

General Terms and Conditions of VfL Wolfsburg-Fußball GmbH for Guided Tours of the Volkswagen Arena and the AOK Stadium (GTC) (as of 01.07.2026)

1. Scope of Application of these GTC

These General Terms and Conditions for of VfL Wolfsburg-Fußball GmbH for Guided Tours of the Volkswagen Arena and the AOK Stadium shall apply to the legal relationship established through the purchase of a tickets for guided tours of the Volkswagen Arena and the AOK Stadium through any point of sales, including, in particular, the online ticket shop and the VfL-Fanshop, between VfL Wolfsburg-Fußball GmbH, In den Allerwiesen 1, 38446 Wolfsburg, Germany, registered in the Commercial Register of the Local Court (Amtsgericht) of Braunschweig under HRB 100486, VAT ID No. DE213017468, legally represented by its management (the "Club"), and the contractual partner (the "Participant").

2. Contract content; stadium regulations and other requirements

2.1 Contract content: VfL Wolfsburg offers guided tours of the Volkswagen Arena and the AOK Stadium outside of matchday operations and on match days (like so-called matchday tours). These can be booked by both individuals and groups. The tickets are valid for one-time participation in the respective arena or stadium tour at the scheduled start time. Upon completion of the tour, the respective ticket shall cease to be valid. If the ticket holder fails to appear or arrives late for the tour, the entitlement to participate in the tour shall expire without any refund of the ticket price. Lost tickets will not be replaced.

2.2 Options: The current ticket options for tours, including information on duration, focus, prices (including applicable VAT),

meeting points, and the days of the week and times at which the tours take place, can be found on the VfL Wolfsburg website at <https://www.vfl-wolfsburg.de/fans/arenafuehrungen>.

3. Dealing with Special Access Conditions

3.1 Special Access Conditions: In the event of protective and hygiene measures and/or restrictions on the admission of spectators ordered by the association, authorities, or law, the club may be required to impose additional requirements for the purchase of tickets and/or access to and stay in the stadium.

3.2 Right of inspection: VfL Wolfsburg is entitled to verify compliance with these additional requirements upon purchase of tickets and/or immediately prior to entry to or during stay on the event site, and to enforce compliance. If the ticket holder cannot meet the relevant requirements, VfL Wolfsburg may refuse the purchase of tickets and/or access to the stadium or expel the customer or ticket holder from the stadium.

4. Formation of the Contract

4.1 Conclusion of the contract: When purchasing tickets on-site for guided tours (Volkswagen Arena and AOK Stadium), the contract with VfL Wolfsburg is concluded upon receipt of the tickets in the VfL-Fanshop. When ordering by phone, via the online ticket shop, or by email, the contract is concluded upon VfL Wolfsburg's order confirmation, but no later than upon receipt of the tickets by the customer.

Feldfunktion geändert

hat formatiert: Englisch (Vereinigte Staaten)

4.2 Online orders and print@home:

a) When ordering tickets online, a personal password will be assigned upon registration. The customer is responsible for ensuring that no unauthorized third parties gain knowledge of their password. The customer is liable for all misuse by third parties that occur in this context, unless they are not responsible for the misuse. When ordering online, the customer submits a binding offer to conclude a contract with VfL Wolfsburg by initiating the ticket order using the online command provided for this purpose on the club's website www.woelfeshop.de. VfL Wolfsburg will confirm receipt of the contract offer to the customer online ("Order Confirmation"). This confirmation does not constitute acceptance of the offer but is subject to the availability of the ordered tickets and the consideration of special circumstances (e.g., security aspects, stadium bans, and credit checks). The contract between VfL Wolfsburg and the customer is only concluded on the basis of these General Terms and Conditions upon dispatch (including electronic dispatch, e.g. in the case of print@home or mobile Tickets, delivery via an app, or by making the tickets available for retrieval (Section 7.3)). Until the contract has been concluded, the Club reserves the right, at its sole discretion, to reject or cancel any order. If the Club rejects or cancels an order, any amount already paid by the affected visitor shall be refunded or, if not yet charged, shall not be charged.

b) When ordering using the print@home process, the ordered ticket(s) will be sent electronically to the contracting party, who can then print the ticket(s) directly using the print@home process. The contracting party may only make one printed copy of the ordered ticket; they are not authorized to reproduce, duplicate, or alter the

printed ticket – in any form whatsoever. Any breach of the prohibitions set out in the preceding sentence shall entitle the Club to impose a contractual penalty on the contracting party at its reasonable discretion; however, such contractual penalty shall not exceed EUR 1,000.00 per breach. A reproduced, duplicated, or altered print@home ticket does not entitle the holder to participate in the tour. The barcode on the ticket, which can be used once for each tour, will be electronically validated by a barcode scanner at the event venue. If the barcode on the ticket or a copy is presented again, VfL Wolfsburg reserves the right to refuse access to the event without compensation to the owner of the copy and the owner of the unauthorizedly duplicated print@home ticket, or to expel them from the stadium.

VfL Wolfsburg is not obligated to verify the identity of the print@home ticket presented by the contracting party or to verify the authenticity of the print@home ticket.

4.3 Other Orders: In the case of orders placed by telephone, WhatsApp or email, as well as purchases made on site, the contract shall be concluded upon delivery of the ticket, including electronic delivery (e.g. as a print@Home Ticket or Mobile Ticket), delivery via an app, or handover or provision of the ticket in accordance with these Terms and Conditions.

5. Special provisions for group bookings and discounted tickets

5.1 Special provisions for group bookings of arena/stadium tours: For arena/stadium tours planned by a group (at least 15 people), customers have the option of submitting a reservation request to VfL Wolfsburg by phone (05361-8903-903), via email (arenafuehrungen@vfl-wolfsburg.de) or via the enquiry form in

the online shop (<https://vfl-wolfsburg.de/events/arenafuehrungen>).

The customer should inform VfL Wolfsburg of the number of group participants and the desired date (including an alternative date, if applicable) as part of their request. Based on this information, VfL Wolfsburg will send the customer an offer, which, unless otherwise stipulated in the offer, can be accepted by the customer within 14 calendar days. The contract is concluded when the customer returns the signed offer from VfL Wolfsburg within the acceptance period. If the offer is accepted late, this constitutes a new offer from the customer, which requires written acceptance by VfL Wolfsburg. After the contract has been concluded, VfL Wolfsburg will send the customer an invoice, which – unless otherwise agreed – must be paid within 10 days. If a group fee has been agreed upon, this fee will be based on the actual number of participants, even if the number of participants decreases. This shall not apply if the group size is reduced to fewer than 15 participants. In such case, the group fee shall be calculated based on the minimum group size of 15 participants.

5.2 Ticket discount: The circumstances leading to a ticket discount are determined by the Club's price list valid at the time of the order ("Price List") – available at [https://www.vfl-](https://www.vfl-wolfsburg.de/fans/arenafuehrungen)

[wolfsburg.de/fans/arenafuehrungen](https://www.vfl-wolfsburg.de/fans/arenafuehrungen).

Multiple discounts are not permitted. The date of ticket purchase determines eligibility for the respective discount. The current official or official proof of discount must be presented when purchasing the tickets and also carried upon entry to the stadium, as well as presented to security personnel upon request. Failure to carry this official or official proof of discount or proof of invalidity may result in denial of

entry to the stadium; the denied customer is not entitled to compensation. Violations may result in expulsion from the stadium and criminal charges.

6. Terms of Payment

6.1 Prices: The ticket price shall be based on the price list valid at the time of the respective order placed by the visitor for the relevant event, available at [www.woelfeshop.de]. Ticket orders are processed only on a prepaid basis and using the payment methods accepted for the respective sales channel (e.g. SEPA direct debit, bank transfer, debit card, credit card, cash payment). In addition to the ticket price, the Club may charge the customer shipping costs in the event of postal delivery of tickets and/or, for services provided in the customer's interest, a reasonable service fee (e.g. advance booking fee). These costs are disclosed to the customer during the respective ordering process.

6.2 Non-payment: The invoice amount shall be paid within the specified payment period.

If payment is not successfully completed for reasons attributable to the visitor (e.g. insufficient credit card or account funds, chargeback), the Club shall be entitled to cancel the order without replacement or to block the relevant tickets electronically; the respective tickets shall become invalid. Until full payment has been made, the tickets transmitted to the visitor shall remain the property of the Club. Any additional costs incurred shall be borne by the visitor. The Club reserves the right to assert further claims for damages. The Club shall also be entitled to block the tickets electronically until full payment has been received. The same applies to any outstanding payments arising from another contractual relationship with the Club (e.g. merchandising articles or

memberships). The relevant tickets shall become invalid.

6.3 SEPA Direct Debit Mandate: If the customer grants VfL Wolfsburg a SEPA Direct Debit Mandate, the direct debit will only be collected after the invoice has been issued and will be notified to the customer at least one business day before the collection. The customer undertakes to ensure sufficient funds in the account. Costs incurred due to non-payment or chargeback of the direct debit will be borne by the customer, provided that the non-payment or chargeback was not caused by VfL Wolfsburg.

6.4 Purchase on account: For purchases on account, the transfer must be made no later than 10 days after receipt of the invoice or by the last business day before the event (whichever occurs first). The receipt of payment by the club is decisive for compliance with the payment deadline.

6.5 Default: If the visitor is in default of payment of the fee pursuant to Section 6.1, the Club reserves the right to charge, in addition to the fee, a flat reminder fee of EUR 10.00. The visitor shall be entitled to prove that no such fee or a lower amount has been incurred. The Club reserves the right to claim further damages (e.g. cancellation costs, chargeback fees, etc.).

6.6 Set off: The visitor shall only be entitled to set off claims if his or her counterclaim has been finally determined by a court of law or has been acknowledged by the Club. The visitor shall only be entitled to exercise a right of retention if his or her counterclaim arises from the same contractual relationship.

7. Returns and Refunds

Even in the case of a distance contract within the meaning of Section 312c of the German Civil Code (BGB), no right of withdrawal exists pursuant to Section 312g (2) No. 9 BGB.

VfL Wolfsburg nevertheless grants the customer the right to withdraw from the respective contract, regardless of the point of sale, within a period of 14 days after purchasing a ticket, but no later than 5 days before the event. This period begins on the day of purchase or, in the case of mailed tickets, upon receipt by the customer. If tickets were sent, the withdrawal must be declared in writing to VfL Wolfsburg, Arenaführungen, In den Allerviesen 1, 38446 Wolfsburg, and the tickets must be returned at the same time. If no tickets have been sent, cancellation can also be declared by telephone or email. The receipt of the cancellation notice by VfL Wolfsburg is decisive for compliance with the deadline. If cancellation is made within the deadline, the customer will receive a refund of the ticket price printed on the tickets.

Exchange and return of tickets are generally excluded. If a customer is unable to use a ticket for personal reasons (e.g. illness), the transfer of the ticket to a third party shall be permitted on an exceptional basis in accordance with these provisions.

8. Right of Withdrawal in Favor of VfL Wolfsburg

In the following cases, VfL Wolfsburg has the right to withdraw at any time with regard to the agreements previously made with the customer:

- in the event of force majeure or any other circumstance beyond VfL Wolfsburg's control that makes fulfillment of the contract impossible or unreasonable;
- for all football matches taking place in the Volkswagen Arena or the AOK Stadium, in particular international matches, international club cup matches, Bundesliga and DFB Cup matches, as well as regional league matches and friendly matches of VfL Wolfsburg, provided that

these matches coincide in whole or in part with the booked date of an arena or stadium tour and this was not yet known at the time of conclusion of the contract;

- for other major events (e.g., concerts, product presentations) that utilize the entire Volkswagen Arena or the entire AOK Stadium and this was not yet known at the time of conclusion of the contract.

VfL Wolfsburg will exercise its right of withdrawal in writing immediately upon becoming aware of one of the reasons for withdrawal listed above. Any claims for damages against VfL Wolfsburg are excluded in the event of a justified withdrawal by VfL Wolfsburg.

9. Access to and Conduct in the Stadium

9.1 Stadium Regulations: Ticket holders participating in a tour are subject to the respective stadium regulations (Volkswagen Arena and AOK Stadium), which are posted at the arena and stadium, and can also be viewed and sent upon request on the VfL Wolfsburg website (www.vfl-wolfsburg.de). Upon entering the stadium area at the latest, ticket holders acknowledge the stadium regulations and accept them as binding. These stadium regulations apply regardless of the validity of these General Terms and Conditions.

9.2 House Rules: The club or third parties commissioned by the club are always entitled to exercise house rules. Instructions issued by the club, the police, security personnel, and stadium management before, during, and immediately after an event must be followed at all times.

9.3 Barriers: In exceptional cases, for example, for safety reasons or prior to an event, certain areas of the Volkswagen Arena or the AOK Stadium may be cordoned off at short notice. In these

cases, the customer is not entitled to a partial refund of the ticket price.

9.4 Physical Condition: The customer must ensure that the participants of the tour booked are free from vertigo and otherwise physically able to manage inclines and long distances on foot. Suitable, non-slip footwear must be worn. In special cases, VfL Wolfsburg offers accessible tours, which also allow physically disabled persons to visit the stadium. However, the accessible tours may vary in scope, and VfL Wolfsburg reserves the right to impose further restrictions and precautionary measures.

9.5 Supervision of Minors: Participation in tours requires the presence of a supervisor for minors under 14 years of age, who will supervise these minors to the extent necessary. For school classes and groups of children and young people, the presence of a teacher or other person responsible for supervision is required. The children and young people must be supervised by this person to the extent necessary during the tour. If the direct perpetrator of property damage cannot be identified within the group, VfL Wolfsburg will assert its legal claims against the respective supervisor.

9.6 Bringing Animals: Bringing animals on a guided tour is not permitted. Except for recognized assistance dogs according to Section 12e of the German Assistance Dog Act (BGG). In addition to providing appropriate documentation, the dog must be identified as an assistance dog and have appropriate animal liability insurance.

9.7 Image, Film and Sound Recordings: Ticket holders may use photographs and other image/film and sound recordings made by them during an arena or stadium tour solely for private, non-commercial purposes.

10. Liability of VfL Wolfsburg

All people enter and remain in the stadium at their own risk. The Club, its legal

representatives and/or vicarious agents shall be liable in connection with these GTC, irrespective of the legal grounds, only in cases of intent or gross negligence or – in the event of a breach of essential contractual obligations – limited to the foreseeable damage typical for the contract at the time the contract was concluded. Essential contractual obligations are obligations whose fulfillment is a prerequisite for the proper performance of the contract, whose breach would jeopardize the achievement of the contractual purpose and upon whose compliance the Participant may regularly rely. This limitation of liability shall not apply to claims for damages arising from injury to life, body or health or any other mandatory statutory grounds of liability.

The Club shall not be liable for damage resulting from the Participant's own misconduct. The same shall apply to damage caused by the misconduct of another participant unless such damage results from a breach of the duty of supervision by the person responsible for the event.

11. Contact

Inquiries and all matters related to the guided tour can be directed to the club via the following contact options:

VfL Wolfsburg-Fußball GmbH

Service Center

In den Allerwiesen 1

38446 Wolfsburg

Germany

Email: service@vfl-wolfsburg.de

Telephone: +49 5361 8903 903

(Charges may apply depending on the caller's service provider.)

Fax: +49 5361 8903 900

Availability: Monday to Friday, 9:00 a.m. to 5:00 p.m.

Website: www.vfl-wolfsburg.de

12. Data Protection

Unless specifically stated otherwise in the Terms and Conditions, the customer's personal data is processed to fulfill a contract in accordance with Art. 6 I 1 b) DSGVO.

Further data protection provisions, including the customer's rights under the DSGVO and the contact details of the club's data protection officer, can be found in the privacy policy available at www.vfl-wolfsburg.de/datenschutz.

13. Governing Law, Place of Performance, Jurisdiction

13.1 Governing Law: The mandatory legal provisions of the country in which the customer is habitually resident apply. Otherwise, German law applies. The application of the United Nations Convention on Contracts for the International Sale of Goods (CISG) is excluded.

13.2 Place of Performance: The sole place of performance for delivery, service, and payment is the registered office of the Club.

13.3 Jurisdiction: The place of jurisdiction for all disputes arising from or in connection with these Terms and Conditions and/or their validity or legal transactions based on these Terms and Conditions is the registered office of the Club, unless the customer is a consumer.

13.4 Alternative Dispute Resolution: VfL Wolfsburg is not obliged and in principle not willing to participate in dispute resolution proceedings before a consumer arbitration board within the meaning of the VSBG.

13.5 Language: The contractual language is German. In the event of interpretation difficulties between the German and English versions of these GTCs, the German version shall apply.

14. Additions and amendments

All amendments of these GTCs will be communicated to the customer in writing or – if the customer has agreed to this form of correspondence – online (e.g., by email). The additions or amendments are deemed approved if the customer does not object to them in writing or online in the specified manner (e.g., by email) within four weeks of receiving the amendments and/or additions, provided that the Club has expressly pointed out this presumption of approval in the notification. An objection entitles the Club to terminate the affected legal relationship with immediate effect.

15. Final Clause

Should individual clauses of these Terms and Conditions be invalid in whole or in part, this shall not affect the validity of the remaining clauses or the remaining parts of such clauses. The parties shall replace any invalid provision with a provision that most closely approximates the economic purpose of the invalid provision. The same shall apply to any gaps in these Terms and Conditions.