

General Terms and Conditions for Other Events of VfL Wolfsburg-Fußball GmbH (GTC) (as of 01.07.2026)

1. Scope of Application of these GTC

These General Terms and Conditions for Other Events of VfL Wolfsburg-Fußball GmbH shall apply to the legal relationship (the "Participation Agreement") established through the purchase of a participation entitlement 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").

This GTC supplement and specify the General Terms and Conditions for Fan Merchandise of VfL Wolfsburg-Fußball GmbH. Accordingly, these GTC shall take precedence in the hierarchy of applicable terms and conditions, in particular where the respective provisions contain differing substantive regulations. To the extent that these GTC do not contain a specific provision, reference shall be made to the General Terms and Conditions for Fan Merchandise of VfL Wolfsburg-Fußball GmbH, which shall apply on a subordinate basis.

2. Conclusion of Contract

By completing the registration process and submitting the corresponding online command on the Club's website at www.woelfeshop.de (the "Wölfeshop"), the contractual partner submits a legally binding offer to conclude an event participation agreement for participation in the event. VfL Wolfsburg shall acknowledge receipt of the contractual offer online (the "Order Confirmation"). The Order Confirmation shall not constitute acceptance of the offer but shall be subject to the availability of participation in the event and the consideration of special circumstances

(e.g. creditworthiness checks). The contract between the Club and the Participant shall only be concluded on the basis of these GTC upon dispatch of an order confirmation or, at the latest, upon participation in the event.

3. Participants

3.1 Eligibility to Participate: Generally, only adults (the "Participants") shall be entitled to participate in the event and any event-related components conducted in connection therewith (the "Modules"). The Club may establish different participation requirements in the respective product description in the Wölfeshop (the "Event Description").

3.2 Registration Deadline: Registration is possible until the date specified in the event conditions (the "Registration Deadline"). The Club reserves the right to consider registrations submitted after the Registration Deadline. There shall be no entitlement to participation despite late registration.

3.3 Minimum Number of Participants: Events shall only be conducted if the minimum number of participants is reached. The minimum number of participants is specified in the Event Description and may be found therein.

If the minimum number of participants has not been reached by the Registration Deadline, the Club shall be entitled to decide at its sole discretion whether the event will take place. The Club shall notify participants of any cancellation due to insufficient participant numbers no later than one week after the Registration Deadline. In the event of cancellation, participants shall be entitled to reimbursement of the participation fee already paid. Section 9 of these GTC shall apply to such reimbursement.

3.4 Maximum Number of Participants:

Participation in the event is limited to the maximum number of participants specified in the Event Description. Once the maximum number of participants has been reached, no further registrations will be accepted. Furthermore, if the number of registrations exceeds the available capacity, the selection of contractual partners shall be at the Club's discretion. There shall be no entitlement to participation.

3.5 Exclusion of Participants: The Club shall be entitled to exclude participants from an event for good cause. Good cause may arise from the participant's person or conduct and shall exist in particular in cases of violence, vandalism, racism, sexism, or repeated serious disregard of instructions issued by the responsible event management. In the event of exclusion, the respective contractual partner shall have no claim to a full or partial refund of the participation fee. The contractual partner shall remain entitled to prove that no costs or only lower costs were incurred as a result of the exclusion.

4. Services Provided by the Club

4.1 Events: The scope and schedule of the event shall be determined by the Event Description, which is available at all times in the Wölfohop and may be further specified therein. In addition, all updated information is available at any time on the Club's website at www.vfl-wolfsburg.de. The Club expressly reserves the right, including at short notice, to make equivalent changes to individual Modules. All rights and services that consist of or require in-person events shall be carried out and implemented in accordance with the applicable official regulations at the respective location and the Club's organizational requirements. No later than one week after the Registration Deadline, the Club shall inform the Participant of the current, non-binding scope and schedule of the event. Any further changes shall be communicated to the Participant promptly in writing or electronically (e.g. by email).

4.2 Event Period: The duration and timing of the event are set out in the Event Description. The Participant

acknowledges that the Club is dependent on the manner in which the event is conducted and on the applicable regulations of the German Football Association (DFB) and the Bundesliga-Gruppe, including safety requirements, and that the Club has no influence over such matters.

4.3 Catering: The Club reserves the right to provide catering to participants on event days. The specific scope of catering services is set out in the relevant Event Description. Participants shall only be entitled to catering to the extent expressly specified therein.

4.4 Use of Third Parties: The Club shall be entitled to engage third parties in order to fulfil its contractual obligations.

5. Right of Withdrawal

Even where a distance sales contract within the meaning of Section 312c of the German Civil Code (BGB) exists, the Participant shall not have a statutory right of withdrawal pursuant to Section 312g (2) No. 9 BGB.

6. Non-Attendance, Withdrawal, Illness and Injury

6.1 Non-Attendance: If a Participant fails to attend the event booked by them, the Club's claim for payment shall remain unaffected. The Participant shall not be entitled to a refund of any participation fee already paid, unless otherwise provided for in these GTC.

6.2 Withdrawal: The contractual partner may withdraw from the Participation Agreement at any time. Any withdrawal must be made in writing and sent to the contact address specified in Section 10. Upon withdrawal, the contractual partner shall lose the right to participate in the respective event.

6.3 Compensation for Damages: In the event of withdrawal from the Participation Agreement, the Participant shall be required to pay compensation to the Club

in the amount of 80% of the participation fee, including VAT, provided that the withdrawal occurs after the Registration Deadline and that the Club is unable to reallocate the participation slot to another person and does not willfully refrain from making reasonable efforts to do so. The Participant shall remain entitled to prove that no damage or loss in value has occurred or that such damage or loss is substantially lower than the lump-sum compensation claimed.

7. Club's Right of Withdrawal

The Club shall be entitled to withdraw from the contractual relationship concluded with the customer at any time in the following cases:

- failure to reach the minimum number of participants;
- force majeure or any other circumstance beyond the Club's control that renders performance of the contract impossible or unreasonable;
- in the case of any football matches held at the Volkswagen Arena or the AOK Stadion, in particular international matches, international club competitions, Bundesliga matches, DFB Cup matches, Regional League matches and friendly matches involving the Club, where such matches overlap in whole or in part with the scheduled date of a booked arena or stadium tour and such overlap was not known at the time of contract conclusion;
- in the case of other major events (e.g. concerts or product presentations) requiring the use of the entire Volkswagen Arena or the entire AOK Stadion, where such use was not known at the time of contract conclusion.

In such cases, the Club shall reimburse the participation fee corresponding to the cancelled portion of the event within fourteen (14) days after notification of the cancellation, using the payment method originally used by the Participant. The Club shall remain entitled to set off any compensation claims against such

reimbursement. Where an event is cancelled due to force majeure and the Club is therefore required to refund participation fees, the Club reserves the right to retain compensation for services already rendered or services that still had to be rendered up to the time of cancellation. Any claims for damages against the Club shall be excluded in the event of a justified withdrawal by the Club.

8. Access to and Conduct within the Stadium

8.1 Stadium Regulations: Access to the stadium shall be subject to the Stadium Regulations displayed at the venue and available at any time at: www.vfl-wolfsburg.de/stadien. By entering the stadium premises, each Participant acknowledges and accepts the Stadium Regulations as binding upon them. The Stadium Regulations shall apply independently of the validity of these GTC.

8.2 House Rules: The Club, or any third party authorized by the Club, shall be entitled at all times to exercise domiciliary rights ("Hausrecht"). Participants must comply at all times with the instructions of the Club, the police, security personnel and stadium management before, during and immediately after an event.

9. Liability, Accident and Health Insurance

9.1 General: By registering for the booked event, the Participant confirms that they are physically fit, in good health and capable of participating in sporting activities without restriction, and that they do not suffer from any contagious diseases. If a Participant is taking medication, it shall be the Participant's responsibility to inform the Club of this circumstance either at the time of registration or, if such circumstance arises after registration, in good time before the event. To the extent that the Participant does not provide such information voluntarily, the Club shall not be liable for any damage resulting therefrom.

9.2 Insurance: Participants must maintain valid health insurance and personal liability insurance coverage. The Club does not provide health insurance or liability insurance coverage for Participants, either during the event itself or during travel to and from the event.

10. Liability

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 fulfilment 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 this GTC 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 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.