



VfL WOLFSBURG

# General Terms and Conditions of VfL Wolfsburg-Fußball GmbH for Guided Tours of the Volkswagen Arena and the AOK Stadium (as of 30.07.2025)

## 1. Scope; General

These General Terms and Conditions (hereinafter: the GTC) apply to the purchase of tickets for guided tours of the Volkswagen Arena and the AOK Stadium through any sales outlet, including, but not limited to, the online ticket shop and the VfL-FanShop. The contractual partner in each case is VfL Wolfsburg-Fußball GmbH, In den Allerwiesen 1, 38446 Wolfsburg (hereinafter: VfL Wolfsburg).

These GTC apply exclusively. Any deviating, conflicting, or supplementary general terms and conditions of the customer shall only become part of the contract if and to the extent that VfL Wolfsburg has expressly agreed to their validity in writing.

## 2. Contract content: Arena and stadium tours; stadium regulations and other requirements

**2.1** VfL Wolfsburg offers tours of the Volkswagen Arena and the AOK Stadium outside of matchday operations and on match days (as so-called matchday tours – starting four hours before kickoff). These can be booked by both individuals and groups.

**2.2** 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/arena-fuehrungen>.

**2.3** The stadium regulations of the Volkswagen Arena and the AOK Stadium must be observed. 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](http://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.

**2.4** House Rules: The club or third parties commissioned by the club are entitled to exercise house rules at all times. 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.

**2.5** 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.

**2.6** 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.

**2.7** 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.



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**2.8** 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.

**2.9** 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.

### **3. Special Access Conditions**

**3.1** 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** 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.

**3.3** In particular, VfL Wolfsburg may be required to take the following measures:

- Issuing additional hygiene and behavioral rules (e.g., mandatory wearing of face masks, social distancing requirements) - In the event of intentional or negligent non-compliance, the ticket holder may be denied access to the event site without compensation;
- Adjusting and, if necessary, splitting the group size. This may result in delayed start and waiting times.
- Processing of

- existing personal data (e.g., address) for the purpose of contact tracing and breaking infection chains,

- additional personal data (e.g., further contact details such as telephone number or email address, date of birth) for the purpose of contact tracing and breaking infection chains, and

- evidence of vaccination, recovery, and/or testing status

based on Art. 6 (1) (c) DSGVO and, to the extent the processing includes health-related data, Art. 9 (2) (i) DSGVO. Pursuant to Section 22 (1) (c) BDSG, the processing of health-related data is permitted in the interest of public health and to protect against serious health threats.

**3.4** In these cases, the customer may withdraw from the contract for the affected event (if applicable, partially) provided that the ticket had already been purchased at the time the special access conditions were announced. The customer will then receive a refund of the ticket price upon presentation or return of the ticket at their own expense, and in the case of electronically sent tickets, by stating the corresponding order number in the cancellation notice. Any fees already incurred (e.g., service and shipping fees) will not be refunded. The right of withdrawal expires once the customer has gained access to the stadium under the applicable access conditions and has thus implicitly agreed to these access conditions.

**3.5** Obligation to provide information and risk of infection: Every ticket holder is obligated to inform themselves in advance about possible postponements and applicable safety and hygiene regulations. The latest information on this can be found at <https://shop.vfl-wolfsburg.de/hygieneregeln>. Every ticket holder also acknowledges that, despite any safety and hygiene measures taken, they may become infected with (viral) diseases while attending a VfL Wolfsburg event. By attending an event, the ticket holder knowingly assumes this risk.



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#### **4. Formation of Contract, Terms of Payment, Retention of Title, Cancellation Conditions**

**4.1** 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.

**4.2** 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 occurs 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](http://www.woelfeshop.de). VfL Wolfsburg will confirm receipt of the contract offer to the customer online. 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 or print@home tickets).

**4.3** 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. 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. The printed print@home ticket must be carefully stored until the event and must not show any damage, soiling, or other impairments, particularly in the barcode area, that could impede entry control. In the event of damage, soiling, or other impairments that impede entry control, there is no entitlement to admission to the event or to a refund of the purchase price. In this case, however, the contracting party may request the issuance of a replacement ticket for a service fee of €5.00.

**4.4** Payment is made according to the available payment methods (e.g., EC card, SEPA-direct-debit, credit card, PayPal, invoice). Compliance with the payment deadline is determined by the receipt of payment by VfL Wolfsburg. Payment for tickets purchased on-site is only possible in advance (cash, credit card, or EC card payment). In addition to the ticket price, VfL Wolfsburg may charge the buyer for shipping costs and/or a reasonable service fee (e.g., advance booking fee) for services in the buyer's interest if the ticket is sent by post.

**4.5** Cancellation: If payment is not successfully processed for reasons attributable to the customer (e.g., insufficient credit card or account funds, chargeback), VfL Wolfsburg is entitled to cancel the order without replacement or to electronically block the corresponding tickets; the corresponding tickets will become invalid. Any additional costs incurred must be reimbursed by the customer. VfL Wolfsburg reserves the right to assert further claims for damages.

**4.6** SEPA Direct Debit Mandate: If the customer grants VfL Wolfsburg a SEPA Direct Debit Mandate, the direct debit will



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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.

**4.7 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.

**4.8 Tickets** are valid for one-time participation in the arena or stadium tour at the scheduled start time. Upon completion of the tour, the respective ticket expires. Failure to attend or late arrival for the tour (Volkswagen Arena or AOK Stadium) will result in forfeiture of the tour and no refund of the ticket price. Lost tickets will not be replaced.

**4.9 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) or email (arenafuehrungen@vfl-wolfsburg.de). 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 remain in full,

even if the number of participants decreases.

**4.10** The purchase of discounted tickets and participation in a guided tour are only permitted upon presentation of the proof justifying the discount. Subsequent refunds are excluded. 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-wolfsburg.de/fans/arena-fuehrungen>. 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.

## **5. Right of Withdrawal in Benefit of the Customer**

Even if the customer purchases tickets from VfL Wolfsburg via distance communication (e.g., by telephone, online, or by email) within the meaning of § 312c II BGB, and thus a distance selling contract may exist pursuant to § 312c I BGB, there is no two-week right of withdrawal and return pursuant to § 312g II No. 9 of the 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 Allerwiesen 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



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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.

## 6. 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.

## 7. Data Protection

Further data protection provisions, including the ticket holder's rights under the DSGVO and the contact details of the club's data protection officer, can be found in the data protection declaration available at [www.vfl-wolfsburg.de/datenschutz](http://www.vfl-wolfsburg.de/datenschutz).

## 8. Liability of VfL Wolfsburg

**8.1** VfL Wolfsburg is always and without limitation liable

- for damages caused intentionally and through gross negligence by itself, its legal representatives, and vicarious agents,
- under the Produkthaftungsgesetz, and
- for damages resulting from injury to life, body, or health for which VfL Wolfsburg, its legal representatives, and vicarious agents are responsible.

**8.2** In the event of simple negligence, VfL Wolfsburg is only liable if it involves a breach of essential contractual obligations (cardinal obligations). Essential contractual obligations are those obligations whose fulfillment is essential for the proper execution of the contract and on whose compliance the contractual partner can regularly rely.

**8.3** VfL Wolfsburg is liable – with the exception of cases of unlimited liability pursuant to Section 8.1 – regardless of the legal basis, only for foreseeable damages typical for the contract.

**8.4** The above limitations of liability apply to the same extent to the bodies, legal representatives, employees and other vicarious agents of VfL Wolfsburg and apply accordingly to claims for reimbursement of expenses.

## 9. Miscellaneous

**9.1** Amendments and additions to these Terms and Conditions and to the agreements concluded between VfL Wolfsburg and the customer must be made in writing to be effective.

**9.2** The place of performance is the registered office of VfL Wolfsburg (Wolfsburg).

**9.3** If the customer is an entrepreneur or does not have a general place of jurisdiction in the Federal Republic of Germany, the place of jurisdiction for all disputes arising from the business relationship between VfL Wolfsburg and the organizer is the registered office of VfL Wolfsburg. Mandatory statutory provisions regarding exclusive places of jurisdiction remain unaffected by this provision.

**9.4** The relationship between VfL Wolfsburg and the customer is governed exclusively by the law of the Federal Republic





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of Germany, excluding the UN Convention on Contracts for the International Sale of Goods.

**9.5** In the event of any interpretation difficulties between the German and English versions of these Terms and Conditions, the German version shall prevail.

**9.6** VfL Wolfsburg is not obligated and, in principle, also not willing to participate in dispute resolution proceedings before a consumer arbitration board within the meaning of the Consumer Dispute Resolution Act (VSBG).

**9.7** Should individual provisions of these Terms and Conditions be invalid or unenforceable in whole or in part, this shall not affect the validity of the remaining provisions. The parties undertake, where appropriate, to replace the invalid/unenforceable provision with a provision that comes as close as possible to the legal and economic intent of the invalid/unenforceable provision in a legally permissible manner. The same applies in the event of a gap requiring completion.

**As of: July 2025**