

General Terms and Conditions of Business for the Supply of Goods and Services in Conjunction with the Purchase and Use of Tickets (“Ticket General Terms and Conditions of Business”)

1. Scope

1.1 General

(1) These Ticket General Terms and Conditions of Business apply to all deliveries and services in conjunction with the purchase and use of admission tickets and season tickets (“Tickets”) issued by SAP Arena Betriebsgesellschaft der Multifunktionsarena Mannheim mbH & Co. KG, An der Arena 1, D-68163 Mannheim (“SAP Arena”) for attending events at the Multifunctional Arena. The version of the Ticket General Terms and Conditions of Business valid at the time of purchase is authoritative.

(2) A contractual relationship is brought about solely between the buyer and the respective organiser upon the purchase of tickets. If SAP Arena is not listed as the organiser itself, it has been commissioned by the organiser to handle ticket sales on its behalf.

1.2 Public transport tickets

(1) Insofar as the ticket entitles the holder to utilise services operated by the Rhine-Neckar Transport Association (VRN), the contract of carriage shall be entered into exclusively by the ticket holder and the transport undertaking, the services of which the holder uses.

(2) Please note that with regard to print@home tickets, the VRN generally only accepts personalised tickets. It is the buyer’s responsibility to ensure that the necessary details are entered when purchasing the ticket. SAP Arena accepts no liability should the VRN refuse a ticket holder carriage.

2. Right of access

(1) The SAP Arena grants the right to attend the event specified on the ticket only to the holder of a ticket, which they have purchased themselves in accordance with subsections 3 and 4, or which they have lawfully acquired from an authorised original buyer in accordance with sub-section 8.2. Without proof of attendance rights, there shall be no entitlement to attend an event. Attendance at SAP Arena events is subject to the venue’s general terms and conditions of business.

(2) If personalised tickets are issued for an event, the ticket holder is to carry a valid form of identification suitable for verification of identity when attending the event and is to present it on request.

3. Ticket purchase

3.1 Personal use

Unless otherwise agreed in writing with SAP Arena, tickets may only be purchased for personal use.

3.2 Supply channels

3.2.1 Retail sales

When purchasing tickets from a retail outlet, the contract is entered into as soon as SAP Arena issues the tickets to the buyer in physical form.

3.2.2 Call centre

- (1) When purchasing tickets via the SAP Arena call centre, the buyer places a legally binding order by verbally specifying their ticket selection.
- (2) After taking the buyer's details required for payment by credit card over the phone, the member of staff at the SAP Arena call centre charges the ticket price to the buyer's credit card.
- (3) SAP Arena shall confirm receipt of the order by e-mail, which will contain details of the ordered tickets and a link enabling the buyer to access and permanently save these Ticket General Terms and Conditions of Business.
- (4) The contract of sale is only entered into once SAP Arena has sent the tickets to the buyer in the form of a physical ticket, a print@home ticket or a mobile ticket.

3.2.3 Online ticket shop

- (1) When purchasing tickets via the SAP Arena online ticket shop, the buyer submits a legally binding order by clicking the "Place order" button.
- (2) SAP Arena shall confirm receipt of the order by e-mail, which will contain details of the ordered tickets and a link enabling the buyer to access and permanently save these Ticket General Terms and Conditions of Business.
- (3) The contract of sale is only entered into once SAP Arena has sent the tickets to the buyer in the form of a physical ticket, a print@home ticket or a mobile ticket.
- (4) SAP Arena is entitled to withdraw from the contract if incorrect tickets have been issued as a result of technical faults in the ticketing system for which SAP Arena is not responsible. SAP Arena shall inform the buyer of the error without delay and refund any payments already received.

3.3 Restrictions

The SAP Arena reserves the right at its discretion to restrict the number of tickets available for an event or for individual ticket holders. There is no entitlement to be allocated a ticket.

3.4 Right of withdrawal

Irrespective of the purchase method (sub-section 3.2), there is generally no right of withdrawal (see Section 312g (2) No. 9 BGB (German Civil Code)).

4. Discount

4.1 Persons eligible for a discount

4.1.1 General

In principle, minors, school pupils and students, apprentices, persons enlisted in the German Federal Volunteer Service and pensioners, or people aged 65 and over, are entitled to purchase reduced-price tickets. The reason for the discount must apply at the time the event is booked. Multiple discounts

are not granted. Discounts may not be available in certain cases depending on the event or the organiser.

4.1.2 Children

Tickets for children up to the age of 12 may only be purchased with at least one adult ticket, irrespective of whether or not a concession is granted for the adult ticket.

4.1.3 Severely disabled people

Severely disabled people who have a registered disability rating of at least 50% pay the standard price themselves, but when purchasing a ticket, they receive a free ticket for a companion to attend the same event. The accompanying person must be at least 14 years old and able to provide the necessary assistance to the severely disabled person. The accompanying person does not have the right to visit without caring for the severely disabled person.

4.2 Proof of eligibility for a discount

Current official proof of your eligibility for a discount is to be presented when attending the event.

4.3 Upgrade

4.3.1 Holders of transferred tickets

(1) The holder of a concessionary ticket who has lawfully purchased it from the original buyer in accordance with sub-section 8.4 is, in principle, only entitled to attend the event if they meet the criteria for the concession stated on the ticket ("Child" or "Concession").

(2) Alternatively, before attending the event ("Up to the turnstile"), the ticket holder may upgrade their ticket to the appropriate category ("Concession" or "Full price") by paying the difference. A downgrade or repayment is not permitted.

4.3.2 Season ticket holders

If the reason for the discount (e.g. starting a course of study, commencement of a pension) is not expected to arise until during the term of a season ticket subscription, a discounted season ticket may be purchased at the start of the season. An upgrade shall be required for all events prior to this date. If the reason for the discount ceases to apply during the term of a season ticket subscription, an upgrade shall be required for all events from that point onwards.

4.4 Holders of discounted tickets without proof of eligibility

(1) If holders of discounted tickets are found at an event ("From the turnstile onwards") without the relevant proof of eligibility, SAP Arena reserves the right to

- (a) Exclude the ticket holder from attending the event without compensation and
- (b) Report the matter to the police as a case of fraud (Section 263 StGB (German Criminal Code)).

(2) SAP Arena shall, at its absolute discretion, decide whether or not to allow the ticket holder to upgrade their ticket in accordance with sub-section 4.3.1, paragraph 2 instead of the measures provided for in paragraph 1, in which case an additional service charge may apply.

5. Prices and payment

5.1 Price components

The ticket price is based on the price list of SAP Arena or the relevant organiser. The price printed on the ticket includes VAT and all applicable charges (e.g. booking fee, system fee). The buyer shall be charged for postage and delivery when purchasing a paper ticket via the call centre or the online ticket shop.

5.2 Payment

The ticket price, including any delivery charges, is payable upon entering into the contract of sale (sub-section 3.2). Orders placed via the call centre or the online ticket shop shall only be processed upon receipt of payment in advance. The SAP Arena only accepts the payment methods specified at the time of payment, depending on the purchase route.

5.3 Payment failure

Should payment fail for reasons attributable to the buyer (e.g. insufficient funds in the account, problems with electronic authentication), SAP Arena reserves the right to cancel the affected order without replacement, block any tickets already issued and charge the buyer for any incurred costs.

6. Delivery

6.1 General

If the buyer has ordered physical tickets when buying tickets via the call centre or the online ticket shop (sub-sections 3.2.2 and 3.2.3 respectively), SAP Arena shall post the tickets to the address provided by the buyer. Delivery charges shall be borne by the buyer.

6.2 Incorrect delivery

(1) If the sent physical tickets do not correspond to the order confirmation that the buyer received by e-mail,

(a) SAP Arena shall refund the purchase price paid to the buyer, or

(b) SAP Arena shall send the buyer the correct tickets or hold them for collection at the box office.

(2) The buyer reporting the incorrect delivery by e-mail to ticketing@saparena.de and returning the physical tickets (originals) without delay by post to the address of SAP Arena stated in section 1.1, or returning them in person to the SAP Arena ticket shop, is a prerequisite for the corrections in accordance with paragraph 1 at all times.

7. Returns and refunds

7.1 General

Tickets may not be exchanged or returned, unless exceptions are provided for in sub-section 6.2 and sub-section 7.2 et seq.

7.2 Loss of tickets

- (1) The buyer is solely responsible for the tickets issued to them and must, in their own interest, take care to protect them from damage, theft or other loss as well as misuse by third parties.
- (2) If the buyer loses their ticket, they are to notify SAP Arena of this without delay. SAP Arena reserves the right to decide at its absolute discretion whether or not to block the ticket and issue a new one to the buyer.
- (3) No claim for compensation may be made against SAP Arena.

7.3 Cancellation of events

- (1) If the organiser cancels an event, SAP Arena shall refund the buyer for the purchase price of their ticket once they have completed in full the cancellation form made available to them, including, in particular, their bank details. If the buyer has received physical tickets, they must also return the original tickets without delay by post to the SAP Arena address specified in sub-section 1.1, or hand them in in person at the SAP Arena ticket office. Processing fees or delivery charges that may be imposed shall not be refunded.
- (2) If SAP Arena is not the event organiser itself and, in individual cases, the internal settlement between the event organiser and SAP Arena has already been finalised, the buyer is to contact the event organiser directly to request a refund of the paid purchase price.

7.4 Rescheduling events

If the organiser postpones an event, existing tickets shall remain valid for the new date. If the date of the event changes, the buyer may alternatively return their ticket in accordance with sub-section 7.3.

7.5 Special features of home matches involving Adler Mannheim and Rhein-Neckar

Löwen

7.5.1 Replay matches

Replay matches are new fixtures. Tickets for the original match are not valid for these.

7.5.2 Abandoning a match

SAP Arena shall not refund the ticket price if a match that has already started is abandoned for which SAP Arena is not responsible (e.g. for safety reasons).

7.5.3 Season ticket holders

Ticket prices for matches for which a team has not qualified shall not be refunded. SAP Arena cannot guarantee that published fixtures shall be complied with. Dates, kick-off times and any potential changes to the fixtures can be found in the media. Postponed matches neither constitute an entitlement to a pro-rata refund of admission charges nor a right to return season tickets.

8. Transferring tickets

8.1 General

It is in everyone's interest to prevent the uncontrolled and unauthorised resale of tickets as far as possible to prevent violence and criminal offences associated with attending events, effectively enforce stadium bans, better separate supporters of rival teams, prevent ticket touting and provide tickets at affordable prices to as many interested visitors as possible.

8.2. Unauthorised disclosure

(1) Tickets sold by SAP Arena are intended solely for the buyer's personal use. The commercial use of tickets, in particular their resale for profit, is not permitted.

(2) The buyer is prohibited, in particular, from

- Offering tickets for sale via platforms not authorised by SAP Arena (e.g. eBay, Facebook, classified ads, Seatwave, StubHub or Viagogo);
- Offering tickets at a price higher than the standard price;
- Offering tickets for sale to commercial ticket agents;
- Using tickets for commercial or business purposes, or allowing third parties to use them, without the express prior, written, consent of the operating company, in particular for the purposes of advertising, marketing, as a bonus, as a promotional gift, as a prize or as part of an unauthorised hospitality or travel package;
- Passing on tickets for sporting events, whether for a fee or free of charge, to supporters of visiting clubs, provided that the person acquiring the tickets is aware, or ought to have been aware, of their support for the visiting club;
- Transferring tickets for sporting events, whether for a fee or free of charge, to persons who have been banned from the SAP Arena, provided that the buyer is aware of this or ought to have been aware of it.

8.3 Legal consequences of unauthorised disclosure

(1) If the buyer breaches the provisions of sub-section 8.2, SAP Arena reserves the right to adopt one or more of the following measures:

- Refuse the ticket holder entry to the event without compensation;
- Terminate season tickets without notice;
- Demand that the buyer pay an appropriate contractual penalty;
- Demand that the buyer repay the excess proceeds received without justification;
- Ban the buyer from purchasing further tickets and visiting the SAP Arena for a reasonable period of time.

(2) The right to take further criminal and civil action against involved parties in each case is reserved.

8.4 Permitted disclosure

(1) Private transfer of tickets is permitted provided that no case of unauthorised transfer as defined in sub-section 8.2 applies, the buyer expressly draws the new ticket holder's attention to the contents of these Ticket General Terms and Conditions of Business and the new ticket holder demonstrably agrees to their terms.

- (2) In individual cases, tickets may be sold via the Arena Ticket Exchange, which serves as the official secondary market platform.
- (3) Season ticket holders may lend their tickets to third parties for individual matches.
- (4) In the case of reduced-price single tickets or season tickets, an upgrade may be required (subs-section 4.3.1).

9. Warranty and liability

- (1) If SAP Arena is not the organiser itself, it accepts no liability whatsoever for the specific nature or quality of the event.
- (2) SAP Arena shall be liable for breaches of duty resulting from wilful misconduct or gross negligence, as well as for the loss of life, physical injury or detrimental effects on health in accordance with statutory provisions.
- (3) In all other cases, SAP Arena shall only be liable in the event of a breach of a contractual obligation the fulfilment of which is essential to properly execute the contract and on whose fulfilment the buyer reasonably relies and may rely. Liability is, insofar, limited to compensation for foreseeable damage that is typical of this type of contract.

10. Data protection

SAP Arena complies with data protection legislation when processing the buyer's personal data. This includes technical security measures in line with the latest technological developments (Article 32 GDPR) and the obligation of employees to maintain data confidentiality (Article 28 (3) letter b GDPR). Insofar as SAP Arena subcontractors come into contact with personal data in the course of executing a contract, a data processing agreement (DPA) shall be entered into with them in advance, which can be viewed on request.

11. Final provisions

- (1) German law applies. If the buyer is a consumer who, at the time of purchasing the ticket, has their habitual residence in another country, application of the compulsory provisions of the law of that country shall not be affected by the choice of law made in sentence 1.
- (2) Mannheim shall be deemed the exclusive place of jurisdiction if the buyer is a merchant who has their registered office in Germany at the time of purchasing the ticket.
- (3) In the event that one of the above provisions is or becomes invalid, or if a provision that is in itself necessary is omitted, this shall not affect the validity of the remaining provisions. The parties shall endeavour to reach an amicable settlement in such a case.

As of April 2026