

GENERAL CONDITIONS FOR REGISTRATION, RENEWALS AND USE OF MEMBERSHIP/SEASON TICKET HOLDERS

1.- Identification of the owner of the official sale platform

REIAL CLUB DEPORTIU ESPANYOL DE BARCELONA, S.A.D. (hereinafter 'The Club' or 'RCDE'), with NIF A-08.357.139, based at Avda. Baix Llobregat, 100, and registered in the Registry of Clubs, Associations and Sports Entities of the General Directorate of Sport, of the Department of the Presidency, of the Generalitat de Catalunya, in Section 1, Volume I, Folio 333, Inscription number 666, record 724.

Telephone: 932.927.700

E-mail: info@rcdespanyol.com

2.- Contracting and purchase process

Any User who makes a request through our Website declares that they have the necessary legal capacity to act and contract.

The User undertakes to correctly and completely comply with the data required during the application process, and not to enter third-party data without express consent.

The User declares their full and unreserved acceptance of all of the General Conditions.

When making a request for a membership card, the User accepts the specifications, characteristics, benefits and conditions of the card or season ticket, which can be consulted here: <https://www.rcdespanyol.com/en/hazte-socio>

All payments are subject to the following: (i) if payment is made by credit card, its validity is verified and other security checks are carried out - any operation that does not pass our verification process may be cancelled; The User must tick the corresponding box as a sign of acceptance of the contracting conditions -without acceptance, the transaction cannot be completed-; in the case of formalisation of a season ticket (duplicate as a member and/or season ticket holder), the club will verify the data to guarantee the veracity of the pre-existing data, and reserve the right to revoke the season ticket in case of falsification, incorrect details, collection of incorrect amounts and in cases of membership typology, or subsidised, family-type cards, among others, in which the requirements of the club are not documented as a condition to validate in person at the club ticket offices the purchase made through the Website.

MEMBER/SEASON TICKET HOLDER REGISTRATION PROCESS:

ACCESS <https://tickets.rcdespanyol.com/index.php/en/altas-en>

STEP 1: Select membership card type (MEMBER or SEASON TICKET HOLDER)

STEP 2: Data Form

If you are retired, add your supporting document

STEP 3: Choice of Seat

Once you have chosen your seat, a summary will appear with your personal data and the seat you have chosen. If you need to apply a discount, you must contact abonaments@rcdespanyol.com, attaching the documentation before making the payment. The Office will create the file and notify you to proceed with the payment. Only Age discounts are automatically applied in the application process.

STEP 4: Make payment

Enter credit card details and finish the payment according to the procedure established by the bank.

STEP 5: Operation result

Once the payment process has been completed through the financial institution, click on 'continue' and you will be redirected to our Website.

STEP 6: Completion

Confirmation of the completion of the process is displayed.

The system sends proof of payment and the card application to the applicant's email. A notice of completion with an assigned reference number is displayed on the screen.

*Under-age registration: a under-age person cannot join or be registered unless his/her father/mother/legal tutor, or tutor chosen by the parents by means of a signed authorisation, is registered and is registered as a member in regular payment status.

MEMBERSHIP CARD OR SEASON TICKET RENEWAL PROCESS

ACCESS <https://tickets.rcdespanyol.com/index.php/en/>

STEP 1: Access the virtual office with your password and pin.

STEP 2: Add your ID to access personal data.

STEP 3: Confirm that all your details - address, email, etc.- are correct.

STEP 4: Click on Renewal in the menu on the left and proceed with the payment by card or direct debit.

STEP 5: Operation result

Once the payment process has been completed through the financial institution, click on 'continue' and you will be redirected to our website.

STEP 6: Completion

Confirmation of the completion of the process is displayed.

The system sends proof of payment and the card application to the applicant's email.

3.- Prices, payment methods, shipping/handling costs

The prices of our products are expressed in euros, including taxes. The price does not include shipping costs for registrations or renewals made through the virtual office, nor the handling costs for registrations or renewals in our PAS office. Payment can be made by one of the following methods:

DEBIT AND CREDIT CARD (VISA, MASTERCARD, SERVIREDA), payment by debit/credit card is made through the secure payment gateway of the financial institution. Through this payment method we do not collect or manipulate any User data related to the card number. All data is processed directly by the corresponding financial entity, thus offering the greatest security and confidentiality in the transaction. When the User has completed their registration or renewal process, they will receive their card at their address within 4-5 working days.

DIRECT DEBIT: if the User wishes the payment to be made by direct debit, they must enter their bank details in the Virtual Office area, before the deadline established in the renewal campaign. The User will receive the card at the address that appears in their area within the virtual office, 8 business days after the bank charge is made. This modality does not have shipping or handling costs, but if the receipt is returned, the return costs would amount to €7 when renewing the card again.

FINANCIATION: through CaixaBank Payments & Consumer, E.F.C. E.P., S.A.U. (Can be financed in 3, 6 or 9 months with interest on the opening fee of 2,5, 3,5 or 4,5%).

4.- General conditions for purchase/renewal/use of membership card/season ticket holder, and access to the RCDE Stadium

It is mandatory to remain in the facilities with a valid access document, either in physical or electronic format, which must be shown at the request of any employee of the entity, as well as to private security.

The illegal resale, or attempted illegal resale, of a season ticket constitutes sufficient cause for the confiscation or cancellation of said ticket, without the right to reimbursement or any other type of compensation.

The season ticket holder assumes all responsibility in the event of duplication, photocopying or forgery, losing all rights to access the venue.

In order to carry out any type of operation associated with the membership or season ticket holder, it will be necessary for the holder of the card to be present, provided that the holder is of legal age, or if not, the legal guardian of the minor. Operations associated with the card are understood to be the transfer and payment of supplements according to the category of the card and the person who is going to use it; transfer or purchase of tickets; purchase, administration and delivery of the free ticket; modification of any

personal data, either in person or online; purchase of tickets for displacements and any other operation associated with the use or possession of the card.

Modalities and card loans:

Membership Card

- Senior Member (this card does not allow access to the RCDE Stadium).
- Child Members (this card does not allow access to the RCDE Stadium).
- Alevín Member (this card gives access to the RCDE Stadium, without a seat, to children from 0 to 5 years old).

Season Ticket Holder

- Alevín: only transferable to another person in the alevín category, without having to pay a supplement previously.
- Child: transferable to alevin and to another person in the children's category, without having to pay a supplement previously.
- Junior +16: transferable to alevin, child and to another person of junior +16 category, without having to pay any supplement previously.
- Junior +21: transferable to alevín, child, junior +16 and to another person of junior +21 category, without having to pay any suplement previously.
- Pre-adult +28: transferable to any person without any additional payment.
- Adult: transferable to any person without any additional payment.
- Pensioner: transferable to alevín, child, junior +16, junior +21 and to another person of pensioner category, without having to pay any previous supplement.

Parking Card

It will only be valid on match days corresponding to official competitions in which the club participates, and cannot be used for other types of events (sporting or otherwise). It may be requested at the time of access with the rest of the documentation needed.

The transfer of the Adult category membership card can be done either by leaving the card physically or online through the Members' Area. To transfer the card of the same category, or to a lower category, but different from the Adult category, for example: Junior category to another Junior category fan, it can only be done by leaving the card in physical form, or by contacting the PAS through the virtual office, with a deadline of 72 hours before the match. If the transfer of the season ticket is to a higher category, for

example, from Child to Pensioner, the same season ticket holder can make this transfer from the Members' Area after the payment of the corresponding supplement.

In the case of wanting to transfer any type of card to a person with a higher category, it will be necessary to pay a supplement before using the card for access to the stadium. After using the card to access the stadium, it cannot be used to make the payment of the supplement or transfer and, therefore, no person with this card will be able to access the stadium.

The price of the supplement depends on the category of the match and the type of season ticket:

Type of season ticket holder	Category 1	Category 2-3	Category 4
Alevín	50€	20€	15€
Child	45€	15€	10€
Junior +16	40€	15€	10€
Junior +21	30€	15€	5€
Pensioner	15€	5€	5€

The impossibility of the buyer to attend the show, for reasons beyond the control of the club and/or error when purchasing, will not be valid reasons to request a refund of the amount of the price of the tickets.

The club are not responsible for any loss or theft of membership cards and season tickets. The cost of a duplicate is €10.

The section and seat will be chosen by the season ticket holder in the purchase process and may be modified through the Private Area when there are seats available, within the periods enabled for it.

Purchases are final and returns will not be accepted.

The club reserve the right of admission. Members under 16 years of age must be accompanied by a responsible adult.

In certain matches, fans may be relocated or grouped, in order to comply with the mandatory separation of rival fans, stated in Law 19/2007, whether or not they have been declared high risk.

The acquisition of the status of member and season ticket holder at RCDE supposes the express acceptance of the Regulation regulating the general conditions of access at shows and sporting events organised by RCDE, and disciplinary rules for members, season ticket holders and groups linked to the club.

You can consult it at this address:

https://www.rcdespanyol.com/assets/docs/Reglamento_RCD_Espanyol.pdf

5.- Documents for access

Only the physical season ticket holder or ticket in its physical form, official digital document or its variants available on the APP or Wallet will be valid for access to the stadium.

Under no circumstances will photos, images, screenshots or photocopies of tickets or season tickets holder be valid documents for access to the Stadium.

6.- Information and queries

For any questions or incidents related to the purchase process, do not hesitate to contact us through our email address abonaments@rcdespanyol.com.

Likewise, you can contact us during business hours via the telephone number and postal address indicated previously.

7.- Duration of Contract Conditions

The Contract Conditions in place at any time will be available at that time on the website.

8.- Applicable legislation and jurisdiction

All disputes or claims arising from the interpretation or execution of these General Conditions will be governed by Spanish law. The parties will be subject to the jurisdiction of the Courts and Tribunals of Cornellà de Llobregat, waiving any other jurisdiction that may correspond to them.

9.- Conditions Supporters Section

By virtue of these conditions, the RCDE may withdraw the season ticket for the Grada de Animación Stand for those people who, unjustifiably, are absent for 5 or more games -either consecutively or not. This condition is expressly and reliably accepted by all members in the Grada de Animación Stand, waiving the right to a refund of the amount paid.

In this context, the season ticket holder in the Grada de Animación Stand may, whenever possible due to availability, be relocated to another area of their choice in the RCDE Stadium by paying the difference between what was paid for the season ticket for the Grada de Animación Stand and the available seat of their choosing.
