated in Article 12. It is also possible to enter into special insurance policies against cancellation costs of the package. In this case, the rights arising from the insurance

contracts must be exercised directly with the stipulating Insurance Companies, under the terms and by the methods envisaged by those policies.

23. Alternative dispute resolution systems

1. The Organiser informs the Purchaser/Participant that it has the right to pursue extrajudicial resolution of disputes in consumer relationships by making recourse to voluntary or joint negotiation procedures or to the conciliation procedure before arbitration or conciliation committees for the resolution of disputes between businesses and consumers and users relating to the provision of tourism services under Part V, Title II-bis of the Consumer Code (Alternative Dispute Resolution, ADR).
2. With reference to possible alternative dispute resolution instruments, it is noted that a European platform has been established for the online resolution of consumer disputes (so-called ODR platform). The ODR platform is accessible at <http://ec.europa.eu/consumers/odr/>. On the ODR platform, it is possible to consult the list of ADR bodies, find the link to their website and start an online resolution procedure of the dispute.
3. This is in any case without prejudice to the rights to take action before the ordinary court for disputes arising from these General Terms or from the package contract, regardless of the outcome of the extrajudicial resolution procedure.

24. Participant's Protection

1. The Organiser established in Italy are covered by an insurance contract for civil liability in favour of the Participant to compensate damages arising from the breach of their respective obligations under their respective contracts.
2. package organisation contracts are backed by insurance policies or bank guarantees, or are issued by the Funds indicated in par. 3 of Art. 47 of the Tourism Code which, for trips abroad and trips taking place inside a single country, including trips in Italy, guarantee - in the cases of insolvency or bankruptcy of the Organiser or of the Seller - refund, without delay at the request of the Participant, of the price paid by the Purchaser for the purchase of the package and the immediate return of the Participant if the package includes transportation of the Participant and, if necessary, payment of food and accommodation prior to the return. The guarantee is effective, adequate to the turnover and covers the reasonably foreseeable costs, the amounts of payments made by or on behalf of the Participants in connection with packages, taking account of the duration of the period falling between the deposits and the final balance and completion of the packages, and the estimated cost for repatriations in the case of insolvency or bankruptcy of the Organiser.
3. The legal entity that, on behalf of the Organiser, is required to provide the guarantee in accordance with Art. 47 et seq. of the Tourism Code is Tua Assicurazioni S.p.A., Largo Nuvolari 1 20143 Milan, tel. 800533533, with which the Organiser declares to have entered into specific surety policy no. 40324512001219 which insures, in cases of insolvency or bankruptcy of the Organiser, the refund of the price paid for the purchase of the package, in addition to any expenses incurred for the immediate return of the Participant (in case of travel abroad), within the limit of the maximum of € 270,000.00.
4. The guarantee indicated in the above paragraph operates exclusively in cases where:
 - a. the state of insolvency of the Organiser has been judicially ascertained by a measure that can no longer be disputed;
 - b. the performance due to the Participant has not been carried out in full, as the above measure was taken prior to the provision of the services included in the package;
 - c. the credit for the refund of the price has been ascertained as part of the Organiser's insolvency procedure;
5. The procedures for accessing the guarantee and the limitation periods of the claim aimed at the refund of the sums paid are indicated in the Pre-Contractual Information - Technical Specifications. In order to avoid incurring forfeitures, it is advisable to keep in mind the deadlines indicated for the submission of requests. It is understood that the expiry of the deadline due to the impossibility of submitting the request and not to inertia of the Participant allows for the deadline to be deferred.
6. The Participants benefit from protection in the case of insolvency or bankruptcy of the Organiser or of the Seller, regardless of their place of residence, the place of departure or the place of sale of the package, and regardless of the Member State in which the party assigned to provide protection in case of insolvency or bankruptcy is established.

7. In the cases envisaged by par. 2, the Participant may be offered the continuation of the package with the procedures set out under Articles. 40 and 42 of the Tourism Code as an alternative to refund of the price or immediate return.
8. The Juventus Winter Experience package also includes a mandatory accident policy which protects the Participant from any problems that may occur as a result of an accident only during the period of actual stay of the Participant - excluding the journey (if not expressly envisaged in the package) and any other item not included. The maximum ceilings, deductibles and other insurance terms are specified in the Pre-Contractual Information-Technical Specifications.

25. Withdrawal from online sale - Exclusion of right of withdrawal

This Contract, falling within the type of “distance Contracts” in accordance with Article 45, paragraph 1, letter g) of the Consumer Code (“any contract signed between the Professional and the consumer as part of an organised distance sale or service provision scheme without the simultaneous physical presence of the Professional and the consumer, through the exclusive use of one or more distance communication methods up until the conclusion of the contract, including the conclusion of the contract itself”) is not subject to the exercise of the right of withdrawal, in accordance with Article 47, paragraph 1, letter g) of the Consumer Code which governs and lists the cases of exclusion. Therefore, if the Participant withdraws from the signed distance Contract, the cancellation penalties indicated in Art. 13 of these General Terms will be applied in the amount indicated in the Pre-Contractual Information-Technical Specifications.

26. Personal data processing - Privacy Policy in accordance with Art. 13 of Italian Legislative Decree no. 196/2003 and Article 13 of Regulation (EU) 2016/679

The data communicated by the Purchaser, by the Parent and by the Participant, which are necessary for the execution of the Contract, are processed in compliance with the provisions of the applicable law on personal data protection (European Regulation 679/2016 and Italian Legislative Decree no. 196/2003 as amended). Personal and special data are processed to manage the Order Form, to enter into and execute the Contract, to provide the assistance services and to manage payments. For the performance of the services covered by the Contract, the data are communicated to the providers of the services included in the package. For any further information, see the specific Privacy Policy for Juventus Summer Camps published in the Camp Legal Information section. It is possible to exercise at any time the rights that the applicable law on personal data protection attributes to the data subject involved in the processing.

27. Sound and image recordings

The Parent who issues express authorisation to take photographs and/or videos recognises that the Organiser will be the owner of the images and videos taken during the Juventus Winter Experience and of all rights of use and exploitation, even advertising, promotional and commercial, of the same, without limitation and with the broad right of use of any medium for taking the images and any means of communication for transmission, publication and dissemination, hereby granting free of charge the broadest disclaimer also in accordance with Articles 10 and 320 of the Italian Civil Code and Articles 96 et seq. of Italian Law no. 633 of 22.4.1941 (Copyright Law), to use, transmit, publish, disseminate, grant on licence to third parties, the rights relating to the voice, image and portrait, without restriction, across the world, perpetually and in any case for the duration of legal protection as ratified in each country of the world. No right may be granted in favour of the Participant in relation to the foregoing; this applies whether the photographs or videos taken include images of the Participant, or not. Likewise, the aforementioned authorisation includes the right to perform processing, adaptations, cuts and/or changes of any kind also through any alterations, of the material filmed live and/or recorded.

29. MANDATORY NOTICE PURSUANT TO ART. 17 OF ITALIAN LAW no. 38/2006

"Italian law punishes crimes concerning child prostitution and pornography with imprisonment, even if committed abroad".

EARLY CANCELLATION ADDENDUM

1. This cancellation agreement, which can be signed at the same time as the Contract, allows the Participant to withdraw from the Contract and to cancel the registration to the Juventus Winter Experience in the case of conditions envisaged in Art. 3 below.
2. The cancellation agreement involves the payment of an additional non-refundable sum amounting to €90.00.
3. The Organiser grants to the Participant the right to withdraw from the Contract in the following cases:
 - i. if the Participant is unable to participate at the camp due to illness, death or accident happened to the themselves or to their parents, brothers, sisters, grandparents, nieces.
 - ii. if the Participant is unable to participate at the camp due to natural disasters declared by the Authorities
 - iii. if the Participant is unable to participate at the camp due to mechanical failure of the mean of transportation
 - iv. if the Participant has not passed the school year or must retake the exams prior to the start of the next school year
 - v. If the Participant's documents have been stolen
 - vi. If the Participant's cat or dog has to undergo a surgical procedure not procrastinable in the 7 days before the Camp starts.
4. This cancellation agreement must be requested and signed, by selecting the respective box, strictly upon completing the Order Form and the amount envisaged therein must be paid at the same time as the payment of the Participation Fee; otherwise, it will not be effective.
5. The right of withdrawal must be exercised in writing. The request for withdrawal must be received by email to the address [juvesummerncamp@jcamp.it](mailto:jvesummerncamp@jcamp.it) within five calendar days of the occurrence of the cause, or in any case by the start date of the Juventus Winter Experience if the term of five days indicated above falls after the start date of the camp, indicating the reason for the withdrawal and presenting the documentation certifying the reason for the impediment.
6. If the right of withdrawal is exercised in accordance with Art. 5 above, the Organiser will refund all sums paid by the Purchaser on behalf of the Participant except the cost of the "Early Cancellation" option within 14 (fourteen) working days from receiving the documentation proving the right to exercise the withdrawal. The refund is excluded if the Participant has not communicated to the Organiser the request for withdrawal by the term indicated in Art. 5.

ADDENDUM TO THE GENERAL TERMS OF CONTRACT FOR THE SALE OF INDIVIDUAL TOURISM SERVICES

Legislative Provisions

Contracts concerning the offer of only the transportation service, only the accommodation service, or any other separate tourism service may not be seen as a contractual circumstance of organisation of a trip or travel package and do not enjoy the protections envisaged by European Directive 2032/2015.

The Seller who undertakes to procure an unbundled tourism service for a third party, even electronically, is obliged to issue the traveller with the documents relating to this service, which show the amount paid for the service and cannot be considered a travel organiser.