



GENERAL TERMS OF BUSINESS OF PRO - HOCKEY Cz., s.r.o. FOR THE SALE OF TICKETS

(hereinafter "Terms")

Article I General Provisions

- 1) The terms and conditions herein of PRO - HOCKEY Cz., s.r.o., with its registered seat at HARFA OFFICE PARK, Českomoravská 2420/15, 190 00 Prague 9, organization number: 250 62 689, registered in the Commercial Registry administered by the Municipal Court in Prague, section C, file 46390 (hereinafter "**Organizer**" or "**PRO - HOCKEY Cz**"), define the rights and responsibilities resulting from the sale of Tickets between PRO - HOCKEY Cz and a third party, a natural person or legal entity (hereinafter "Customer") as well as between those parties, and also defines any relationships associated therewith.
- 2) The sale and transaction-processing services are run by:
 - A. DEEP VISION s.r.o., with its registered seat at Hlaváčova 207, 530 02 Pardubice, organization number: 275 40 065, registered in the Commercial Registry administered by the Regional Court in Hradec Králové, section C, file 24949, e-mail: info@deepvision.cz, tel.: +420 461 100 936, www.enigoo.cz (hereinafter "**DEEP VISION**") for online sales; and
 - B. SAZKA a.s., with its registered seat at Prague 9, K Žižkovu 851, ZIP 19093, company number: 26493993, registered in the Commercial Registry administered by the Municipal Court in Prague section B, file 7424, for sale through its terminal network.
- 3) The Organizer is responsible for the execution and fulfilment of the Event. The purchase of a Ticket constitutes a contractual relationship between Customer, who purchases the Ticket, and the Organizer.

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A. Terms of Online Ticket Sales

Article II Definitions

- 1) "**Organizer**": PRO - HOCKEY Cz, the company in charge of the organization of the 2020 IIHF World Junior Hockey Championship, working together with the Czech Ice Hockey Federation, a registered association, and the International Ice Hockey Federation (IIHF), which enters into an agreement on the sale of Tickets with Customer.
- 2) "**Customer**": An individual using ENIGOO, a web interface, and Organizer's services in order to enter into a contractual relationship with Organizer for the purpose of taking part at the Event; an individual is already Customer before entering into the contractual relationship.
- 3) "**Event**": The 2020 IIHF World Junior Hockey Championship.
- 4) "**Event Game**": An individual hockey game within the Event.
- 5) "**Ticket**": A single-use document (a token of value) giving the Ticket Holder the right to a single entry to the Event or its individual Game. Customer may receive different types of Ticket through different sales channels varying in graphics. The price of Ticket is given including the value-added tax rate as set by law. By presenting Ticket upon entry into the Event venue, the individual exercising his or her rights resulting from Ticket expresses his or her consent with the rules and regulations of the Event venue and accepts the Organizer's instructions and the Event terms and conditions, as applicable to such Event.
- 6) "**ENIGOO Web Interface**": a system operated by DEEP VISION assuring in particular the delivery, order, reservation and sale of Tickets to the Event. This interface is accessible from the Event's official website: 2020.worldjuniors.hockey or from third party websites.
- 7) "**Service**": For the purposes of these Terms, Service is understood to mean the sale of Tickets to the Event through the ENIGOO Web Interface.
- 8) "**Ticket Holder**": Customer who has purchased, won or otherwise acquired Ticket, i.e. possesses it at his or her disposal as a proper Holder.



Article III Ticket Sale

- 1) The provision of Service may be ordered at the ENIGOO Web Interface. In order to do so, it is necessary to enter and send all the data needed to complete the order, reservation and purchase of Ticket (first name, last name, e-mail address, telephone number) and, subsequently, to make an online wire payment. The Service only allows an order and purchase of no more than six (6) Tickets to an individual Event Game in one price category.
- 2) A Ticket order comes to exist once Customer enters and sends all the data needed for the purchase of Ticket at the ENIGOO Web Interface through a procedure outlined in Article III of these Terms. DEEP VISION is the provider of Service.
- 3) Procedure to enter into a purchase agreement, i.e. the purchase of Tickets:
 - a) Customer opens the ENIGOO Web Interface in a browser and selects the purchase of Ticket for Event in a given sector and selects from among numbered seats. Available seats display as a check box. The seat is selected by clicking a given check box. Tickets selected are represented as checked boxes. Customer has the option to select Tickets from among multiple sectors and seats (as long as they are available). The basket field (price) displays the total amount for the Tickets selected at a given moment. Having selected Tickets as outlined above, Customer then selects the "purchase" button.
 - b) Customer enters the required information truthfully: first name, last name, address, e-mail address, phone number (hereinafter "**Personal Information**") and subsequently checks to see if they are correct. Should Customer enter untrue information, Organizer reserves the right not to accept the order or, alternatively, to withdraw from the agreement by sending a statement to Customer to the e-mail address entered by Customer.
 - c) After entering the information, Customer presses the "pay" button and the choice of payment methods is displayed then. Customer completes the payment through the GoPay payment system. The agreement is entered into upon the completion of payment. Once the payment is complete, Customer receives Tickets to the selected Event Game at his or her e-mail address.
 - d) By ordering Ticket, Customer agrees to these Terms and commits to abide by them if the purchase agreement is entered into. In case of any problem during the Ticket ordering process preventing the completion of the process, Customer may contact the following e-mail address: info@enigoo.cz.
- 4) Information for Customer – consumer:



- a) Consumer is defined as any individual entering into an agreement or dealing with an entrepreneur outside the former's business activity or outside the individual performance of the former's employment.
- b) Customer is required to pay the price of the Ticket in the process of ordering it. The cost of the means of communication with Organizer (i.e. the Internet service) is determined by the price of the service used by Customer for this purpose provided by the service provider as selected by Customer.
- c) Customer is required to familiarize him- or herself with the date of the Event Game to which Ticket applies. Customer expressly agrees with the provision of Organizer's services on the date of the Event Game. The agreement entered into pursuant to Section III (3) makes the parties thereto committed until the end of the Event Game to which Ticket applies and unless these Terms stipulate otherwise. In accordance to Section 1837 (j) of Act No. 89/2012, the Civil Code, Customer acknowledges that he or she is not entitled to withdraw from the agreement as entered into pursuant to Section III (3).

Article IV Use of Ticket

- 1) Ticket Holder may not resell or use Ticket for advertising purposes (e.g. contests or consumer lotteries) without the consent of Organizer or the Event Organizational Committee. Ticket Holder is also required to refrain from any activity free-riding on the good reputation of Organizer and/or official partners of Event. More detailed information can be found at 2020.worldjuniors.hockey under the "Tickets" section and "Rules" subsection. Pursuant to these Terms and the Visitor Rules of the Event, Ticket Holder may not use Ticket or a substantial portion of it in relation to the promotion (including contests and consumer lotteries) of Ticket Holder or any of their products or services for any purposes, commercial or otherwise.
Any breach of the terms and conditions above qualifies as an act of unfair competition meeting the definition of the body of the offense of free riding on reputation pursuant to Section 2976 et seq. of Act No. 89/2012, the Civil Code, and/or any other body of offense of unfair competition and, under certain circumstances, may also qualify as the criminal offense of breaching the regulations of competition pursuant to Section 248 of Act No. 40/2009, the Criminal Code. Any person committing this criminal offense exposes him- or herself to potential legal action and other repercussions.
- 2) Ticket Holder is required to comply with the Visitor Rules and all of the Organizer's instructions on the premises of the Event venue. The Visitor Rules prohibit the engagement in any marketing and/or advertising activities or any other activities free riding on Event. Anyone in breach of this prohibition may expose him- or herself to legal action and enforcement of damages caused.



- 3) Ticket is a token of value; it is prohibited to alter or counterfeit it in any way. Any breach of these Terms may be considered a misdemeanor or criminal offense, and any person committing it exposes him- or herself to potential legal action and other repercussions.

Article V Redemption of Ticket

- 1) Customer is required to make a readable printout of Ticket and will use it upon entry into the Event Game.
- 2) Tickets are inspected at the entrances into the hockey arenas holding the Event, i.e. WERK ARENA in Trinec and OSTRAVAR ARENA in Ostrava (hereinafter "**Arenas**"). If there is any problem while Ticket is being read, Customer shall contact the personnel at the corresponding Arena's box offices.

Article VI Protection of Personal Information

- 1) This notice summarizes the fundamental principles of processing Personal Information by Organizer and DEEP VISION as far as the Customer Personal Information is concerned. The Organizer along with the Czech Ice Hockey Association, registered association, with its registered seat at Českomoravská 2420/15, Libeň, 190 00 Prague 9, organization number: 005 36 440, an association registered in the Registry administered by the Municipal Court in Prague, under file no. L 852, are jointly the custodian of Personal Information. DEEP VISION is the processor of Personal Information. At all times, DEEP VISION processes Personal Information in accordance with the legal regulations in force, i.e. Act No. 101/2000 on the Protection of Personal Information (hereinafter "**Act**") and also Regulation (EU) 2016/679, general regulation on the protection of personal information, which supersedes the regulations of the Act in certain aspects (hereinafter "**Regulation**").
- 2) Personal Information is processed during the sale of Tickets, specifically:
 - a) identifying information serving to provide a unique and uninterchangeable identification of the subject of the information (first name, last name, address);
 - b) information allowing contact with the subject of the information (telephone number and e-mail address);
 - c) exceptionally also further personal information released voluntarily beyond what is required.
- 3) The purpose of processing the aforesaid Personal Information is the fruition of the contractual relationship – the purchase of Ticket by a specific Customer.

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- 4) The following are the legal basis for the processing of Personal Information:
 - a) legal regulations (Section 6 (1) (c) of the Regulation) which enable us or even impose an obligation on us to process certain Personal Information;
 - b) furthermore, within this paper, Personal Information is processed based on an agreement (Ticket purchase) (pursuant to Section 6 (1) (b) of the Regulation);
 - c) certain Personal Information is processed for the purpose of a handover to the IIHF, an international organization, on the basis of a transparent consent from Customer pursuant to Section (1) (a) of the Regulation.

- 5) In order to protect Personal Information, technical and organizational measures have been taken so as to avoid unauthorized or random access to Personal Information, modifications, destruction or loss of it, unauthorized transfers, unauthorized processing or any other misuse of Personal Information.

- 6) Personal Information will be processed from the moment it is received until such time as is necessary to fulfill the aforesaid purpose of processing; Personal Information shall be destroyed once such time elapses.

- 7) Customer has the right to access Personal Information (Section 15 of the Regulation); to demand modifications to it (Section 16 of the Regulation); to demand that Personal Information be deleted on terms and conditions defined in Section 17 of the Regulation; to restrict the processing of information (Section 18 of the Regulation); to be informed at Customer's request about the recipients of the Personal Information pursuant to Section 19 of the Regulation; and the right not to be subject to automated decision-making or profiling pursuant to Section 22 of the Regulation. These rights may be restricted in certain situations with regard to the nature of processing.

- 8) The Office for Personal Data Protection is the authority supervising the area of Personal Information where a complaint regarding personal Information Processing may be lodged.

- 9) If a certain breach of the protection of Personal Information is likely to bring about a risk to the Customer's rights, Customer shall be informed about it pursuant to the terms and conditions of Section 34 of the Regulation.

Section VII Additional Provisions

- 1) Organizer is not liable for the correctness, completeness or up-to-date status of the information available on the Internet presentation of the Event at the ENIGOO Web Interface except an

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intention or gross negligence. Should the Organizer possess information about the cancellation or change of date of the Event or Event Game, Organizer shall promptly inform Customers by publishing this information at 2020.worldjuniors.hockey.

- 2) Ticket may serve as a simplified tax receipt pursuant to legal regulations in force. Organizer is a value-added tax payor.
- 3) Customer is required to familiarize him- or herself with the operating rules of the Event Game venue for which he or she has purchased Ticket, and in particular the Visitor Rules of the Event; Customer is required to comply with these Rules and to follow and abide by the Organizer's instructions and those of the stewards as related to this Event. Customer acknowledges that it is not within the Organizer's powers to secure 100% unobstructed view of the entire ice rink during the entire Event Game. The quality of the view depends on the specific seat at the Arena.
- 4) If any of the provisions of these Terms becomes invalid, ineffective or unenforceable, it shall be without prejudice to the validity, effect or enforceability of all other provisions.
- 5) In the event of a consumer dispute arising out of the purchase agreement between Organizer or DEEP VISION and Customer (consumer) and if this dispute is not resolved by mutual agreement, consumer may lodge a motion to resolve such dispute out of court with the entity charged with out-of-court resolutions of consumer disputes, which is the Czech Trade Inspection Authority, Central Inspectorate – ADR Department, Štěpánská 15, 120 00 Praha 2, e-mail: adr@coi.cz, website: adr.coi.cz. In case of agreements entered into online, the consumer may also make use of the Online Dispute Resolution platform to resolve online disputes, as established by the European Commission at <http://ec.europa.eu/consumers/odr/>.

B. Terms of Ticket Sales through the Network of SAZKA a.s.

- 1) Tickets are also sold through the sales network of SAZKA a.s. under the brand SAZKA TICKET, specifically in the outlets (collection points) in possession of terminals of SAZKA a.s. in the Czech Republic.
- 2) The Commercial Terms of SAZKA TICKET are available [here](#). Sale at the network of sales outlets (collection points) possessing terminals of SAZKA a.s. in the Czech Republic are governed by the terms and conditions given therein.
- 3) The rules of Use of Ticket purchased online contained in these General Terms of Business apply analogically to the use of Ticket purchased in the sales network of SAZKA a.s.

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Section VII Final Provisions

These Terms come into force and take effect on 24 April 2019 and Organizer reserves the right to modify them at any time.

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