



1. Scope

1.1 Scope of application:

These GTTC apply to the legal relationship that exists through the purchase of day tickets and/or other tickets („**ticket(s)**“) from the online ticket shop at (fcbayern.com/de/tickets), via the official secondary ticket market (tickets.fcbayern.com/internetverkaufweitmarkt) or via stationary sales (e.g. office, stadium) from FC Bayern München AG („**FCB**“) and/or where the use of the tickets is justified, especially for visiting events (e.g. football games), which are at least co-organised by the FCB („**events**“), as well as admission to and remaining in the stadium, unless separate terms and conditions apply to the event in question („**GTC**“).

1.2 Away tickets: Accordingly, these GTTC also apply to the legal relationship established by the purchase and/or use of tickets granting access to stadiums for away games played by FCB („**away tickets**“), if the away tickets are purchased by the FCB. Further regulations or terms and conditions may apply, at the latest, upon access to the stadiums in away games, in particular the stadium rules or **terms and conditions** of the home club. If these GTTC are in conflict with the regulations of the home club, these GTTC have priority in the relationship between the customer and the FCB.

2. Reference path, order process, conclusion of the contract and subject matter

2.1 Reference paths:

Tickets for the events of FCB are, in principle, only available from the FCB via the online ticket shop (Clause 2.2), the official secondary ticket market (Clause 2.3), and the stationary outlets (2.4). Tickets offered for sale by FCB on unauthorised sales platforms or by other third parties do not confer the right to visit in accordance with Clause 2.7 and may result in legal consequences pursuant to Clauses 8.4 and 9.2.

2.2 Online ticket shop:

A ticket request via the online ticket shop for the booking of tickets does not contain a contract offer, but merely a request for the submission of an offer by the customer to the FCB. FCB will confirm receipt of the contract offer to the customer via email. The confirmation does not constitute acceptance of the customer's offer, but is subject to the availability of the ordered tickets and the consideration of special circumstances (e.g. security aspects). Only upon the dispatch (including print @ home tickets) or deposit of tickets (Clause 5), is the contract concluded between the FCB and the customer on the basis of these GTTC. The customer is responsible for ensuring that no unauthorised third parties are aware of his/her access data for the FCB online ticket shop. The customer is liable for any misuse in this context by third parties, unless he/she is not responsible for the abuse.

2.3 Ordering from the official secondary ticket market:

The tickets on the official secondary ticket market, which are offered by customers of FCB, do not contain a contract offer, but merely a request for the submission of an offer by the customer. Only when the customer dispatches the order, is this considered an offer by the customer. FCB will immediately confirm in writing the receipt of his/her order to the email address he/she has provided. Only with the dispatch of the tickets (electronically as a print @ home ticket), on which the name of the authorised second purchaser is printed, is the contract concluded on the basis of this GTTC.

2.4 Stationary sale:

In the case of a stationary sale, in particular from the office of FCB, the conclusion of the contract between FCB and the customer occurs at the time of the shipment, transfer or deposit of the tickets (Clause 5) on the basis of these GTTC.

2.5 Quotas and restrictions:

FCB reserves the right, at its discretion, to limit the total number of tickets available for sale as part of an event and for the individual customer, and to grant or refuse ticket reductions and/or preferential conditions for FCB members and/or registered fan clubs.

2.6 Allocation of other tickets:

If the customer has not specified otherwise, the FCB is entitled, in the event of a sale of the desired category, instead of the non-acceptance of the offer, to allot the customer tickets in the next lowest category and/or limit the number of tickets.

2.7 Visitor rights:

By the conclusion of the contract with FCB on the acquisition of one or

more tickets, the customer acquires the right to visit the appropriate event(s) in accordance with these GTTC, particularly under the provisions of Clause 9 („**visitor rights**“). The FCB will only grant visitor rights to the customer who has bought the tickets directly from FCB and is identifiable by a printed name and/or other (electronic) features and/or to a second purchaser who has been permitted tickets pursuant to Clause 8.3. The FCB fulfills its contractual obligations with regard to the visitor right by granting one-time access to the event(s). Only one person is entitled to attend the event per ticket. The access of children is only allowed with a valid ticket. Children up to 14 years old are only allowed in the company of an adult. FCB shall also be released from its obligations to the customer if the ticket holder has not acquired an effective visitor right as per this clause upon entering the stadium. In particular, the FCB, as issuer of the tickets, does not want to grant access to games in the stadium to every ticket holder, but rather a visitor right exists only within the framework of these GTTC. In order to provide proof of his/her personal details, the customer must carry a valid ID card suitable for identification and present it to the FCB and/or the security personnel upon request.

3. Discounted tickets

3.1 Discount authorisation:

When issuing tickets, FCB members and registered fan clubs may be given preference and receive corresponding discounts. Only one ticket can be purchased per member at the reduced membership price. Annual pass holders do not receive a membership discount on day tickets. There is no membership discount for DFB Cup games. Children under the age of 14, the disabled, and pensioners over the age of 65 will receive a 50% discount on all seats. Double reductions will not be granted. Decisive for the respective discount entitlement is the day of ticket use. Specific details are based on the current price list of the FCB.

3.2 Reduction certificate:

The current - if existing: statutory or official - proof of reduction must be presented when acquiring the tickets and must also be carried when entering the stadium and presented to security personnel upon request. If such evidence is not brought or is not valid, entrance to the stadium can be denied; The rejected customer is not entitled to compensation. Offences can be punished with a reprimand from the stadium as well as via a criminal complaint.

3.3 Revaluation:

For the redistribution of reduced tickets, the provisions in Clause 8.3 shall apply, with the additional stipulation that redistribution is only possible if the new ticket holder also fulfills the conditions for reduction of the ticket concerned, unless the new ticket holder pays an additional fee before accessing the stadium to compensate for the difference between the discounted ticket and a corresponding day ticket on the matchday („**revaluation**“). For the **revaluation** of a ticket, the FCB can charge a system fee according to the respectively valid price list of the FCB.

4. Payment arrangements

4.1 Ticket prices:

The amount of the ticket price depends on the valid price list of the FCB. The prices indicated on the website (fcbayern.com), which are visible after the selection of the corresponding match, will become binding only if the FCB executes the order of the customer according to the indicated price, i.e. the tickets are sent or transferred to, or deposited with the customer. Orders for tickets are only processed against prepayment and with the accepted payment methods (e.g. SEPA direct debit, debit card, credit card, cash payment). In addition to the ticket price, the FCB can charge the buyer, in the case of a ticket shipment, the shipping costs and/or a reasonable system fee for services that are in the interest of the customer (e.g. advance booking fee). In the case of the print @ home ticket form there are no shipping costs.

4.2 Cancellation:

If the payment is not carried out successfully for reasons for which the customer is responsible (e.g. insufficient credit, chargeback, etc.), FCB shall be entitled to cancel the order without replacement or to electronically block the corresponding tickets; the corresponding tickets lose their validity. Any additional costs incurred must be reimbursed by the customer. The assertion of claims for damages remains reserved to the FCB.

4.3 Billing:

The customer will receive the bill in paper form or electronically if orde-

ring.

4.4 SEPA direct debit mandate:

If a payment has been agreed by means of SEPA direct debit and the customer has given FCB a corresponding direct debit mandate, the following applies: An imminent direct debit is announced in advance by the FCB, at the latest one calendar day before the due date of the direct debit, together with the invoicing (or via another means of communication agreed with the customer) (pre-notification). The charge will be made on the due date stated on the payment request (invoice), a separate pre-notification will not be sent. The collection of the direct debit will take place as per the due date on the respective payment request. If the due date falls on a weekend or a public holiday, the due date will shift to the first following bank business day. In the case of a purchase by a different account holder, the pre-notification will be sent to the customer. The customer will undertake to inform the account holder about the upcoming direct debit. The customer assures that he/she will cover the account. Costs incurred as a result of non-payment or reversal of the direct debit shall be borne by the customer, unless the customer is not responsible for the non-payment or chargeback. Direct debit mandates issued in online trading are considered SEPA direct debit mandates - these will be confirmed to the customer in a separate email.

5. Shipping and deposit

5.1 Shipping:

The dispatch of tickets is at the cost and risk of the customer, unless there is gross negligence or intent on the part of FCB or the third party commissioned by FCB. The selection of the transport company is carried out by the FCB. The prices are exclusive of the resulting shipping costs. The actual shipping costs are shown after selection of the corresponding match. The shipping costs are also listed on the order form again. In the case of the print @ home ticket form there are no shipping costs.

5.2 Deposit:

FCB may, at its sole discretion, determine that tickets will be deposited at the stadium for collection by the customer. The collection of the tickets is only possible by the customer or a third party authorised by the customer in writing, on presentation of an official ID or other official document suitable for identification. The FCB may charge a reasonable deposit fee for depositing the ticket.

6. Reissue in the case of complaint, defect, or loss

6.1 Complaint:

The customer is obliged to check the tickets after receipt for their correctness with regard to customer identification, number, price, date, event and venue, a faulty printed image and/or visible damage to the tickets. A complaint regarding defective tickets must be made within two weeks after receipt of the tickets by the customer, but no later than **five working days** before the respective event in text form by email, fax or by post to the contact address specified in Clause 18. Decisive for the preservation of the complaint period is the postmark or the transmission log of the fax or email. In the event of justified and timely complaints, FCB will issue the customer a new ticket free of charge, upon delivery of the contested ticket. After the expiry of the claim period, there can be no claims for the return or new order of tickets. In the case of an offline ticket order pursuant to Clause 2.4, in which the ticket is handed over or deposited in accordance with Clause 5.2, any claim must be made immediately.

6.2 Defect:

In the event of a defect in a ticket subject to electronic access control, the FCB shall block the affected ticket immediately after the defect has been reported and issue a new ticket if the customer has been proved to be legitimate. System fees may be charged for the new exhibition in accordance with the respectively valid price list of the FCB, unless the FCB or third parties commissioned by the FCB are demonstrably responsible for the defect. Defective tickets that are not subject to electronic access control will only be replaced in the case of proof of defect, e.g. by presenting the original ticket, and at the expense of the purchaser.

6.3 Loss of tickets:

The FCB must be informed immediately about the loss of tickets purchased from it. FCB is entitled to block these tickets immediately after notification of the loss. In the event of the abusive reporting of a loss, the FCB will file a criminal complaint. A reissue of lost tickets cannot be made for security reasons.

7. Return and refund

7.1 No right of cancellation or return:

Even if the FCB offers tickets via means of distance communication within the meaning of § 312c (2) BGB (German Civil Code) and thus according

to § 312c (1) BGB a distance-selling contract can exist, according to § 312g (2) No. 9 BGB, no right of cancellation on the part of the customer exists with the purchase of a ticket, This means that a two-week right of cancellation and return does not exist. Any submission or order of tickets is thus binding immediately after confirmation by FCB in accordance with Clauses 2.2 and 2.3 and the customer is obliged to accept and pay for the ordered ticket(s).

7.2 Exchange and return:

The exchange and return of tickets are excluded. If a customer cannot use his/her ticket for personal reasons (e.g. illness), a transfer of the ticket to a third party within the framework of the regulation under Clause 8.3 is exceptionally permissible.

7.3 Relocation or game cancellation:

If, for reasons attributable to FCB, the event is not held, has its time changed, is relocated or canceled, the refund will only be given upon presentation of the original ticket. System and shipping fees are not refundable. If the ticket is lost, no replacement will be made.

7.4 Game cancellation and spectator exclusion:

In the event of cancellation of the event or at an event which, according to the requirements of a competent association or a competent authority, must take place in whole or in part to the exclusion of spectators, FCB shall be entitled to withdraw from the contract for the purchase of one or more tickets for the game concerned. The affected customers will receive a refund of the paid ticket price upon presentation of the ticket or the sending of the ticket on their own account to FCB. System and shipping fees are not refundable.

8. Use and resale of tickets, contractual penalty

8.1 Meaning and purpose:

To avoid violence and crime related to the visit to the stadium, to enforce stadium bans, to separate fans of opposing teams, and to prevent the resale of tickets at higher prices, in particular to avoid ticket speculation, and to maintain the ticket sales to fans at socially acceptable prices, it is in the interest of FCB and the spectators to limit the transfer of tickets.

8.2 Inadmissible redistribution:

The customer agrees and expressly guarantees that he/she will purchase and use the tickets exclusively for private purposes. The acquisition for industrial or commercial (i.e. profitable) resale is prohibited. In particular, the customer is prohibited from

- publicly offering and/or selling tickets, in particular at auctions or on the Internet (e.g. via eBay, Facebook, etc.) and/or via non-FCB-authorised sales platforms (e.g. viagogo, seatwave, etc.),
- passing on tickets at a price higher than the price paid;
- passing on tickets regularly and/or in large numbers, be it on a match day or over several matchdays,
- selling or redistributing tickets to industrial or commercial resellers and/or ticket dealers,
- exploiting or allowing the exploitation of tickets industrially or commercially without the prior written consent of FCB, in particular for advertising, marketing, as a bonus, as a give-away, as an asset or as part of an unauthorised hospitality or travel package,
- passing on tickets to persons against whom a stadium ban exists, if the customer was aware of this fact or must have been aware of it,
- passing on tickets to fans of visiting clubs (for away games to fans of home clubs), if the customer was aware of this fact or must have been aware of it.

8.3 Permitted redistribution:

A private redistribution of a ticket for non-commercial reasons, in particular in individual cases in the case of illness or otherwise personal impediments to the customer, is permitted if there is no case of improper disclosure in the sense of the regulation in Clause 8.2, and

- the redistribution takes place via the official secondary ticket market of the FCB and in the manner prescribed for this on the official secondary ticket market, or
- the customer expressly informs the second purchaser (or new ticket holder) of the validity and content of this GTTC, the second purchaser agrees to the validity of this GTTC between him/her and the FCB, and the FCB, with indication of the second purchaser, is informed about the redistribution of the ticket in good time.

8.4 Measures for improper disclosure:

- Should the FCB find that the customer has violated one or more of the provisions in Clause 8.2, the FCB shall be entitled to
- not deliver tickets to the relevant customer that were used contrary to the regulations in Clause 8.2 prior to delivery or shipment to the customer,
 - block the corresponding tickets and to deny the customer/ticket holder entrance to the stadium without compensation, or to refer him/hir to

the stadium,

- c) in cases of inadmissible ticket distribution in accordance with Clause 8.2. a) and/or 8.2. b), to demand the additional proceeds or profits made by the customer in accordance with the provisions of Clause 12,
- d) refuse any future sale of tickets of any kind to the customer for a reasonable period of time; the length of the suspension is determined by the number of infringements, the number of tickets offered, sold, transferred or used, as well as any proceeds from resale,
- e) no longer grant preferential rights granted to customers, e.g. the membership privileges associated with FCB or official FCB fan clubs, and/or terminate the membership of FCB in the case of the relevant customers, and/or
- f) report the incident in an appropriate manner, including the name of the customer, in order to prevent the use of the tickets in breach of contract in the future.

9. Access to the stadium

9.1 Stadium regulations:

Remaining at and in the stadium is at your own risk. Access to the stadium is also subject to the stadium regulations posted at the venue and available on the Internet

<https://www.muenchen.de/rathaus/Stadtrecht/vorschrift/140.pdf>.

9.2 Access right:

In principle, every customer is entitled to access the stadium with a valid right of access to the stadium in accordance with the provisions of Clause 2.7. Access to the stadium can still be denied if

- a) the customer or ticket holder refuses to undergo, prior to entering the confined stadium area at the entrance to the stadium and/or inside the stadium, adequate checks of his/her person and/or his/her possessions carried out by the security staff;
- b) the customer or ticket holder has already entered and then left the enclosed stadium area once again during the same event; in this case, the ticket loses its validity; unless the customer has a legitimate interest in leaving the stadium (e.g. emergency) and has left the stadium by properly checking out in consultation with the appropriate security personnel,
- c) the imprint on the tickets (space, barcode, QR code, serial numbers, shopping cart or buyer identifications) has been manipulated, is unrecognisable and/or damaged, or the barcode/QR code has already been accessed in the electronic access system, insofar as the FCB is not responsible for this, and/or
- d) the ticket holder is not identical to the customer who is stored or noted as a customer in connection with the ticket (e.g. name printed on personalised tickets), unless there is a case of permissible redistribution according to Clause 8.3.

In the case of justified access denial, there is no claim on the part of the customer or the ticket holder for compensation.

9.3 Domiciliary right and seat allocation:

In the interests of security and the orderly and smooth running of the event, the ticket holder is obliged to follow the instructions of the police, the FCB, the security staff and the stadium administration in the stadium, in particular in relation to a corresponding request, in the case of objective reasons, to take up another seat than that noted on the ticket; in this case there is no entitlement to compensation. Otherwise, each ticket holder must take the seat in the stadium that is noted on his/her ticket or for which his/her ticket is valid.

9.4 Inappropriate behaviour:

Each ticket holder is obliged to behave in the stadium in such a way that the legal interests of FCB, the players, spectators and all other persons present at events in the stadium are not impaired and/or endangered. This rule of conduct also aims to avoid material and immaterial damage to the home and/or guest club by imposing so-called association penalties for the misconduct of home and/or guest spectators. In the event of one or more violations by ticket owners or customers of the following Rules of Conduct, which apply throughout the stadium area and, if not explicitly limited to the stadium area, also to FCB's arranged/organised trips/arrivals to games or other FCB events, the FCB, police and/or security personnel are entitled to confiscate prohibited items carried by ticket holders or customers without compensation, and/or deny entry to the stadium area and/or venue to ticket holders or customers without compensation and/or to refer them to the stadium or the seat.

In particular, the following rules of conduct apply to all ticket holders and/or customers:

- a) It is forbidden to enter the playing field without permission and/or to climb or pass over the fencing or the enclosure of the stadium interior.
- b) It is forbidden to be obviously intoxicated, drugged and/or disguised,

to act violently, or in any other way contrary to public order.

c) It is forbidden to carry and/or use the following items: Weapons, articles that can be used as weapons or missiles, corrosive and highly flammable substances, bottles of all materials, cans or other containers made of fragile, splintering or especially hard material, torches, firecrackers, smoke candles and/or powder, Bengal fires and other pyrotechnic articles and substances or mixtures of substances, laser pointers, bulky items, illicit drugs, animals and other items likely to jeopardise safety in and around the stadium, or endanger or inappropriately affect other visitors, players and/or officials.

d) It is forbidden to carry any racist, xenophobic and/or right-wing or left-wing propaganda material, political or religious objects of any kind, including banners, signs, symbols and leaflets, if there is reason to believe that they are to be inappropriately displayed in the stadium. Regardless of accompanying objects, the expression or dissemination of inhumane, racist, xenophobic, political-extremist, obscenely offensive, provocative offensive and/or left- or right-wing extremist slogans and corresponding actions in the entire stadium area is prohibited.

e) The taking of cameras and other image-/film- and sound-recording devices for the purpose of commercial use is prohibited.

f) The transport of posters/banners etc. is only permitted with the approval of the FCB.

9.5 Sanctions for prohibited behaviour:

In the case of violations of the regulations in Clause 9.4 for acts according to §§ 3, 27 of the Assembly Act, for participation in offence-related crimes and/or violence within or outside the stadium, FCB may supplement the direct measures in Clause 9.4 (2) in accordance with the regulation in Clause 8.4, by taking the measures listed there against the relevant customer or ticket holder.

9.6 Stadium bans:

In the case of serious violations of the provisions in Clause 9.4 via acts under §§ 3, 27 of the Law of Assembly, participation in crimes related to offences and/or violence within or outside the stadium, in addition to the immediate sanctions pursuant to Clause 9.4 (2) and the sanctions pursuant to Clause 9.5, a stadium ban restricted to the stadium, and, in particularly serious cases, a nationwide effective stadium ban will be pronounced.

9.7 Regress:

For violations of one or more spectators against the regulations in Clause 9.4, the FCB, in the case of violations by fans of the guest club and the guest club, fines or sanctions may be imposed by the relevant associations. The FCB or the visiting club is entitled to claim against the responsible person or persons identified for this purpose in full in recourse or for compensation for the damage resulting from the sanction, according to the provisions of the highest court case law. In the case of multiple liability, these joint and several parties are liable within the meaning of § 421 BGB, with the result that the FCB or the guest club may identify a group as responsible for the entire fine or the entire results of the sanction for the FCB or the guest club damage claim, if there a causal link has been demonstrably identified between the contributions of the individual persons.

10 Right to your own pictures

Each ticket holder irrevocably consents to all present and future media photographs, live broadcasts, transmissions and content created in the event free of charge and using his/her image or voice by FCB or by all third parties authorised by FCB or a co-organiser of the relevant event in connection with the event/or recordings of image and/or sound recordings,

11 Penalty

11.1 Requirements:

In the event of a culpable breach by the customer of these GTTC, in particular against one or more provisions in Clauses 8.2 or 9.4, FCB is, in addition, to the other measures and sanctions possible under these GTTC and without prejudice to any further claims for damages (especially without prejudice to any recourse pursuant to Clause 9.7 or in accordance with the provisions of local law) entitled to impose a reasonable contractual penalty of up to EUR 2,500 against the customer.

11.2 Amount:

Decisive for the amount of the contractual penalty are in particular the number and the intensity of the offences, type and degree of fault (intent or negligence), efforts and successes of the customer or ticket owner with regard to compensation, the question of whether and to what extent a party is a repeat offender and, in the event of the unauthorised resale of tickets, the number of tickets offered, sold, transferred or used and any proceeds or winnings made by the resale, with a clear indication that

the penalty will be the proceeds of the resale or exceed profits. The exact amount of the contractual penalty shall be determined by FCB on a case-by-case basis at its reasonable discretion and shall be reviewed in the event of a dispute by the relevant court to determine its appropriateness. The contractual penalty is to be counted against any claims for damages of the FCB because of the breach.

12 Payment of additional revenues

12.1 Requirements:

In the case of an inadmissible passing on of tickets according to Clause **8.2 a) and / or 8.2 b)** of these GTTC by the customer, FCB is entitled to impose a contractual penalty according to Clause 11 of this GTTC and, in addition to the other possible sanctions under these GTTC levied against the customer, to claim the excess proceeds or profits obtained in the inadmissible ticket transfer in whole or in part.

12.2 Amount and use:

Decisive for the question of whether and to what extent the additional revenue must be paid are the criteria listed in Clause 11.2 of these GTTC. The FCB will send the extra proceeds or profits derived to FC Bayern Hilfe eV.

13 Liability

Remaining in the area of the stadium and in the stadium is at your own risk. The FCB, its legal representatives and/or vicarious agents are liable for damages, for whatever legal reason, only in the case of intent or gross negligence or - then limited to the typical contract damage foreseeable at the time of conclusion of contract - in the breach of contractual obligations. Essential contractual obligations are those whose fulfillment makes the proper execution of the contract possible in the first place, whose breach jeopardises the achievement of the purpose of the contract and on whose compliance the customer regularly trusts. This limitation of liability does not apply to claims for compensation for damages due to injury to life, limb or health or due to other mandatory statutory liability.

14 Privacy, credit check

For the FCB compliance with the applicable data protection regulations is a matter of course. The FCB uses the data within the scope of the legal provisions, e.g. to carry out the contract or to inform customers about the goods or services of the FCB that are similar to their ordered goods or services. The customer may object to the use or transmission of his/her data for promotional purposes or purposes of market or opinion research at FCB at any time. FCB will again remind the customer of this right to object in each promotional declaration. For credit checks, FCB exchanges address and creditworthiness data as well as business information with credit service providers in justified cases. For other uses, the FCB may indicate these as necessary when collecting the data. If the customer wishes to object to the commercial use of his/her information, a message to the following address is sufficient: Bayern Munich AG, Säbener Straße 51-57, 81547 Munich, .

15 Alternative Dispute Resolution in accordance with the Consumer Dispute Settlement Act

We point out that we are not willing and are not obliged to participate in dispute resolution proceedings before a consumer arbitration board (see § 36 VSBG [German Dispute Resolution Ordinance]).

16 Choice of law, place of performance, jurisdiction

16.1 Choice of law:

The mandatory laws of the country in which the customer normally resides apply. Otherwise, German law applies. The application of the United

Nations Convention on Contracts for the International Sale of Goods (CISG) is excluded.

16.2 Place of fulfillment:

For delivery, service and payment, the seat of FCB is the sole place of performance (Munich).

16.3 Jurisdiction:

The place of jurisdiction for all disputes arising from or in connection with these GTTC and / or their validity or legal transactions on the basis of these GTTC is - as far as permissible - Munich. If the customer is a merchant within the meaning of the HGB, a legal entity under public law or a special fund under public law, then the exclusive place of jurisdiction for all disputes arising from and in connection with the contractual relationship and the place of performance for payment, delivery and performance is the registered office of FCB. This also applies if the customer has no general place of jurisdiction in Germany or if he/she relocates his/her domicile or habitual residence after conclusion of the contract to a place outside Germany or if his/her domicile or place of residence is not known at the time the complaint is filed. However, FCB is entitled to sue at the customer's location.

17 Additions and changes

In the event of a change in market conditions and/or the legal situation and/or the highest court case law, FCB is also entitled to supplement or change these GTTC and/or the respectively valid price list of the FCB with existing four weeks notice in advance, if this is reasonable for the customer. The respective changes will be communicated to the customer in writing or - if the customer has agreed to this form of correspondence - by email. The additions or changes shall be deemed approved if the customer has not objected in writing or by email within a period of four weeks after receipt of the changes and/or additions. Any objections of the customer shall be addressed to the contact address specified in Clause 18.

18 Contact

Questions about ticket sales can be addressed to FCB via the following contact details: Bayern Munich AG, Säbener Str. 51-57, 81547 Munich, Tel.: 089 / 69931-333, Fax: 089 / 64281-333; Email: tickets@fcb.de

19 Final clause

Should individual clauses of these GTTC be wholly or partially invalid, this does not affect the validity of the remaining clauses or the remaining parts of such clauses. An ineffective provision must be replaced by such a provision that comes closest to the economic purpose of the ineffective provision. The same applies to a gap in this gTTC.

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