



GENERAL TERMS AND CONDITIONS OF MONDO MILAN MUSEUM

These General Terms and Conditions of Contract (hereinafter "GTC") apply to the offer and sale of tickets for visits to the Mondo Milan Museum (hereinafter, in singular and plural: Access Tickets), as defined below ("Service"). The user who makes use of the Service (hereinafter "Customer") is required to carefully read and approve these GTC.

Access Tickets are issued by A.C.Milan S.p.A. (hereinafter: ACMilan or Company), based in Milan, Via Aldo Rossi n.8, c.a.p. 20149, telephone 02.62281. Access Tickets are available for purchase using a dedicated software owned by Vivaticket S.p.A., based in Bologna, Via Antonio Canova No. 16/20, Tax Code and registration number with the Companies' Register of Bologna 02011381205, R.E.A. No. 405904, placed on the website www.acmilan.com/it/biglietteria/museo-mondo-milan (the Website) and on the sites indicated by the Company from time to time.

Access Tickets may be either fixed date and/or open date. The open date Access Ticket may be used within six months, which cannot be extended, from the date of purchase, after which the ticket will no longer be valid. On the day of the visit, you must show up with the Access Ticket at the Mondo Milan Museum ticket office to validate it.

The offer and sale of the Access Tickets constitute a remote contract governed by Chapter I, Title III (Articles 45 et seq.) of the Consumer Code and by Legislative Decree No. 70 of April 9, 2003, containing the regulation of electronic commerce.

Access Tickets are sold only to Customers identified as (a) consumers (within the meaning of Legislative Decree No. 206/2005), i.e. any natural person acting for purposes unrelated to any entrepreneurial, commercial, craft or professional activity carried out; (b) adults (within the meaning of the laws of the respective countries).

The online publication of these GTCs and the confirmation of the purchase order (hereinafter "Purchase Agreement") provided by AC Milan to the Customer shall count as "confirmation of the contract concluded on a durable medium" pursuant to Article 51, paragraph 7 of Legislative Decree No. 206/2005 ("Consumer Code").

Access Tickets entitle their holder (hereafter, in the singular and plural: Holder) to visit the museum on a single occasion and have an experience within the Mondo Milan Museum, on the dates and times the museum is open. Partial or total closures may occur due to maintenance or private events, also communicated shortly in advance on acmilan.com. It is the responsibility of the Access Ticket Holder to verify the museum's opening before showing up at Casa Milan for a visit. The Company cannot be held responsible in any way for any inconvenience or disruption suffered by Customers due to the lack of verification.

The Access Ticket must be purchased through the Website or the different channel that should be indicated by AC Milan, through the duly authorized distribution networks. In the event that the Access Ticket has been purchased by the Customer from parties other than those indicated above or if the Access Ticket has been lost, stolen, duplicated or obtained contrary to these



GTC, the Customer may not be authorized to access the Mondo Milan Museum or may be required to abandon it.

The price of the Access Cards corresponds to the price on the Access Card itself. CRN card holders, under 14 and over 65 are entitled to a price reduction.

The titles/documents entitling to the price reduction must be shown to the staff member during ticket validation. Any lower price that, subsequent to the purchase by the Customer, is applied by AC Milan to Access Tickets of the same type or with regard to particular dates or circumstances, will not entitle the Customer to a refund of the difference.

In addition, there may be additional reductions such as, but not limited to, the family package (2 adults + 1 under 14) and group tickets.

Disabled persons with a 100% disability are entitled to free admission, while disabled persons with a disability percentage lower than the above are entitled to a price reduction available for purchase exclusively at the Mondo Milan Museum ticket office.

Tickets that can be purchased with any conventions can be purchased exclusively at the Mondo Milan museum ticket office. The list of active conventions can be found at www.acmilan.com/it/biglietteria/museo-mondo-milan.

The Customer must consult the description of the service on the pages of the Website in order to submit an order to purchase one or more Access Tickets.

In accordance with Legislative Decree No. 70 of April 9, 2003, containing provisions on electronic commerce, the Company informs the Customer that in order to conclude the contract for the purchase of an Access Ticket through the sales portal, the Customer must select the Access Ticket by unconditionally accepting and agreeing to comply with the provisions of these GTC.

The accepted credit cards are indicated in the "Payment Options" stage of the purchase process. The total amount owed by the Customer to the Company is charged at the time the order is transmitted.

AC Milan reserves the right to apply, for safety reasons and/or at its own discretion, limitations and exclusions to the payment methods that may be used by the Customer to pay for Access Tickets.

An order is considered submitted when AC Milan receives the Order Form electronically and the information indicated therein is verified and deemed correct. The contract is considered concluded when - following an authorized payment through the sales portal - AC Milan delivers the Quick Ticket - print@home to the Customer.

The Access Tickets purchased are delivered to the Customer in fast ticket -print@home format and can be presented in hard copy or digital format. AC Milan will not allow any duplicate Access Tickets under any circumstances.

In the event of an exceptional flow of visitors, the staff members will be entitled to temporarily stop access in order to facilitate the outflow of the visitors present in the hall. AC Milan may also prohibit access or require the outflow of Customers in the event of any reasons relating to the public order and safety protection.

Pursuant to Article 59(n) of Legislative Decree No. 206 of October 6, 2005 (the "Consumer Code"), the right of withdrawal is excluded with respect to services concerning leisure activities if the contract provides for a specific date or period of performance.



After completing the transaction, it is not possible to withdraw the purchase or have the nominal price refunded.

Except in the case of willful misconduct or gross negligence, AC Milan cannot be held liable for expenses and damages, direct and indirect, of any nature, suffered by the Customer in connection with the sale of Access Tickets.

Access Tickets may not be used for political, commercial, advertising or other promotional reasons unless authorized in advance in writing by AC Milan. Any Customer who uses Access Tickets in violation of this provision will be liable for damages caused by their conduct and may be prosecuted.

We inform that the personal data required for the purchase of Access Tickets will be processed by AC Milan, as data controller, in accordance with EU Regulation No. 679/2016, for the purposes and in the manner described in the information available on the Website.

In the event that any provision of these General Terms and Conditions is deemed unlawful, invalid, ineffective, or contrary to law as a result of a final decision of a court of competent jurisdiction, such provision shall be removed, and all other provisions of these General Terms and Conditions shall be deemed fully effective and valid.

In all cases where the user of the Service is not a consumer, any dispute relating to the validity, interpretation, execution and/or termination of legally relevant acts related to the use of the Service shall be deferred to the exclusive jurisdiction of the Court of Milan.

For information, restrictions on access to the museum, and issues related to the purchase of Access Tickets: help.acmilan.com/it/