

2027 Eishockey WM Organisationsgesellschaft mbH – General Ticket Terms and Conditions

1. Scope of Application

1.1. Area of Application: These General Ticket Terms and Conditions (“**GTTC**”) shall apply to the legal relationship established by the purchase or use of admission tickets, i.e. public tickets, admission tickets with additional services (so-called VIP/hospitality tickets), tickets for boxes/skyboxes, reduced-price tickets or discounted special tickets (collectively “**Tickets**”) from 2027 Eishockey WM Organisationsgesellschaft mbH, Betzenweg 34, 81247 Munich (“**2027 WM GmbH**”) or from third parties authorised by 2027 WM GmbH (“**Authorised Sales/Issuing Points**”), for attending the ice hockey games taking place in the course of the IIHF Ice Hockey World Championship Germany 2027™ during the period from 14 May 2027 to 30 May 2027 (“**Events**”), as well as for access to and stay in the venues PSD Bank-Dome, DEG-Platz 1, 40472 Düsseldorf; SAP Arena, An der Arena 1, 68163 Mannheim; Veltins Arena “Auf Schalke”, Rudi-Assauer-Platz 1, 45891 Gelsenkirchen and/or Merkur Spiel-Arena, Arena-Straße 1, 40474 Düsseldorf (collectively “**Venues**”) and the area surrounding each Venue (“**Event Site**”).

1.2. Additional Legal Relationships: Use of the Tickets may also cause separate general terms and conditions (“**GTC**”) or venue rules (Clause 9.1) of the respective Venue operator to apply, provided that they have been validly incorporated no later than at the time of entry to the Event Site or the Venue.

2. Order and Subject Matter of Performance

2.1. Channels of Purchase: Tickets for Events may generally be obtained only from 2027 WM GmbH or from Authorised Sales/Issuing Points. Whether a sales point is authorised by 2027 WM GmbH may be verified with 2027 WM GmbH itself using the contact details in Clause 16 (“**Contact Address**”) — secondary platforms such as viagogo, Global Ticket, StubHub, etc. or other internet platforms (e.g. eBay, eBay Kleinanzeigen, Facebook) are not Authorised Sales/Issuing Points.

2.2. Order: In the case of an online order of a Ticket at <https://tickets.2027.iihfworlds.com/shop/103> (“**Online Ticket Shop**”), by clicking the button “Order with obligation to pay” the customer submits a binding offer to enter into a contract with 2027 WM GmbH. The customer is then redirected to a secured payment page of the respective external payment service provider and enters his/her payment details there (e.g. credit card details). The authorisation of the payment is carried out via the payment service provider; it does not constitute acceptance of the offer but serves exclusively for payment processing. After successful authorisation, the customer is redirected back to the Online Ticket Shop; the booking process is technically completed and the customer receives an electronic confirmation of receipt (“**Confirmation Email**”). For digital delivery methods (e.g. print@home or mobile ticket), the Confirmation Email contains the Ticket(s) as well as an order confirmation; an invoice will be issued upon separate request by the customer. For paper Tickets (hard Tickets), it serves as a confirmation of order; dispatch is carried out in accordance with Clause 5.1. In the case of a telephone order via the Service Center, the customer submits his/her binding offer by verbally confirming the booking to the service employee. The payment data are recorded in the system by the service employee. The customer subsequently receives a Confirmation Email in accordance with the above provisions. The contract between 2027 WM GmbH and the customer on the basis of these GTTC shall only be concluded upon transmission of the Tickets (including electronic delivery, e.g. print@home or mobile ticket). Until conclusion of the contract, 2027 WM GmbH reserves the right, at its own discretion, not to accept the order or to cancel it. If 2027 WM GmbH does not accept or cancels the order, the affected customers shall — except for the cases regulated in Clause 2.6 — be refunded the price already paid or the price shall not be charged; Clause 7.5 applies accordingly.

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2.3. Selling and Ordering of Official Resale Tickets: When selling via the Online Ticket Shop, Tickets offered there by customers do not constitute a contractual offer, but merely an invitation to submit an offer by the purchaser. The ordering process and conclusion of the contract shall otherwise take place in accordance with Clause 2.2; resale Tickets are marked accordingly in the Online Ticket Shop.

2.4. Over-the-Counter Sale: In the case of an over-the-counter sale (in particular at a Venue), the contract between 2027 WM GmbH and the customer shall be concluded upon handover of the Ticket(s) in accordance with these GTTC.

2.5. Special Rules and BOT Purchases: 2027 WM GmbH reserves the right, at its own discretion, to limit the maximum total number of Tickets available for sale and/or the maximum number available per customer, and to grant discounts pursuant to Clause 3 and/or preferential conditions. Regardless of the purchase channel, any acquisition of Tickets using automated procedures intended to circumvent restrictions on the number of Tickets purchasable by one person or other rules applicable to Ticket sales (so-called BOT purchases) is prohibited and entitles 2027 WM GmbH not to accept or to cancel an order and to impose a contractual penalty in accordance with Clause 11.

2.6. Allocation of other Tickets: Subject to the customer's consent, in the event that the desired Ticket category is sold out, 2027 WM GmbH shall be entitled to allocate Tickets of the next higher or next lower category for the respective Event instead of not accepting the customer's offer and/or to limit the requested number of Tickets.

2.7. Visitation Right: 2027 WM GmbH and/or the Venue operators do not intend to grant admission to Events to everyone, but only to those Ticket holders who have acquired Tickets as a customer from 2027 WM GmbH, an Authorised Sales/Issuing Point or by way of a permitted transfer under Clause 8.3 and, if applicable, fulfil additional admission requirements. 2027 WM GmbH and/or the Venue operators grant only to the customer who purchased the Tickets directly from 2027 WM GmbH and who can be identified by a Ticket imprint and/or other (electronic) features (e.g. name imprint, barcode or QR code, basket number) and/or to a subsequent purchaser who has lawfully acquired Tickets pursuant to Clause 8.3 a right to attend ("**Attendance Right**"). 2027 WM GmbH fulfils its contractual obligations regarding the Attendance Right by granting admission to the Event(s) once. 2027 WM GmbH shall also be released from its obligation to perform vis-à-vis the customer if the Ticket holder has not acquired a valid Attendance Right pursuant to this Clause at the time of entry to the Venue. Each Ticket entitles only one person to attend the Event. In addition to the Ticket, the customer must at all times carry a valid official identification document suitable for identification (e.g. an identity card) as proof of identity and present both documents upon request by 2027 WM GmbH, the Venue operators and/or security personnel. Customers and Ticket holders are obliged, upon entry to Events at the Venues, to state upon request how and at what price they acquired the Tickets; this may also include naming the Ticket seller. Tickets offered for sale on non-authorised sales platforms or by other third parties do not grant an Attendance Right under Clause 2.7 and may result in the legal consequences set out in Clauses 9.6 and 11 (or in the Venue rules).

2.8. Prohibited Orders: Regardless of the purchase channel pursuant to Clauses 2.1, 2.2, 2.3 and 2.4, any acquisition of Tickets is prohibited and entitles 2027 WM GmbH not to accept an order or to cancel it without replacement, or to refuse transmission/hand-over, or after conclusion of the contract to withdraw from the contract, if the Ticket acquisition is carried out using false identities or (semi-)automated procedures, in particular for the purpose of circumventing restrictions on the Tickets that may be purchased or other rules applicable to Ticket sales.

3. Special Tickets and Ticket Packages

3.1. Lap Tickets: Children up to and including five (5) years of age shall receive free lap Tickets available exclusively at the box office, but only when accompanied by an adult holding a valid

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Ticket. No lap tickets will be issued for standing areas within the Venues. Children with a lap ticket have no entitlement to their own seat. From the age of six (6) years, a regular Ticket must be purchased for children at the applicable Ticket price. Proof of age must be presented upon request.

3.2. Wheelchair Users: Companions of persons who require a wheelchair (wheelchair users) shall receive a free Ticket provided that a corresponding wheelchair space has been booked. Suitable proof must be presented upon purchase and upon entry. The companions must be at least 14 years of age and able to provide the necessary assistance.

3.3. Proof of Eligibility for Reduced Prices: Persons whose disability ID card (*Schwerbehindertenausweis*) contains the marker “B” are entitled to purchase a correspondingly designated reduced-price Ticket. The valid disability ID card must be carried and presented upon purchase and upon entry to the Event Site and the Venue. If the required proof is not carried or is not valid, admission may be refused. Alternatively, the customer shall be given the opportunity at the box office to pay the difference to the standard price; in this case no claim for damages shall exist. Abusive violations in relation to proof of eligibility for reduced prices may be sanctioned by expulsion from the Venue and by filing of criminal charges.

3.4. Transfer and Upgrade: For the transfer of reduced-price Tickets, the provisions of Clause 8.3 apply with the additional requirement that transfer is only possible if the new Ticket holder also fulfils the reduction requirements applicable to the Ticket in question, unless the new Ticket holder pays the difference between the reduced-price Ticket and a corresponding day ticket at the box office (“**Upgrade**”).

3.5 Ticket Packages: Customers may purchase various Ticket packages in accordance with the respectively valid price list of 2027 WM GmbH. These can include several (single game) Tickets which permit admission to the respective Events specified. In the case of Tickets granting an Attendance Right to multiple Events (games), the attendee is required to leave the Venue at least once between Events.

4. Payment Terms

4.1. Ticket Prices: The amount of the Ticket price is determined by the price list of 2027 WM GmbH valid at the time of the respective customer order for the respective Event. The Ticket price includes the base Ticket price set for the respective Event including statutory VAT and any applicable public transport fee; notwithstanding this, in the event of Ticket dispatch 2027 WM GmbH may additionally charge the purchaser shipping costs as well as reasonable system fees and other fees for services that are in the customer’s interest. Ticket orders will only be processed against advance payment and using the accepted payment methods.

4.2. Non-Payment: The invoice amount must be paid within the stated payment period. If payment is not successfully executed for reasons for which the customer is responsible (e.g. insufficient funds, chargeback, failed authentication, etc.), 2027 WM GmbH shall be entitled to cancel the order without replacement or to block the corresponding Tickets electronically; the corresponding Tickets lose their validity. Until full payment, the Tickets shall not confer any right of admission pursuant to Clause 2.7 and shall remain the property of 2027 WM GmbH. Any additional costs incurred must be reimbursed by the customer. The assertion of claims for damages by 2027 WM GmbH remains unaffected.

5. Dispatch, Printing Fee

5.1. Dispatch: Postal dispatch of paper Tickets shall be at the customer’s expense. The selection of the transport company is made by 2027 WM GmbH. 2027 WM GmbH shall provide the customer’s dispatch data to such company for contract performance pursuant to Art. 6 (1) sentence 1(b) GDPR.

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5.2. Electronic Tickets: In the case of transmission of electronic Tickets (e.g. dispatch by email), the ordered Tickets shall be made available to the customer for retrieval. In addition, the customer's Tickets shall be made available in digital form via the customer account in the Online Ticket Shop in PDF or pkpass format. The customer may print this Ticket in clearly legible quality on A4 paper and/or make it available paperlessly on the customer's mobile device and carry it at the Event. Illegible electronic Tickets or printouts not attributable to fault on the part of 2027 WM GmbH generally do not entitle the holder to enter the Event Site and/or the Venue. The legal basis for the related processing of personal data is Art. 6 (1) sentence 1(b) GDPR.

6. Re-Issuance in Case of Complaint, Defect, Loss

6.1. Complaint: The customer is obliged to check both the order confirmation and the Ticket immediately upon receipt carefully for correctness, in particular with regard to number, price, date, Event and Venue. Complaints about Tickets and/or Ticket orders that evidently exhibit a defect must be submitted without undue delay, i.e. without culpable hesitation, generally within five (5) business days after receipt of the Confirmation Email or acceptance declaration of 2027 WM GmbH (cf. Clause 2.2) or after receipt of the Tickets, but in any event no later than seven (7) business days before the respective Event, in text form (email sufficient) or by post to the Contact Address under Clause 16. For Ticket orders placed within the last seven (7) business days before the respective Event, the complaint must be made without undue delay; otherwise the preceding rule applies accordingly. Defects within the meaning of this Clause 6.1 are in particular unauthorised deviations from the order regarding number, price, date, Event and Venue, faulty print image, missing essential information such as Event or seat number on paper Tickets, and/or visible damage to or destruction of the Ticket. The relevant factor for compliance with the complaint period is the incoming postmark or the email transmission protocol. 2027 WM GmbH shall issue the customer a new Ticket free of charge against surrender of the complained-about Ticket; electronic Tickets are blocked by 2027 WM GmbH upon corresponding proof of the error and the customer's legitimacy (e.g. sending a screenshot stating the relevant order number) and a new electronic Ticket is issued free of charge. After expiry of the complaint period, no claims for return or re-ordering of the Tickets exist. The complaint rules expressly do not apply to Tickets lost pursuant to Clause 6.3, to the sending of Tickets not ordered, or to cases in which the reason for complaint is demonstrably attributable to fault on the part of 2027 WM GmbH.

6.2. Damage and Defect: In the event of a defect of an electronic access-control Ticket, 2027 WM GmbH shall block the Ticket immediately after the defect is reported and, upon proven legitimacy of the customer, issue a new Ticket or reactivate the old Ticket accordingly. This expressly does not apply to technical defects clearly caused by the customer. Booking fees may be charged for re-issuance unless 2027 WM GmbH or third parties commissioned by 2027 WM GmbH are demonstrably responsible for the defect.

6.3. Loss: 2027 WM GmbH must be informed without undue delay of any loss, i.e. any involuntary loss of Tickets purchased from it, in text form (email sufficient) or by post using the Contact Address in Clause 16. 2027 WM GmbH is entitled to block such Tickets immediately after loss is reported. In the case of loss of an electronic access-control Ticket, after notification, blocking of the Ticket and verification of the customer's legitimacy, the Ticket will be re-issued. For re-issuance, 2027 WM GmbH may charge a service fee according to the price list. In the event of abusive loss reports, 2027 WM GmbH will file criminal charges. For security reasons, re-issuance of other lost Tickets is generally not possible.

7. Return, Refund and Relocation

7.1. No Right of Withdrawal or Return: Even if 2027 WM GmbH offers Tickets via means of distance communication within the meaning of Section 312c(2) German Civil Code (*BGB*) and therefore a

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distance selling contract (*Fernabsatzvertrag*) may exist pursuant to Section 312c(1) BGB, pursuant to Section 312g(2) No. 9 BGB the customer has no right of withdrawal when purchasing a Ticket. This means that there is no two-week right of withdrawal and return (*Widerrufs- und Rückgaberecht*).

7.2. Exchange, Return and Replacement: Exchange and return of Tickets are generally excluded. If a customer cannot use his/her Ticket for personal reasons (e.g. illness), transfer of the Ticket to a third party is permitted within the scope of Clause 8.3.

7.3. Rescheduling / Relocation: If an Event is rescheduled in time and/or relocated, the Tickets remain valid. However, in the event of rescheduling/relocation the customer may withdraw from the contract. Withdrawal must be declared within seven (7) days from the customer becoming aware of the rescheduling/relocation in text form (email sufficient) or in writing by post to the Contact Address under Clause 16. The affected customer shall then be refunded the Ticket price paid upon presentation or return of the Ticket at the customer's expense to 2027 WM GmbH; for electronically transmitted Tickets, the relevant order number must be stated in the withdrawal declaration. Advance booking, service and/or shipping fees will not be refunded.

7.4. Abandonment: If an ongoing Event is abandoned, for example following the instructions of a competent (security) authority, there is no entitlement to a refund of the Ticket price paid unless 2027 WM GmbH is responsible for the abandonment or a balancing of the opposing interests of the customer against those of 2027 WM GmbH in the individual case supports a refund in favour of the customer.

7.5. Wasted Expenditure: In cases under Clauses 7.3 to 7.4, 2027 WM GmbH shall not be liable to the customer or Ticket holder for wasted expenditure (e.g. travel and accommodation costs incurred in vain) unless 2027 WM GmbH is responsible for the event triggering the change in the contractual relationship, or a balancing of the opposing interests of the customer against those of 2027 WM GmbH supports reimbursement in the individual case.

7.6. Seat Relocation: The customer acknowledges that, for good cause (e.g. structural obstructions, safety aspects or admission restrictions prescribed by authorities, or other protective and safety measures), 2027 WM GmbH is entitled to assign the customer seats differing from those ordered, within the same or a higher category; in such case the customer has neither a right of withdrawal nor a claim for refund.

8. Use and Transfer/Resale of Tickets

8.1. Purpose and Rationale: To prevent violence and criminal offences in connection with attendance at the Events and to prevent unauthorised transfer of Tickets, in particular to prevent ticket speculation, and to maintain the broadest possible supply of Tickets to fans at socially acceptable prices, it is in the legitimate interest of 2027 WM GmbH, the Venue operators and the spectators to restrict the transfer of Tickets appropriately.

8.2. Prohibited Transfer: The customer undertakes to purchase and use the Tickets exclusively for private, non-commercial purposes. Acquisition for the purpose of commercial (i.e. for profit) resale, as well as any other prohibited transfer or offering of Tickets by the customer, is prohibited. Prohibited transfer/offer includes in particular:

- a) offering and/or selling Tickets publicly, in particular at auctions or on the internet (e.g. via eBay Kleinanzeigen, Facebook, etc.) and/or on sales platforms not authorised by 2027 WM GmbH (e.g. viagogo, seatwave, etc.);
- b) transferring Tickets at a price higher than the original price under the respectively valid ticket prices of 2027 WM GmbH;
- c) selling or transferring Tickets to commercial resellers and/or ticket dealers; and/or
- d) using or permitting the use of Tickets commercially or professionally without the express prior consent of 2027 WM GmbH, in particular for advertising, marketing, as a bonus, as a promotional gift or as a prize.

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8.3. Permitted Transfer: A private transfer of a Ticket for non-commercial or non-professional reasons, in particular in individual cases of illness or other inability of the customer to attend and/or for accompanying guests, business partners, friends and family, is permitted provided that no case of prohibited transfer within the meaning of Clause 8.2 exists and:

- a) the transfer is carried out via the Online Ticket Shop [\[LINK\]](#) or
- b) the customer uses the method provided for the permitted form of transfer or expressly informs the new Ticket holder (1) of the applicability and content of these GTTC, (2) the new Ticket holder, by purchasing and using the Ticket, agrees to the applicability of these GTTC between him/her and 2027 WM GmbH, and (3) upon request of 2027 WM GmbH (e.g. due to protective and safety measures prescribed by authorities or law), 2027 WM GmbH is informed of the transfer in due time, naming the new Ticket holder (including the above-mentioned data), or 2027 WM GmbH has implicitly declared the transfer to the new Ticket holder as permissible.

8.4. Data of the New Ticket Holder: Processing by 2027 WM GmbH of the first name and surname and the email address of the new Ticket holder is carried out, on the one hand, to perform the contracts between him/her and 2027 WM GmbH as well as between him/her and the customer pursuant to Art. 6(1) sentence 1(b) GDPR. On the other hand, this processing is carried out to safeguard the legitimate interests of 2027 WM GmbH pursuant to Art. 6(1) sentence 1(f) GDPR. The legitimate interests of 2027 WM GmbH arise from Clause 8.1.

8.5. Measures in Case of Prohibited Transfer: If 2027 WM GmbH determines that the customer has breached one or more provisions of Clause 8.2, 2027 WM GmbH shall have a claim for injunctive relief due to the indicated risk of repetition. In addition, 2027 WM GmbH and/or the Venue operators are entitled: (1) not to deliver Tickets to the affected customer if, prior to handover/dispatch to the customer, they were used contrary to Clause 8.2; (2) to block the relevant Tickets and refuse admission to the Venue/Event Site without compensation or to expel the customer/Ticket holder; (3) in cases of prohibited Ticket transfer pursuant to Clause 8.2(a) and/or 8.2(b), to demand surrender of the additional proceeds or profit achieved by the customer in accordance with Clause 11; and (4) to impose a contractual penalty against the customer pursuant to Clause 11.

9. Admission to the Venue

9.1. Venue Rules: Stay on the respective Event Site and/or in the respective Venue is at the visitor's own risk. Admission to the respective Event Site and the respective Venue is subject to the Venue rules posted there. Each Ticket holder is obliged, in particular, to behave on the Event Sites and in the Venues in such a way that the legal interests of the Venue operators, spectators and all other persons present at the Events on the Event Site and in the Venues are not impaired and/or endangered. In the event of one or more breaches by Ticket holders and/or customers of these and the rules of conduct specified in the Venue Rules, 2027 WM GmbH, the respective operator, the police and/or security staff are entitled, without compensation, to confiscate prohibited items carried by Ticket holders and/or customers and/or to refuse admission to the Event Site and/or the Venue and/or to expel them from the Event Site and/or the Venue.

9.2. Video Surveillance: Depending on local conditions, the public order and criminal prosecution authorities use video surveillance systems on the Event Sites and in the Venues within their own responsibility for hazard prevention and criminal prosecution in accordance with the applicable legal provisions (e.g. state police law and the German Code of Criminal Procedure (*StPO*)). Further information on video surveillance can be found on the notices displayed on site.

9.3. Right of Admission: In principle, every customer holding an Attendance Right validly acquired in accordance with Clauses 2.1 to 2.4 is entitled to enter the Event Site and the Venue. Admission may be refused if:

- a) the customer/Ticket holder refuses, before entering the Event Site and/or the Venue, to undergo a reasonable check of his/her person and/or carried items conducted by security staff;

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persons who bring unauthorised items onto the Event Site or into the Venue and/or evade security checks may be expelled from the Event Site or the Venue or may be subject to an admission ban pursuant to Clause 9.6;

b) the imprint on the Tickets (block, row, seat, QR code, serial numbers, basket or purchaser identifications) is manipulated, made unrecognisable and/or damaged, or the QR code has already been used for entry in the electronic admission system, insofar as this is not attributable to 2027 WM GmbH or the respective operator;

c) the Ticket holder is not identical to the customer whose details are stored or noted in connection with the Ticket (e.g. name imprint and/or QR code and/or basket number etc. for personalised Tickets), unless a case of permitted transfer under Clause 8.3 exists; and/or

d) technical omissions clearly attributable to the Ticket holder (e.g. smartphone defective, printout illegible, etc.) mean that electronic admission control is not possible. In the case of justified refusal of admission, there is no entitlement to compensation.

9.4. House Rules and Seat Allocation: The exercise of house rules lies with the respective operator or a third party commissioned by it. In the interests of safety and an orderly and smooth running of the Event, the Ticket holder must follow the instructions of the police, 2027 WM GmbH, the respective operator and security staff on the Event Site and in the Venue, in particular, upon request, to take a seat other than that indicated on the Ticket for objective reasons; in this case there is no entitlement to compensation. Otherwise, each Ticket holder must take the seat indicated on his/her Ticket or for which his/her Ticket is valid.

9.5. Improper Conduct: Each Ticket holder must behave on the Event Site and in the Venue in such a way that the legal interests of 2027 WM GmbH and the operator and all other persons present at Events in the Venue are not impaired and/or endangered. In particular, it is prohibited:

a) to carry or use weapons or objects that can be used as weapons or projectiles; this also applies to corrosive and highly flammable substances; bottles of any materials, cans or other containers made of fragile, splintering or particularly hard material; torches, fireworks, smoke candles and/or powder, flares and all other pyrotechnic objects and substances or mixtures; laser pointers; bulky objects; illegal drugs; clothing obviously carried for disguising purposes; animals; and other objects suitable to endanger safety in and around the Venue, other visitors, athletes and/or officials or to unreasonably disturb them;

b) to carry or use racist, xenophobic, homophobic, violence-glorifying, antisemitic, discriminatory, anti-foreigner and/or right-wing or left-wing extremist propaganda materials, and political or religious items of any kind. Independently of carried items, the uttering or dissemination of misanthropic, racist, xenophobic, politically extremist, obscene, provocatively insulting and/or left-wing or right-wing extremist slogans, as well as corresponding actions, statements, gestures and/or an appearance suitable to defame or injure third parties, in particular on the basis of skin colour, religion, gender, sexual orientation, descent or ethnic origin, is prohibited throughout the Venue. This also applies to the wearing of clothing and/or body jewellery bearing inscriptions or symbols with clearly racist, xenophobic, homophobic, violence-glorifying, antisemitic, discriminatory, anti-foreigner as well as right-wing and/or left-wing extremist tendencies/content;

c) to carry or use noise-making instruments of any kind (in particular vuvuzelas, rattles, inflatable “drumsticks”, clappers and similar noise makers);

d) to remain in the Venue for the purpose of media coverage of the Event (television, radio, internet, print, photography) and/or the collection of match data, unless this has been approved in advance by 2027 WM GmbH. Without prior approval, it is not permitted to record, collect or disseminate audio, photographs and/or images, descriptions or results or other data of the Event, whether live or delayed, unless this is done exclusively for private, non-commercial use. Any commercial use, regardless of the manner or by whom, requires the prior written consent of the IIHF. In any case, it is prohibited to transmit and/or publicly disseminate, in whole or in part, any

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image, audio and/or video recordings, whether live or time-delayed, via the internet, in particular on social media platforms and/or apps and/or other media (including mobile devices such as smartphones and tablets), and/or to assist others in such activities. 2027 WM GmbH shall be entitled to delete, or arrange for the deletion of, any recordings transmitted and/or publicly made available in violation of this provision. Devices or equipment that are, by their nature, capable of being used for such activities may be confiscated and may not be brought into the Venue without the prior consent of 2027 WM GmbH;

e) to engage in any activities in or at the Venues that may result in a direct or indirect commercial association with 2027 WM GmbH and/or IIHF, the Event or any part thereof, unless this has been approved in advance by 2027 WM GmbH and/or IIHF. In particular, it is prohibited (i) to create or attempt to create such an association in or at the Venue through the unauthorized use of trademarks, logos or other distinctive signs or by other means, (ii) to conduct targeted commercial advertising of any kind, e.g. by distributing advertising brochures, flyers, promotional items or other objects or information intended to create a commercial association with 2027 WM GmbH and/or IIHF, the Event or any part thereof, (iii) to offer, sell or carry with the intent to sell beverages, food, souvenirs, clothing or other goods or (service) offerings; corresponding equipment may be confiscated and may not be brought into the Venue without the prior consent of 2027 WM GmbH.

9.6. Sanctions for Prohibited Conduct: In the event of breaches of this provision and/or the venue rules, in particular acts pursuant to Sections 3 and 27 of the German Assembly Act (*VersG*) or participation in event-related criminal offences and/or acts of violence inside or outside the Event Site and/or the Venue, 2027 WM GmbH and the respective operator may — in addition to immediate measures under Clause 9.1 or the respective Venue Rules — take the measures listed in Clause 8.5 against the affected customer/Ticket holder. In the case of serious breaches of the above kind, an admission ban limited to the respective Event Site and/or the respective Venue may also be imposed. The ban will be notified to the persons concerned on site verbally and, where it has further effects, also in writing after the Event.

9.7. Special Admission Conditions: For good cause, e.g. due to protective and safety measures ordered by authorities or law, the respective operator and 2027 WM GmbH are entitled (and may be obliged) to stipulate special admission conditions for Ticket purchase or for stay on the Event Site and in the Venue and to enforce compliance with them against the customer/Ticket holder. If the customer/Ticket holder cannot fulfil the special admission conditions, the respective operator and/or 2027 WM GmbH may refuse Ticket purchase or admission to the Event Site and the Venue. Recourse claims against 2027 WM GmbH and/or the respective operator are excluded in such case. If 2027 WM GmbH and/or the respective operator announces special admission conditions only after the customer has purchased the Tickets, the customer may withdraw from the contract. The withdrawal consequences regulated in Clause 7 apply. No right of withdrawal exists if the special admission conditions were already generally announced at the time of ticket purchase, or it expires at the latest upon entry to the Venue. Recourse claims of the Ticket holder are excluded in such case.

9.8. Duty to Inform: Each Ticket holder is obliged to inform him-/herself in advance of an Event in due time about possible rescheduling, audience restrictions and other applicable regulations.

10. Audience Recordings at Events

10.1. Recordings of Audience at the Events: For public reporting on the Events and for their promotion, 2027 WM GmbH, the Venue operators, a competent association or third parties commissioned or otherwise authorised by them (e.g. broadcasters, press) may, independently of one another, create image and audiovisual recordings pursuant to Art. 6(1) sentence 1(f) GDPR which may show the Ticket holder as a spectator of the relevant Event. The legitimate interest of 2027 WM GmbH and/or the Venue operators or the third parties commissioned or otherwise

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authorised by the operator (e.g. broadcasters, press) lies in the interest of also showing and exploiting the relevant Event in the media. These image and audiovisual recordings may be processed, exploited and publicly reproduced by 2027 WM GmbH, the operator and a competent association as well as third parties authorised by them (e.g. broadcasters, press) within the framework of the same legitimate interest pursuant to Art. 6(1) sentence 1(f) GDPR. Further details on data protection are set out in Clause 13.

10.2. Purchase of Tickets for Other Persons: If a customer purchases Tickets not only for him-/herself but also for other Ticket holders (e.g. guests) with a valid Attendance Right, the customer is encouraged to ensure that the information in Clause 10.1 and Clause 13 is forwarded to the respective Ticket holder. The provisions on the permissibility of transfer of Tickets under Clause 8 remain unaffected.

11. Contractual Penalty and Additional Proceeds

11.1. Preconditions: In the event of a culpable breach by the customer of these GTTC, in particular of one or more provisions in Clauses 8.2 or 9.1 and/or the venue rules, 2027 WM GmbH is entitled, in addition to the other sanctions possible under these GTTC, to impose an appropriate contractual penalty of up to EUR 2,500.00 on the customer and to require the customer to pay to 2027 WM GmbH all or part of the additional proceeds or profit earned by the customer from the prohibited transfer of Tickets.

11.2. Amount: The amount of the contractual penalty or the additional proceeds depends in particular on the number and intensity of breaches, the nature and degree of fault (intent or negligence), efforts and success of the customer/Ticket holder in remedying damage, whether and to what extent the customer is a repeat offender and, in the case of unauthorised resale of Tickets, the number of Tickets offered, sold, transferred or used and any proceeds or profits achieved through resale. The contractual penalty may exceed the proceeds or profits achieved through resale. The specific amount of the contractual penalty will be determined by 2027 WM GmbH in the individual case at its equitable discretion and is subject, in the event of dispute, to review by the competent court as to its appropriateness. The contractual penalty shall be credited against any claims for damages of 2027 WM GmbH due to the breach.

12. Liability

Stay on the respective Event Site and/or in the respective Venue is at the visitor's own risk. 2027 WM GmbH, the Venue operators, the IIHF, their legal representatives and/or vicarious agents (*Erfüllungsgehilfen*) shall be liable for damages, regardless of the legal basis, only in cases of intent or gross negligence or — then limited to the foreseeable, typical contractual damage at the time of conclusion of the contract — in the case of breach of material contractual obligations. Material contractual obligations are obligations whose fulfilment makes proper performance of the contract possible in the first place, whose breach jeopardises the achievement of the purpose of the contract and on compliance with which the customer regularly relies. This limitation of liability does not apply to claims for damages due to injury to life, body or health or due to other mandatory statutory liability provisions.

13. Data Protection

Unless otherwise specifically stated in these GTTC, personal data of the customer or Ticket holder are processed, on the one hand, for the performance of a contract between 2027 WM GmbH and the customer/Ticket holder, or between the customer and the Ticket holder, pursuant to Art. 6(1) sentence 1(b) GDPR. On the other hand, personal data of the customer/Ticket holder are processed to safeguard legitimate interests of 2027 WM GmbH or the respective operator. These legitimate interests arise from Clause 8.1. Further data protection provisions, including the

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rights of the Ticket holder under the GDPR as well as the contact details of the data protection officers of 2027 WM GmbH and the respective operator, can be found in the privacy notices available at <https://tickets.2027.iihfworlds.com/shop/103>.

14. Choice of Law, Place of Performance, Jurisdiction

14.1. Choice of Law: The mandatory legal provisions of the country in which the customer has his/her habitual residence shall apply. Otherwise, German law applies. The application of the United Nations Convention on Contracts for the International Sale of Goods (CISG) is excluded.

14.2. Place of Performance: The sole place of performance for delivery, performance and payment is the registered office of 2027 WM GmbH.

14.3. Jurisdiction: The place of jurisdiction for all disputes arising out of or in connection with these GTTC and/or their validity or legal transactions based on these GTTC is the registered office of 2027 WM GmbH.

14.4. Binding Language Version: In the event of difficulties of interpretation between the German and English versions of these GTTC, the German version shall prevail.

15. Supplements and Amendments

If market conditions and/or the legal situation change such that an adjustment of these GTTC becomes necessary, 2027 WM GmbH is entitled to supplement and/or amend these GTTC, but only if the change is reasonable for the customer in an overall balancing of interests. All changes will be communicated to the customer in writing or — if the customer has agreed to this form of correspondence — online (e.g. by email). The supplements/amendments shall be deemed approved if the customer does not object in writing or online in the specified manner (e.g. by email) within a period of four (4) weeks after receipt of the changes and/or supplements, provided that 2027 WM GmbH has expressly drawn attention to this approval-by-silence mechanism in the notification. An objection entitles 2027 WM GmbH to terminate the relevant legal relationship extraordinarily. The customer is also entitled to extraordinary termination in the event of a unilateral amendment within an ongoing legal relationship, in particular in the case of price increases to the customer's detriment.

16. Contact Address

Questions regarding Ticket sales may be addressed to 2027 WM GmbH via the following contact details: 2027 Eishockey WM Organisationsgesellschaft mbH, Betzenweg 34, 81247 Munich, by email info@2027.iihfworlds.com or by telephone +49 (0) 89 / 8182-38.

17. Severability Clause

Should individual clauses of these GTTC be wholly or partially invalid, this shall not affect the validity of the remaining clauses or the remaining parts of such clauses. In the event of an invalid provision, the parties shall negotiate to replace it with a provision that comes closest to the economic purpose of the invalid provision. The same applies to any gap in these GTTC.