

Terms and Conditions for Tickets and Hospitality Services

2026 IIHF Ice Hockey World Championship - Arena Admission - General Terms and Conditions*

These Terms and Conditions for Tickets and Hospitality Services (the "**Terms and Conditions**") govern the purchase of arena tickets – which grant admission to the respective arena (not including VIP services; "**Ticket/Tickets**") – and hospitality services – which additionally grant admission to the respective hospitality/VIP area and for which a VIP Voucher is usually issued ("**VIP Voucher**") – by the purchaser of the Ticket or the Visitor to the Event ("**Visitor**"). By ordering Tickets and, if applicable, supplemental VIP vouchers, the Visitor accepts to be bound by the terms, conditions and rules contained in these Terms and Conditions, including the arena rules ("**Terms and Conditions**").

TICKETING

The Visitor undertakes to accept and comply with the following terms and conditions:

1. **Access authorisation:** Any use of Tickets, and VIP Vouchers if applicable, for games of the 2026 IIHF Ice Hockey World Championship ("**Event**") and access to the arena, and to the VIP area if applicable, are subject to these Terms and Conditions, which may be defined by the International Ice Hockey Federation ("**IIHF**"), Brandschenkestrasse 50, 8002 Zurich, the local organizing committee for the Event ("**WM LOC**"), the arena's owner and/or local Decision Makers (collectively referred to as "**Decision Makers**").

Conclusion of the Ticket purchase contract confers to the purchaser of the Ticket the right to one seat at the relevant Event per game selected and in the seat category selected. Anyone who purchases or uses Tickets is deemed to have agreed to these Terms and Conditions.

2. In addition to any other legal remedies available, the Decision Makers are entitled to, without refund, cancel and/or demand the return of Tickets and/or refuse entry or eject a person from the arena if they breach these Terms and Conditions.
3. Visitors may not record, transmit or otherwise disseminate sounds, images, descriptions or results of the Event, in whole or in part, via the internet or other media, for commercial or other purposes, nor may they help other persons engage in such activities. Bringing any equipment or devices manufactured primarily for the above purposes into arenas where a game of the Event is being played is prohibited (with the exception of mobile phones, provided the phone is only used for personal and private calls).
4. **Purchase of Tickets for other persons:** If the purchaser acquires Tickets not only for themselves but also for other persons, the purchaser of the Tickets must ensure that the contents of these Terms and Conditions are forwarded to the respective Ticket holder. These Terms and Conditions therefore apply not only to the purchaser of the Ticket but also to the respective holder of the Ticket.
5. **Transferability of Tickets:** Tickets may not be used for advertising, promotional or other commercial purposes (including, but not limited to, special offers, as an award, giveaway or prize in a contest or sweepstakes) without the prior written consent of the IIHF.
6. **Security checks:** In the interests of security and the orderly and smooth running of the Event, all visitors are obliged to co-operate with verifications of their identity, searches of personal belongings, confiscation of prohibited items and/or identity checks at the request of the Decision Makers.

7. **Conduct during the Event:** The Visitor agrees to the safety and implementation regulations as well as the arena rules of the venue. Special reference is made to the following regulations:

- Violence and vandalism are prohibited.
- Sexual harassment, discrimination, assault or abuse of any kind, whether physical, verbal or non-verbal, will not be tolerated. In the event of such incidents, the organisers reserve the right to exclude persons from the Event and to press criminal charges. The Swiss Criminal Code (SCC) applies, in particular the relevant provisions regarding sexual integrity and discrimination (Art. 180 ff. SCC).
- The throwing of objects is prohibited.
- The venues of the Event are publicly accessible areas in accordance with Art. 1 of the Federal Act on Protection against Passive Smoking. Smoking is prohibited throughout the entire arena in accordance with Art. 2 of the Federal Act on Protection against Passive Smoking.
- Bringing and setting off fireworks of any kind is prohibited.

The Visitor acknowledges that they may be excluded from the Event without compensation in the event of non-compliance with or violation of these rules. The personal details of spectators who disregard these conditions, including the arena rules, or who fail to comply with the instructions of the security guards, may be detained by the security service. The security service is authorised to detain persons to document their personal details or until the arrival of the police.

In the event of security incidents requiring the identification of parties involved, the Decision Makers reserve the right to exchange relevant personal data. This data exchange will take place in compliance with applicable data protection laws and serves to protect the security and integrity of the Event. By attending an ice hockey game, the Visitor consents to the exchange of relevant identifying data in the event of security incidents.

No advertising, political or commercial items of any kind may be brought in; this includes, but is not limited to, banners, signs, flyers, give-aways, symbols and leaflets. The Decision Makers reserve the right to confiscate such items at the entrance. In addition, no disruptive artificial noisemakers may be brought into the arena; this includes, but is not limited to, horns, vuvuzelas and megaphones. The Decision Makers reserve the right to confiscate such items at the entrance. Persons present at the venues (including in the immediate vicinity of the arena) are not permitted to engage in ambush and/or guerrilla marketing; display signs of a commercial or offensive nature; sell goods or services; wear or give away political, advertising or promotional material; or engage in any other activity that the Decision Makers deem dangerous or otherwise inappropriate.

8. The Visitor consents to: (a) the recording of their image and/or voice by any means (including but not limited to audio and visual recordings by television cameras and photographers); and (b) the worldwide commercial and/or non-commercial use of their image via any media and without compensation.
9. **Exclusion of liability / loss of or damage to items brought along:** The Decision Makers accept no further liability, including but not limited to indirect or consequential loss or damage, loss of enjoyment or expenses incurred for travel or accommodations. To the extent permitted by law, the Decision Makers hereby exclude any liability for loss, injury or damage to persons/property in or around the venue. The Decision Makers are not responsible for any interrupted and/or restricted view of the games.

Violations of these Terms and Conditions will be penalised by expulsion from the arena without compensation. The Decision Makers reserve the right to enforce violations of these Terms and Conditions in court and/or to impose or obtain arena and/or area bans. Offenders are liable for any and all damage they cause, in particular for personal injury, property damage and financial loss. A flat-rate compensation fee will be charged for any costs incurred. Video surveillance cameras are installed in the arena for security reasons.

10. The Visitor agrees to endeavour to reach an amicable agreement with the Decision Makers in connection with any disputes relating to the use of a Ticket or participation in the Event and, if this is not possible, to submit the dispute to the competent courts at the venue's location.

11. **Right of withdrawal:** Tickets cannot be returned in the following cases

- Illness
- Visitor no-show
- Team no-show

There is no entitlement to a refund of the purchase price.

If individual games and/or the entire event are cancelled or interrupted for reasons beyond the organiser's control (e.g. force majeure such as strikes, official restrictions or bans) and no rescheduling takes place at a later date, the ticket price will be refunded.

A reasonable expense allowance (depending on the actual expenses incurred at the time of cancellation or interruption) as well as any service, payment and shipping fees may be deducted from the refund.

A refund shall not be granted if it is expressly excluded in accordance with the above passage.

12. **Privacy and data use:** Personal data including but not limited to name, contact details (e.g. email address, mobile number), country of residence, postcode, date of birth, gender, details concerning the Ticket purchase, and marketing preferences may be collected by the ticket agent and/or the Local Organizing Committee (WM LOC) in connection with the purchase of Tickets and/or VIP Vouchers for the Event.

This data will be used for Ticket processing, security, customer support, and, where applicable, marketing and analytical purposes. Where the purchaser of the Ticket has granted explicit consent, the data will be securely transferred to the IIHF and the Swiss Ice Hockey Federation (SIHF) and processed for the purposes of sending news, offers, and updates from the IIHF and SIHF about future IIHF championships / SIHF games and events and conducting audience analyses (e.g. geographical and transactional insights).

Data subjects have the right to withdraw their consent at any time, request access to their data, or exercise other rights in accordance with applicable data protection law. For more information about how the IIHF and SIHF process personal data and protect your privacy, please refer to the [IIHF Privacy Policy](#) and [SIHF Privacy Policy](#).

The IIHF, SIHF and WM LOC are committed to protecting personal data and ensuring it is handled securely and lawfully.

The Visitor acknowledges that the above sections represent the minimum standard of Terms and Conditions of the Tickets for the purposes of these General Terms and Conditions and that these

provisions may need to be shortened and/or drafted in another language for reasons of practicability, whereby the original intention of these sections shall remain unchanged.

Special Terms and Conditions for the Purchase/Receipt of Hospitality/VIP Services

HOSPITALITY

1. **Applicability:** All the above terms and conditions relating to Ticket holders / Visitors also apply *mutatis mutandis* to the purchase/receipt of hospitality/VIP services, unless otherwise stated in these Special Terms and Conditions.
2. **Access authorisation:** Upon conclusion of the hospitality/VIP purchase contract or upon receipt of the VIP Voucher, e.g. through an invitation from a sponsor, the purchaser or guest ("**Hospitality Guest**") acquires/receives the right to admission to the hospitality/VIP area at the relevant Event for the game/game day selected, including the associated hospitality/VIP services. Anyone who purchases or uses hospitality/VIP services is deemed to have agreed to the provisions of these Special Terms and Conditions for the Purchase/Receipt of Hospitality/VIP Services and the other conditions relating to the use of tickets (see above).
3. The Hospitality Guest acknowledges and accepts that:
 - access to the relevant hospitality/VIP area is strictly limited to the game day and time specified by the WM LOC; the hospitality/VIP services must comply with the local laws in force during the Event;
 - the WM LOC has the right to change the originally planned hospitality/VIP area or services for security reasons or other important reasons related to the organisation of the Event and the hospitality/VIP guest expressly accepts this, provided that the WM LOC offers an equivalent alternative;
 - access to the locations where hospitality/VIP services are provided is restricted to persons entitled to enter these locations.
4. **(No) Sponsorship rights:** The Hospitality Guest acknowledges and accepts that the purchase of hospitality/VIP packages (or the receipt of such packages through an invitation from a sponsor, for example) does not grant any marketing or advertising rights in relation to the Event, the game, the IIHF or the WM LOC.

The Hospitality Guest may not impersonate a sponsor of the Event, the game, the IIHF or the WM LOC or associate themselves or their name with such sponsors in any way.

The Hospitality Guest may not use the hospitality/VIP package nor any part thereof for marketing or promotional purposes before, during or after the Event, including but not limited to use as a prize in contests, games, lotteries, raffles or other similar promotions, or engage in any promotional or marketing activities in connection with the Event, the game, the IIHF or the WM LOC.

The Hospitality Guest is not entitled to use the official emblem, the official names or the

mascot(s) (if any) of the Event. Bringing advertising or commercial items of any kind into the arena where a game is taking place is prohibited; this includes but is not limited to banners, signs, symbols and brochures, as described in greater detail below.

Any kind of sign identifying the Hospitality Guest at the venues is strictly prohibited.