

GENERAL TERMS AND CONDITIONS OF SALE FOR TICKETING FOR THE GREENWEEZ PARIS MAJOR PREMIER PADEL 2024

1. Scope

1.1. These General Terms and Conditions of Sale of the GREENWEEZ PARIS MAJOR PREMIER PADEL 2024 ticketing service (hereinafter the “General Terms and Conditions of Sale” or “GTCS”) govern the sale of Tickets by the French Tennis Federation to the Buyer as well as the terms and conditions of use of said Tickets.

1.2. The GTCS automatically apply by operation of law to the sale or provision (individually or in the form of a Bundle), by the French Tennis Federation (an organisation governed by the French Law of 1 July 1901, and state-approved by the decree of 13 July 1923, the registered office of which is located at Stade Roland-Garros, 2 avenue Gordon Bennett, 75016 Paris, France), of Tickets granting access to the GREENWEEZ PARIS MAJOR PREMIER PADEL 2024 to any natural person or legal entity (i) who places an order, either online via the Ticketing Site, or in paper format sent by e-mail or by post to Wetix Agency, 114 rue Chaptal, 92300 Levallois-Perret, France or (ii) who enters into a contract with the French Tennis Federation (a contract for the provision of hospitality services or for the distribution of hospitality packages, a partnership agreement, or a contract relating to the allocation of media rights, etc.), the main or secondary purpose of which is the sale or provision of Tickets for the GREENWEEZ PARIS MAJOR PREMIER PADEL 2024.

1.3. No special conditions may prevail over these GTCS, except with the prior written consent of the French Tennis Federation. Any conditions to the contrary, in particular one related to purchasing, is unenforceable against the French Tennis Federation.

1.4. Any order or purchase of Tickets implies the full and unreserved acceptance of the GTCS by the Buyer (or Bearer). To indicate this acceptance, the Buyer must tick the box provided for this purpose on the Order Form or on the Ticketing Site. If the Buyer fails to do so, his/her order will not be processed. The Buyer declares that he/she has full legal capacity and/or any necessary authorisation to enter into such an agreement. Validation of a Ticket, combined with the fact of entering the Stadium by use of the Ticket, shall constitute irrevocable acceptance of the Stadium Rules and/or any French Tennis Federation regulations or instructions that may be applicable to the GREENWEEZ PARIS MAJOR PREMIER PADEL 2024 by the Holder of said Ticket. The Stadium Rules may be viewed at the Stadium entrances, and can also be made available upon receipt of a request by e-mail to the following address: billetterie@parispadelmajor.com.

2. Definitions

Buyer	Any natural person or legal entity possessing the legal capacity to enter into a contract relating to the purchase of Ticket(s) for the GREENWEEZ PARIS MAJOR PREMIER PADEL 2024, in accordance with these GTCS.
Ticket(s)	A tangible or intangible document in the possession of the Ticket Holder and granting him/her, in accordance with the GTCS, access to the Stadium to attend a Session of the GREENWEEZ PARIS MAJOR PREMIER PADEL 2024, as indicated on the Ticket, and to take up the seat indicated on said Ticket.
Single ticket	One of the Types of Tickets offered for sale in all Categories, in this case an individual Ticket for a single Session of the GREENWEEZ PARIS MAJOR PREMIER PADEL 2024, being held in the Stadium.
Tickets for disabled spectators	One of the Types of Tickets offered for sale, in this case an individual Ticket for a single Session of the GREENWEEZ PARIS MAJOR PREMIER PADEL 2024, being held



	in the Stadium, for disabled spectators who are in a wheelchair or require a seat that is easy to access.
Order Form	<p>The form used to place an order. The Order Form will only be available to the following groups:</p> <ul style="list-style-type: none"> • Disabled persons. • Works councils, leagues and departmental committees – the French Tennis Federation’s decentralised bodies – and tennis/padel clubs (associations affiliated to the French Tennis Federation and organisations authorised by the French Tennis Federation), as well as associations.
Category	The principal classification of a given seat in a ticketing system that enables it to be identified – geographically and physically – within the Stadium.
Ticket Holder	Any person in regular possession of a Ticket, including the Buyer and Bearer(s) (if applicable) of the Ticket.
Bundles	One of the Types of Tickets offered for sale in certain Categories and granting its Holder access to the Stadium for several Sessions, which are determined by the French Tennis Federation and mentioned on the Ticketing Site for the GREENWEEZ PARIS MAJOR PREMIER PADEL 2024, being held in the Stadium.
Bearer	<p>A natural person to whom the Ticket(s) is/are transferred in accordance with Article 6 of these GTCS.</p> <p>The companion of the disabled person mentioned in Article 3.3.1. below of these GTCS is also considered, where applicable, as a Bearer.</p>
Purchase Price	Subject to Article 4 below of these GTCS, the total purchase price in Euros, including VAT, of the Ticket(s) allocated by the French Tennis Federation in accordance with the GTCS.
Stadium Owner	The owner, operator or tenant of the Stadium to which the Ticket grants access.
Stadium Rules	<p>The Rules pertaining to the Stadium in which the GREENWEEZ PARIS MAJOR PREMIER PADEL 2024 will take place.</p> <p>The French Tennis Federation defines all the rules with which Ticket Holders present in the Stadium must comply.</p> <p>They set forth the rights and obligations of Ticket Holders, who may view them at the Stadium entrances.</p>
Regulations	<p>Refers to, in particular, the following laws and regulations:</p> <ul style="list-style-type: none"> • The Law and regulations in force in France. • The French Tennis Federation statutes and regulations related to the GREENWEEZ PARIS MAJOR PREMIER PADEL 2024, the Stadium Rules.
Session	<p>The scheduling period of the GREENWEEZ PARIS MAJOR PREMIER PADEL 2024, taking place in a single session, during which access to the Stadium is granted upon presentation of a Ticket.</p> <p>The schedule of the Sessions and the dates of the GREENWEEZ PARIS MAJOR PREMIER PADEL 2024 are provisional and are provided for information purposes only. Any potential adjustments made to them may not under any circumstances give rise to the exchange or refund of the Ticket(s), nor to any compensation whatsoever.</p>

Seat	This corresponds to the Ticket and the physical location in the Stadium at which the Ticket Holder must sit.
Ticketing Site	Refers to the website that is accessible from the following URL: https://tickets.parispadelmajor.com/en This is made available to customers by the French Tennis Federation for the purpose of selling Tickets and on which, for example, the sales process takes place or the downloadable Order Form can be found.
Stadium	The venue at which the GREENWEEZ PARIS MAJOR PREMIER PADEL 2024 will take place and including all areas to which access is contingent on the presentation of a Ticket. The Stadium used for the GREENWEEZ PARIS MAJOR PREMIER PADEL 2024 is Roland-Garros Stadium (2 Avenue Gordon Bennett, 75016 Paris, France).
Types of Tickets	Thermal or virtual tickets which may be printed on paper (E-Tickets).

3. Sales rules

3.1. General rules

- The sales period runs from 30 January 2024 until 6 October 2024.
- Information on the pricing categories is available on the Ticketing Site.

The Purchase Prices, in addition to the map showing the location of the Seats in each Category, will be indicated on the Ticketing Site before the order is validated. This map is provided for information purposes only, which the Buyer acknowledges and accepts.

3.2. Ways to order

3.2.1. There are two ways to purchase individual Tickets or Bundles:

- For works councils, leagues and departmental committees – the French Tennis Federation’s decentralised bodies – and tennis/padel clubs (associations affiliated to the French Tennis Federation and organisations authorised by the French Tennis Federation), associations or disabled persons: print and complete a paper Order Form that can be downloaded from the Ticketing Site, accessible from the French Tennis Federation ticketing service, by e-mail at billetterie@parispadelmajor.com, or by post at the address indicated below. The completed Order Form must be returned to the following address: Wetix Agency, 114 rue Chaptal, 92300 Levallois-Perret, France. If paying by cheque, it must be made payable to “Wetix Agency”.
- For individuals wishing to purchase Tickets (except disabled persons): order via the Ticketing Site.

3.2.2. Each Buyer is required to provide the information required to process his/her order.

3.2.3. It is the sole responsibility of the Buyer to ensure that:

- The Order Form has been correctly filled in and contains all of the personal details and information required for payment.
- The available balance of the bank account linked to the payment method used is sufficiently high to cover the Purchase Price of the Ticket(s) at the time of payment, under the conditions of Article 4 of the GTCS.



- His/her personal details are valid and up-to-date.

3.2.4. For orders placed via the Ticketing Site, by clicking on the “*I accept the official General Terms and Conditions of Sale for Ticketing*” button/field, the Buyer acknowledges that he/she has read, understood, accepted and agreed to comply with the GTCS, and consents to the execution of the electronically concluded contract and to the exchange of information with the Buyer and the French Tennis Federation by e-mail prior to entering into the contract and/or in the scope of its execution, in accordance with Article 1127-2 of the French Civil Code.

3.2.5. In addition, in accordance with Article L.221-28 (12°) of the French Consumer Code, the Buyer is reminded that the right of cancellation does not apply to the order of Tickets for which payment has already been taken by the French Tennis Federation.

3.3. Tickets for disabled persons/Children under four years of age

3.3.1. There are specific Tickets available for holders of a disability card proving that they are disabled to a degree of more than 80 per cent and who use a wheelchair, persons with a “difficulty remaining standing” card or a disability card specifying “need for assistance” or “blindness”. Disabled persons should create an account via the dedicated form on the Ticketing Site and may reserve seats either by contacting the French Tennis Federation by e-mail (billetterie@parispadelmajor.com), by telephone, or by downloading an online Order Form from the Ticketing Site. Reservations are made on an individual basis and the Order Form, when sent, must be accompanied by proof of disability. Any disabled person may be accompanied at the Stadium (limited to one [1] companion per person). To this end, the disabled person must order an additional Ticket for the companion. The GTCS governing Tickets for the companion are identical to those applicable to the disabled person’s order. Any purchase of a seat for an additional companion will be made at the price at the time and according to availability.

3.3.2. Access to the Stadium is free for children under four years of age who are accompanied by a person in possession of a TICKET, upon presentation of Proof of Identity, it being specified that only one (1) child per person in possession of a TICKET may benefit from free access to the Stadium and the competition courts. Given that no seats are allocated to them, children under four years of age must sit on the lap of the accompanying adult. The French Tennis Federation’s customer service office, located at the entrance to the Stadium will provide the accompanying adult with one (1) free ticket enabling the child under four to enter the Stadium.

3.4. Ticket allocation is subject to the following rules:

- a. Orders placed via the paper Order Form will be processed in the order in which they are received, and according to availability.
- b. Orders placed online via the Ticketing Site will be processed in real time.
- c. In cases where the Buyer's order – for orders sent via the paper Order Form – cannot be fully satisfied, it will not be processed, which the Buyer expressly acknowledges and accepts.
- d. The Buyer will be informed of the outcome of the processing of his/her order by telephone or e-mail.

3.5. Non-compliance

In the event of non-compliance by the Buyer with his/her obligations under Article 3 of the GTCS, or with the rules relating to the ordering of Tickets set forth in the same Article, the Buyer shall be informed that his/her order will not be processed by the ticketing service, which the Buyer expressly acknowledges and accepts.

4. Payment

4.1. The Purchase Price of the Tickets is stated in Euros and includes all taxes, but excludes handling fees. The Price of the Tickets is payable by cheque or bank card in two (2) ways:



- a. Payment of orders via the Ticketing Site: bank card.
- b. Payment of orders via the Order Form: cheque.

4.2. E-cards or virtual cards are not accepted.

4.3. Any payment problem will automatically invalidate the order.

4.4. For any information on payment methods, please send your request by e-mail to the following address: billetterie@parispadelmajor.com.

4.5. The Tickets remain the property of the French Tennis Federation until the actual and definitive collection of the sums due for said Tickets.

5. Acquisition of Tickets

The Tickets (E-Tickets) will be available from the end of June 2024 onwards and must be downloaded by the Buyer from his/her personal account created for the purposes of his/her order on the Ticketing Site and, if applicable, transferred to the Bearer in accordance with the procedure set forth in Article 6 below of the GTCS, depending on the case.

6. Specific conditions for the use of Tickets

6.1. The resale/offer to resell or the exchange/offer to exchange of a Ticket, even free of charge, is strictly forbidden, as is the advertising of a resale. This restriction does not apply to the resale by a Buyer to one or more Bearer(s) within his/her private circle.

6.2. In the case of a purchase made for a Bearer or Bearers belonging to the Buyer's private circle, the transaction may take place if, and only if, the Buyer resells his/her Ticket(s) privately and for an amount that is not higher than the Purchase Price, and on condition that the Bearer accepts the GTCS.

6.3. It is forbidden to carry out any promotional or commercial activity in relation to the Tickets without the prior written consent of the French Tennis Federation. Consequently, and in particular, in the absence of a signed contract or tacit agreement with the French Tennis Federation prior to any promotional activity related to GREENWEEZ PARIS MAJOR PREMIER PADEL 2024 ticketing, it is forbidden:

- a. For any Buyer, Bearer or other third party to carry out any advertising or promotional activities in relation to the French Tennis Federation and the GREENWEEZ PARIS MAJOR PREMIER PADEL 2024 or any Session of the GREENWEEZ PARIS MAJOR PREMIER PADEL 2024.
- b. For any Buyer or Ticket Holder to display commercial messages on any medium taken into the Stadium, particularly on their clothing.
- c. For any Ticket Holder to carry out any promotional activity for any brand whatsoever, whether or not it is related to the Ticket(s) within the Stadium.
- d. To use the Tickets in any promotion, advert, fundraising effort, auction or raffle, commercial or otherwise.
- e. To use the Tickets as a prize (or as part of a prize) in any contest, competition, (promotional) game of chance, lottery or sweepstake.
- f. To combine and sell Tickets as part of a package of goods or services (e.g. hospitality).
- g. To combine and sell Tickets as part of a travel package or accommodation/hotel package (e.g. combined flight-hotel-Ticket deal).

6.4. Any behaviour by a Ticket Holder that runs contrary to Article 6 of the GTCS may result in the cancellation of his/her Tickets, for one or more Session(s), and, if applicable, the automatic termination of the contract entered into with the French Tennis Federation without any other formality being required.

In such circumstances, the Buyer may be subject to the following measures:



- a. Being refused entry to the Stadium (or even ejected, if necessary).
- b. No refund of his/her Ticket(s).
- c. Legal action by the French Tennis Federation in accordance with applicable law.

The previous provisions are without prejudice to any other action that the French Tennis Federation may take to obtain compensation for damages sustained.

6.5. Virtual tickets (E-Tickets)

The E-Ticket terms and conditions of use are as follows:

- a. An E-Ticket is only valid for the Session indicated on its front. It is neither exchangeable nor refundable.
- b. The E-Ticket must be printed by the Buyer or the Bearer, as the case may be, by their own means and at their sole expense, in portrait format on blank white A4 paper (front and back), without any modification of the print size, with an inkjet or laser printer. No other medium (electronic, PC screen, laptop screen, mobile phone, etc.) is valid. Any partially printed, soiled, damaged or illegible E-Ticket will not be considered valid. In the event of poor print quality, it is advisable to reprint the E-Ticket using a different printer. To reprint the E-Ticket, go to the "My account" section on the Ticketing Site. The French Tennis Federation accepts no responsibility for any anomalies that may arise during the printing of the E-Ticket.
- c. E-Ticket inspection: once inside the Stadium, the E-Ticket holder must keep the E-Ticket on him/her under all circumstances, and the E-Ticket must be presented during any inspection within the Stadium.

7. **Stadium access**

7.1. Access to the Stadium will be granted during the timeframes published on the GREENWEEZ PARIS MAJOR PREMIER PADEL 2024 Ticketing Site.

7.2. Access to the Stadium will be:

- a. Subject to compliance with the Regulations and, in particular, the Stadium Rules.
- b. Granted to each person (regardless of age) who presents a valid Ticket and, upon request, any official proof of identity (passport or national ID card).
- c. Afforded with the proviso that any exit from the Stadium is definitive.

8. **Behaviour within the Stadium**

8.1. For security reasons, spectators attending a Session must, at the request of accredited security personnel:

- a. Present their valid Ticket in the name of the Ticket Holder, as well as proof of identity, so that their identity can be verified.
- b. Undergo security checks or pat-downs to gain access to the Stadium complex, in accordance with the conditions set forth in article L. 613-3 of the French Internal Security Code. Accredited security personnel are authorised to search the Ticket Holder's clothing and/or belongings with the Ticket Holder's consent (in the event of a categorical refusal by the Ticket Holder, access to the Stadium will be denied).

8.2. Expressing, disseminating or displaying objects or messages that may infringe the rights of others, whether they be, in particular but not exclusively, racist, homophobic, hateful, xenophobic, sexist, religious, political or otherwise, is strictly forbidden within the Stadium.

8.3. The Ticket Holder must comply with all of the provisions set forth in the Stadium Rules, which list the objects and behaviour that are not authorised inside the Stadium.

8.4. Unless authorised by the French Tennis Federation, it is strictly forbidden, within the Stadium, to:



- a. Access areas that are closed off to the public or reserved for accredited individuals.
- b. To enter or attempt to enter the court or any area adjacent to it.

8.5. Any Ticket Holder attending one of the Sessions or present in the Stadium is strictly forbidden from collecting, storing, disseminating, conveying, publishing, delivering and/or making available to any person or organisation by any method whatsoever and from any location in the Stadium whatsoever, whether free of charge or for a fee, any data, statistic, information or fact relating to the progress of any ongoing event (in particular but not limited to live results, a warning given to an athlete by the umpire, an umpire error, an injury, etc.) of which he/she has knowledge. In the event of a violation of the restriction set forth in this Article, the offender is at risk of one or more of the sanctions set forth in Article 8.7. below of the GTCS, with the French Tennis Federation reserving the right to bring any legal proceedings or action against him/her. The continuous use of laptops or electronic devices is strictly forbidden in the areas adjacent to the courts, reserved for spectators.

8.6. For reasons of sporting ethics and to maintain the integrity of padel competitions, any Buyer or Ticket Holder is prohibited from placing bets, directly or through an intermediary, by any method whatsoever (in particular through an online public communication service), in any form whatsoever (including private bets between individuals) relating to the GREENWEEZ PARIS MAJOR PREMIER PADEL in the Stadium. In the event of a violation of this restriction, the French Tennis Federation may take any measures it sees fit, including ejection of the relevant individual from the Stadium.

8.7. Any behaviour that runs contrary to one of the stipulations of Article 8 of the GTCS may result in the Ticket Holder's immediate exclusion from the Stadium, the cancellation of his/her Tickets and, where applicable, the automatic termination of the contract entered into with the French Tennis Federation.

9. Image rights and sound and visual recordings

9.1. All Ticket Holders (adult or minor) are advised that they may be photographed and/or filmed by the French Tennis Federation's teams and/or by any third party authorised by the French Tennis Federation (in particular, but not limited to, media operators – television crews, photographers, print and Internet journalists, etc. – and official partners/suppliers of the GREENWEEZ PARIS MAJOR PREMIER PADEL and/or the French Tennis Federation, etc.). Consequently, the Ticket Holder or, where applicable, the legal guardian for the minor Holder, expressly authorises, free of charge, (i) the capture of his/her image by any method and (ii) the use of his/her image on all media (press, posters, leaflets, digital, analogue, etc., without restrictions as regards quantity) and for all types of broadcasting (television, cinema, exhibition, online, social networks, etc.), by the French Tennis Federation and/or by any third party authorised by the French Tennis Federation (in particular, but not limited to, the French Tennis Federation's regional bodies, media operators – television crews, photographers, print and Internet journalists, etc. – and official partners/suppliers of the GREENWEEZ PARIS MAJOR PREMIER PADEL and/or the French Tennis Federation, etc.), for all purposes, including commercial purposes (in particular, but not limited to, the promotion of the French Tennis Federation, its products/services, its business, padel, the GREENWEEZ PARIS MAJOR PREMIER PADEL and its events, the Stadium, the status of official partners/suppliers of the GREENWEEZ PARIS MAJOR PREMIER PADEL and/or the French Tennis Federation and their products/services, etc.), as well as during the televised broadcast of the GREENWEEZ PARIS MAJOR PREMIER PADEL. This authorisation is valid for use throughout the world and for the entire legal duration of copyright protection relating to the aforementioned media. The Buyer of one or more Tickets makes a guarantee to the French Tennis Federation that he/she has informed the Holder(s) of the Ticket(s) of the terms and conditions of this Article, as well as the legal guardians of the minor Holder(s), and that he/she has obtained their prior consent.

9.2. It is strictly forbidden to capture and/or broadcast and/or make available to the public, live or tape-delayed, wholly or partly, whether free of charge or for a fee, any sound recording and/or any still or moving image captured by any method within the Stadium (especially in the competition courts and inside limited-access areas, in particular changing rooms and areas reserved for competitors) for any type of public access, regardless of the broadcasting method (Internet, radio, television, mobile telephones, data storage accessories or any other current and/or future media), without the prior and express authorisation of the French Tennis Federation.



This restriction pertains, in particular, but not exclusively, to:

- Capturing and/or broadcasting and/or making available and/or incorporating any still or moving images and/or sound recordings captured within the Stadium, on online community file-sharing sites or platforms, within digital publication media (webzines, etc.), as well as within any visual and/or sound work or production (films, documentaries, etc.).
- Capturing and/or broadcasting and/or making available, irrespective of the access or broadcasting method, any still or moving image or series of still or moving images of a promotional and/or commercial, abusive or excessive nature, or that would be inconsistent with good morality or public order.
- Capturing and/or broadcasting and/or making available any images of GREENWEEZ PARIS MAJOR PREMIER PADEL matches, irrespective of the category or competition court.
- Capturing and/or broadcasting and/or making available any images of training sessions organised in the Stadium during the GREENWEEZ PARIS MAJOR PREMIER PADEL.
- Capturing the competition courts in any way.
- Broadcasting, either live or tape-delayed, in any way from any part of the Stadium.
- Requesting and capturing private interviews with players in any way.
- Marketing images captured within the Stadium in any way.
- Devising, from any image captured, on any medium whatsoever, a magazine or specific programme, the main or secondary focus of which is the GREENWEEZ PARIS MAJOR PREMIER PADEL.
- Communicating, in any way, about the use of images captured during the GREENWEEZ PARIS MAJOR PREMIER PADEL.
- Using all or part of the images captured in the Stadium for promotional purposes (trailers, etc.) in any way.
- Matching and/or connecting any image captured in the Stadium with brands, logos and distinctive features of the GREENWEEZ PARIS MAJOR PREMIER PADEL and the French Tennis Federation.
- Connecting, directly or indirectly, all or part of the images captured in the Stadium with any brand and/or name, commercial or otherwise, particularly within the scope of sponsorship (advertising or other).

In the event of a violation of the restrictions set forth in this Article, the French Tennis Federation reserves the right to take action against the offender, who may be subject to one or more of the sanctions set forth in the GTCS, without prejudice to any other action.

10. Unauthorised spectators

10.1. No Ticket Holder is permitted to attend a Session if they are an “excluded person”.

10.2. For the purposes of this document, the term “excluded person” refers to:

- a. Any person who is subject to a competition and/or stadium ban duly imposed (i) by the French Tennis Federation’s disciplinary bodies, or (ii) by the international governing bodies of tennis (International Tennis Federation [ITF], Association of Tennis Professionals [ATP], Women’s Tennis Association [WTA], International Tennis Integrity Agency [ITIA], etc.) or padel (International Padel Federation, World Tour Padel, Premier Padel, etc.).
- b. Any person prohibited by the Stadium Owner from attending events held in the Stadium.
- c. Any person who has not complied or who is not complying with all or part of these GTCS.

10.3. If a Ticket Holder is an “excluded person” pursuant to Article 10.2. above of the GTCS, this will result in the cancellation of his/her Tickets, for one or more Session(s), and, if applicable, the automatic termination of the contract entered into with the Federation Tennis Federation, without any other formality being required.



11. Personal data

11.1. Personal data is collected by the French Tennis Federation, in its role as data controller, for the purposes of handling Ticket orders and for the way in which the Sessions are organised. The legal basis for the processing carried out by the French Tennis Federation is the implementation of contractual measures. The French Tennis Federation may also contact the relevant individuals in order to provide them with the information necessary to arrange their arrival. The legal basis for this processing is the legitimate interest of the French Tennis Federation in disseminating information related to the events it runs.

11.2. The personal data processed by the French Tennis Federation in this context will only be accessible by personnel authorised by the French Tennis Federation and may be shared, insofar as necessary, with its potential sub-contractors (such as WEBEDIA for the management of the ticketing service and the Ticketing Site), the French Tennis Federation's partners, including Wetix Agency for the purposes of business development (subject to the prior agreement of the Buyer), and external consultants, solely within the framework of potential disputes.

11.3. In accordance with the provisions of Articles 38, 39 and 40 of the French IT information and freedom law of 6 January 1978 (as amended), the Buyer and the Ticket Holder have the right to access, modify and rectify their personal data. In addition, the Buyer and the Ticket Holder have the right to set general or specific instructions regarding the storage, deletion and communication of their personal data after their death. The Buyer and Ticket Holder may also object to the processing of their data, where the basis for this processing is the legitimate interest of the French Tennis Federation in disseminating information related to the events it runs.

11.4. If the Buyer has accepted that his/her personal data be processed by the French Tennis Federation or transferred to its partners for the purposes of business development, by ticking the corresponding box during the Ticketing Site sales process or on the Order Form, he/she may subsequently withdraw his/her consent at any time.

11.5. To exercise the rights set forth in the aforementioned articles or for more information on the processing of his/her personal data by the French Tennis Federation, the Buyer or Bearer may contact the French Tennis Federation at the following address: dpo@fft.fr. For any additional information or complaint, the relevant individuals may contact the French data protection agency, the Commission Nationale de l'Informatique et des Libertés (more information can be found at www.cnil.fr).

11.6. The personal data provided during the Ticketing Site sales process or on the Order Form are stored and processed through the Ticketing Site in accordance with the Ticketing Site's privacy policies.

12. Force Majeure

12.1. The French Tennis Federation shall not be held liable for the non-execution, or late or incomplete execution of its commitments due to a *force majeure* event as defined in Article 1218 of the French Civil Code, which may result in the total or partial cancellation or the postponement of the GREENWEEZ PARIS MAJOR PREMIER PADEL, or the staging of the GREENWEEZ PARIS MAJOR PREMIER PADEL behind closed doors or with a reduced attendance (taking into account the Stadium's usual capacity), and thereby forcing the French Tennis Federation to cancel all or part of the Tickets ordered for the GREENWEEZ PARIS MAJOR PREMIER PADEL. For all intents and purposes, epidemics, epidemics and pandemics, as well as all decisions aimed at combating them made by governmental, public, administrative or judicial authorities, which are binding on the French Tennis Federation and which have an impact on the running of the GREENWEEZ PARIS MAJOR PREMIER PADEL, will be regarded as *force majeure* events.

12.2. In the event of a Session being postponed, the initial Ticket remains valid for the Session on the new date set by the French Tennis Federation.



13. Termination of the contract/Refund

If necessary, the cancellation of all or part of the Tickets ordered for the GREENWEEZ PARIS MAJOR PREMIER PADEL 2024 due to *force majeure* will result in the automatic termination of the contract (the GTCS) entered into between the French Tennis Federation and the Buyers of the cancelled Tickets. Tickets cancelled and/or refunded under Articles 12 and 14 of the GTCS may be refunded at their Purchase Price (excluding administration costs), to the exclusive benefit of the Buyer, under the conditions set forth below:

The Buyer, a natural person, or the authorised representative of the Buyer, a legal entity, shall obtain a refund of their Ticket via the bank card used for the purchase, on a date and in accordance with procedures announced by the French Tennis Federation at a later stage.

If payment was not made by bank card, if the bank card is no longer valid, or if it is not possible to execute the refund by this method for any reason whatsoever, the Buyer shall contact the French Tennis Federation in order to convey the method of payment via which the refund should be made. The Ticket will be refunded as soon as possible according to said method of payment.

14. Credit note

14.1. Principle: Notwithstanding the stipulations in Article 13 of the GTCS, and in the event of a legal or regulatory provision authorising it to do so, if the contract (the GTCS) is terminated due to *force majeure*, the French Tennis Federation reserves the right to offer to the relevant individuals, instead of a refund of the price of their Tickets, a credit note equal to the purchase price of the cancelled Tickets (including administration fees), which can be used under the conditions described below, unless otherwise provided by law. Where appropriate, a refund of the price of the cancelled Tickets cannot be requested during the entire period specified in the last paragraph of this Article.

14.2. Provision of information to Buyers: If the French Tennis Federation wishes to offer a credit note instead of a refund of the price of the cancelled Tickets, the relevant Buyers shall be informed within thirty (30) days of the termination of the contract (the GTCS). The information shall specify the amount of the credit note, as well as its timeframe and validity period conditions.

14.3. Conditions for credit note use: If appropriate, within (3) months of the notification of the termination of the contract (the GTCS), the Buyers whose Tickets were cancelled shall be offered a new service for which the credit note can be used, of the same type and same category as the service specified in the terminated contract (the GTCS), at a price no higher than that of the service specified in said contract, and not giving rise to any price increase other than those that may result from the purchase of related services (if the terminated contract provided such services).

14.4. Validity period: If appropriate, the relevant individuals shall be informed of the time period during which they shall be able to accept the French Tennis Federation's offer. This period shall take effect from the moment the individual receives the French Tennis Federation's offer and may not, in any event, be longer than eighteen (18) months. Failing the conclusion of a contract related to the new service at the end of the validity period set by the French Tennis Federation, the French Tennis Federation shall provide a refund of all payments made in purchasing the cancelled Tickets. If applicable, the French Tennis Federation shall provide a refund of any unused balance on the credit note.

15. Non-compliance with GTCS

Without prejudice to any other action, the violation by the Buyer or Ticket Holder of any of the provisions of the GTCS will place the offender at risk of any one or more of the following sanctions:

15.1. Cancellation of order. Any violation by the Buyer of any of the provisions of the GTCS may result, if the French Tennis Federation sees fit, in the immediate cancellation of the order, as of right and without any other formality being required, to the sole detriment of the Buyer. In this case, the Buyer will not be able to collect the Ticket(s) that are the subject of said order, which will then be put back on sale by the French



Tennis Federation, and/or will be refused entry to the Stadium, without being entitled to claim any refund or compensation.

15.2. Termination of sale. Any violation by the Buyer or Ticket Holder of any of the provisions of the GTCS may result, if the French Tennis Federation sees fit, in the immediate termination of the sale, as of right and without any other formality being required, to the exclusive detriment of the Buyer. In this case, the Ticket(s) shall be cancelled and the Buyer or the Bearer shall be refused entry to the Stadium without being entitled to claim any refund or compensation.

15.3. Expulsion from the Stadium. Any violation by the Buyer or Ticket Holder, when present in the Stadium, of any of the provisions of the GTCS and/or the Stadium Rules and/or, where applicable, the Health Protocol for Spectators, may result in the Buyer or Ticket Holder being ejected from the Stadium. Ejection will automatically result in the confiscation and invalidation of the offender's Ticket (including any service related to the Ticket), to the exclusion of any refund or compensation. In the event that the offender has acquired or is the Holder of one or more Tickets, and/or any other pass, for any day of the GREENWEEZ PARIS MAJOR PREMIER PADEL 2024 after his/her ejection, the French Tennis Federation reserves the right to cancel the said Ticket(s) (including any service related to the Ticket[s]) and/or pass, for which only the buyers will be able to request a refund).

15.4. The fact that the French Tennis Federation does not pursue any violation of any of the provisions of the GTCS by the Buyer or the Bearer of a Ticket does not mean that the French Tennis Federation waives the right to subsequently pursue such a violation.

16. Miscellaneous

16.1. Prior to the first Session, the French Tennis Federation reserves the right to modify, if necessary, these GTCS in order to ensure the smooth running of said Sessions. The French Tennis Federation shall inform each Buyer of said modifications by e-mail sent to the address indicated by the Buyer during the Ticketing Site sales process or on the Order Form, and each Buyer may, if necessary, accept these modifications, withdraw his/her order or terminate the contract (the GTCS) entered into with the French Tennis Federation. The terms and consequences of such a termination will be detailed in the aforementioned e-mail.

16.2. If any of the stipulations of these GTCS are held to be unenforceable, illegal or inapplicable by any court, regulatory body or competent authority, all other stipulations of the GTCS will remain in force.

16.3. Authentic text.

- a. The GTCS were drawn up in French. The GTCS will be available on the GREENWEEZ PARIS MAJOR PREMIER PADEL 2024 Ticketing Site, and they can also be made available upon receipt of a request by e-mail to the following address: billetterie@parispadelmajor.com
- b. The GTCS will also be available in English. In the event of any apparent contradiction or doubt with regard to their interpretation, the French version of these GTCS shall prevail.

16.4. General.

The Buyer undertakes to make each Ticket Bearer aware of, and to ensure they comply with, the provisions of the GTCS and the Stadium Rules, and furthermore guarantees the French Tennis Federation against any legal action resulting from the implementation of the provisions of any of these documents.

17. Governing law/Jurisdiction

17.1. THESE GTCS ARE GOVERNED BY FRENCH LAW.

17.2. ALL DISPUTES ARISING FROM THEIR ENFORCEABILITY, VALIDITY, INTERPRETATION AND/OR EXECUTION AND, MORE GENERALLY, ANY DISPUTE RELATING TO TICKET SALES, SHALL BE DEALT WITH BY THE FRENCH COURTS.



17.3. In accordance with the provisions of the French Consumer Code relating to the amicable settlement of disputes, the French Tennis Federation has joined the FEVAD (French Federation of e-commerce and distance selling, <http://www.mediateurfevad.fr>) E-commerce Mediator Service. After the Buyer has contacted the French Tennis Federation in writing (tel.: +33 (0)9.70.25.76.00, e-mail: billetterie@parispadelmajor.com), the Mediator Service may be contacted for any consumer dispute that has not been resolved. To find out how to refer a dispute to the Mediator, please see the following link: <https://www.mediateurfevad.fr/index.php/espace-consommateur>.

17.4. Contact.

Any request for information relating to the Ticket sales process must be addressed to the customer service department, which can be contacted by:

- a. Telephone, on +33(0)9.70.25.76.00, Monday to Friday from 10 a.m. to 6 p.m.
- b. E-mail, at the following address: billetterie@parispadelmajor.com

18. Document hierarchy

In the event of any contradiction or ambiguity between the GTCS, the Stadium Rules, the Health Protocol for Spectators, if applicable, or any other contractual document, the GTCS shall prevail.