General Terms and Conditions of the WölfeClub “WölfeClub T&Cs” (as of 01.07.2026)

1. Scope of application of the WölfeClub T&Cs

These Wölfeclub Terms and Conditions apply to the contractual relationship ("Membership") established between VfL Wolfsburg-Fußball GmbH, In den Allerwiesen 1, 38446 Wolfsburg, Germany, registered with the Commercial Register of the Local Court of Braunschweig under registration number HRB 100486 and VAT ID No. DE213017468, represented by its management (hereinafter the "Club"), and the contracting party (the "Member").

2. Requirements for WölfeClub membership

a) Any natural person who is at least 14 years old can become a member of the WölfeClub. The membership application for minors aged 14 and 15 in the WölfeClub Junior Team can only be submitted by a person with parental authority or another person of legal age (as applicant also contractual partner) who has obtained the consent of a legal guardian in advance. If the minor is 16 or 17 years old, they can submit the application independently with the consent of their legal guardian.

b) Membership of the WölfeClub can be applied for via the online WölfeClub application form, which can be accessed via the personal VfL online account. This requires registration at www.woelfeshop.de, which is possible for people aged 16 and over. A personal password will be issued upon registration. The customer is responsible for ensuring that no unauthorized third parties gain knowledge of their password. The customer is liable for all unauthorized use by third parties in this context, unless the customer is not responsible for the misuse. - WölfeClub membership begins with the acceptance of the membership application by VfL Wolfsburg-Fußball GmbH. The declaration of acceptance is made by sending the membership confirmation in text form.

3. Object of the WölfeClub Membership

a) Upon conclusion of the membership, the member receives a digital membership card (referred to as the VfL Card or WölfeClub membership card), accessible via the VfL online account. A wallet ticket for display on a smartphone can be downloaded there and is also provided at the beginning of membership by email. The WölfeClub membership card is non-transferable. If the member wishes to use a physical plastic membership card, it may be purchased upon request via the application form for a fee. Loss of the membership card must be reported immediately to VfL Wolfsburg-Fußball GmbH in writing or by email. A replacement card will be issued for a fee. If required or in the event of loss, the physical WölfeClub membership card can be purchased via login to the VfL online account in the WölfeShop at www.woelfeshop.de.

b) Membership in the WölfeClub enables members to access special services and discounts offered by VfL Wolfsburg-Fußball GmbH. The use of these services and discounts is only possible with a valid WölfeClub membership card.

c) The respective General Terms and Conditions (GTC) of VfL Wolfsburg-Fußball GmbH in their currently valid version apply to services provided by VfL Wolfsburg-Fußball GmbH. These are available at www.vfl-wolfsburg.de and can be saved and printed there as a PDF document.

d) If services are provided by cooperation partners of VfL Wolfsburg-Fußball GmbH, VfL Wolfsburg-Fußball GmbH acts solely as an intermediary, meaning that the contractual partner of the member is the respective cooperation partner. Any objections or other claims arising from such contractual relationships must be asserted exclusively against the respective cooperation partner. An up-to-date overview of all cooperation partners and their special services and discounts can be found at www.woelfeclub.de.

e) The member will be regularly informed about changes or updates to the published range of services.

4. Admission fee and membership fee

a) A one-off admission fee of 15.00 EUR must be paid upon admission to the Wölfe Club. This is due for payment together with the first membership fee.

b) The WölfeClub fee is 30.00 EUR per year of membership. A membership year begins on 1 July of a calendar year and ends on 30 June of the following calendar year (members aged 14 and 15 pay a club fee of 12 euros per year). The WölfeClub fee is due for payment on 1 July of each year. If joining at a time other than 1 July of a year, the membership fee is only calculated pro rata in accordance with the shorter term in the first membership year and is due for payment immediately after the membership is concluded.

c) The membership fee or the admission fee shall be collected by SEPA direct debit. If the Member grants the Club a SEPA direct debit mandate, the Member undertakes to ensure that the account has sufficient funds. Any costs arising from a failed debit or a chargeback shall be borne by the Member, unless the failed debit or chargeback was caused by the Club.

d) If the payment is not successfully processed for reasons attributable to the Member (e.g. insufficient funds, chargeback), the Club shall be entitled to cancel the membership without replacement. Any additional costs incurred shall be reimbursed by the Member. The Club reserves the right to assert further claims for damages.

The Club shall also be entitled to withhold its services or to block the Member from placing further orders in advance in the event of outstanding payments arising from any other contractual relationship with the Club (e.g. tickets or merchandise).

e) In the event of late payment, VfL Wolfsburg-Fußball GmbH reserves the right to withhold services or to terminate the contractual relationship in accordance with section 5 d).

f) If the WölfeClub member or the contractual partner is in arrears with payment of the fee in accordance with clauses 4 a) and b), VfL Wolfsburg-Fußball GmbH reserves the right to charge a flat-rate reminder fee of 10 EUR in addition to this fee. The contractual partner shall be entitled to prove that this fee has not been incurred or has not been incurred in this amount. The right to claim further damages (cancellation, chargeback fees, etc.) remains reserved.

g) The Member shall only be entitled to set off if the counterclaim has been finally determined by a court of law or has been acknowledged by VfL Wolfsburg. The Member may only exercise a right to retention if the counterclaim is based on the same contractual relationship.

5. Term and termination of membership

a) WölfeClub membership is initially valid until 30 June of each year and is automatically renewed for a further year under the conditions applicable at that time (available at https://www.vfl-wolfsburg.de/fans/mitgliedschaft/woelfeclub) unless it is cancelled in accordance with the provisions of these WölfeClub T&Cs or an amendment to these WölfeClub T&Cs is objected to. Membership of the club can be terminated in writing by the club member or VfL

Wolfsburg-Fußball GmbH with effect from 30 June of each year by 31 May of each year. The WölfeClub member must give notice of cancellation online at www.vfl-wolfsburg.de/allgemeines/online-kuendigungen, by email to mitglied@vfl-wolfsburg.de or in writing by post to VfL Wolfsburg-Fußball GmbH (WölfeClub, In den Allerwiesen 1, 38446 Wolfsburg).

b) Membership of the WölfeClub ends upon cancellation or objection by the WölfeClub member to an amendment to these WölfeClub T&Cs or the death of the WölfeClub member.

c) VfL Wolfsburg-Fußball GmbH reserves the right to cancel the WölfeClub membership for good cause without notice. Good cause shall be deemed to exist, for example, if the WölfeClub member fails to pay the annual membership fee due or misuses the membership benefits.

d) Right of withdrawal: If the customer/member is a consumer within the meaning of Section 13 of the German Civil Code (BGB) and the contract has been concluded exclusively by means of distance communication (online membership application) via www.vfl-wolfsburg.de or www.woelfeshop.de, the customer/member shall have a right of withdrawal. Further information can be found in the following cancellation policy.

6. Obligations of the WölfeClub member

a) The WölfeClub member undertakes to provide the WölfeClub at all times with the current personal data required for membership, such as name and address details, bank details or other information required for membership, and to notify the WölfeClub immediately of any changes. The notification of changes can be made by telephone to the Service Centre on 0049 - (0)5361 8903-903, by e-mail to mitglied@vfl-wolfsburg.de or in writing to VfL Wolfsburg-Fußball GmbH, WölfeClub, In den Allerwiesen 1, 38446 Wolfsburg.

b) For minors, the provision in section 2 a) applies accordingly with regard to the disclosure of personal data of the minor.

c) The Member shall not use the benefits of the membership in violation of the applicable terms and conditions. In particular, the pre-emption right granted in the context of limited ticket presales must be exercised in accordance with Section 10 of the General Ticket Terms and Conditions; see also Section 3 (b) of these Terms and Conditions.

7. Liability

a) VfL Wolfsburg-Fußball GmbH shall not be liable for the performance of third-party services arranged by the cooperation partners, but only for the proper arrangement.

b) The Club, its legal representatives and/or vicarious agents, may only be held liable in connection with these T&Cs for damages, regardless of legal grounds, if such damages are due to malicious intent or gross negligence or due to a breach of essential contractual obligations, in which case liability is limited to damages foreseeable at the time of contract formation. Essential contractual obligations are those which enable the proper execution of the contract, which would jeopardize the purpose of the contract if violated, and on the observance of which the customer typically relies. This limitation of liability does not apply to claims for damages arising from injury to life, body, or health, or from any other basis for liability mandated by law.

8. Contact

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

VfL Wolfsburg-Fußball GmbH,

Service-Center,

In den Allerwiesen 1,

38446 Wolfsburg

E-Mail: service@vfl-wolfsburg.de.

Phone: +49 5361 8903 903 (Charges apply to German landlines depending on the provider)

Fax: +49 5361 8903 900

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

Website: www.vfl-wolfsburg.de

9. 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.

10. Choice of Law, Place of Performance, Jurisdiction

10.1 Choice of 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.

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

10.3 Place of 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.

10.4 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.

10.5 Language: 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.

11. 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.

12. 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.

Cancellation Policy for WölfeClub and WölfiClub memberships by VfL Wolfsburg-Fußball GmbH (as of 01.07.2026)

Right of withdrawal for consumers

Consumers have a statutory right of withdrawal. A consumer is any natural person who enters into a legal transaction for purposes that can predominantly be attributed neither to their commercial nor to their independent professional activity.

Right of withdrawal

You have the right to withdraw from this contract within fourteen days without giving any reason. The withdrawal period shall be fourteen days from the day the countract is concluded according to Section 2 (b) of these Terms and Conditions.

To exercise your right of withdrawal, you must contact us using the following contact methods:

VfL Wolfsburg-Fußball GmbH

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In den Allerwiesen 1a

38446 Wolfsburg

USt.ID: DE213017468

E-Mail: service@vfl-wolfsburg.de

Phone: +49 5361 8903 903

(Charges to German landlines vary depending on the provider.)

Fax: 05361-8903-900

Web: www.vfl-wolfsburg.de

by means of a clear and written declaration (e.g., a letter sent by post, fax, or email) of your decision to withdraw from this contract. You may use the attached cancellation form for this purpose, but this is not mandatory. You can also complete and submit the cancellation form or another clear declaration electronically on our website https://www.vfl-wolfsburg.de/allgemeines/online-widerruf under the cancellation policy (vfl-wolfsburg.de). If you make use of this option, we will immediately send you (e.g., by email) confirmation of receipt of such a cancellation.

To comply with the cancellation period, it is sufficient that you send the notification of the exercise of the right of cancellation before the expiry of the cancellation period.

Consequences of withdrawal

If you withdraw this contract, we will refund all payments we have received from you, including delivery costs (with the exception of additional costs resulting from your choice of a delivery method other than the cheapest standard delivery offered by us), promptly and at the latest within fourteen days from the date on which we received notification of your withdrawal of this contract. For this refund, we will use the same means of payment that you used for the original transaction, unless something else was expressly agreed with you; under no circumstances will you be charged any fees for this refund.

If a welcome package including the membership card has been sent by post after the conclusion of the contract, we may refuse to refund until we have received the goods back or until you have provided proof that you have returned the goods, whichever is earlier.

You must return the goods to us promptly and in any event no later than fourteen days from the date on which you notify us of the withdrawal of this contract

VfL Wolfsburg-Fußball GmbH

Merchandising

In den Allerwiesen 1a

38446 Wolfsburg

to return or hand over the goods. This deadline is met if you send the goods before the expiry of the fourteen-day period.

You only have to pay for any loss of value of the goods if this loss of value is due to handling that is not necessary to check their quality, property and functioning.

Exclusion of the right of withdrawal:

The exclusions set out in Section 312 g) II of the German Civil Code (BGB) apply. Accordingly, the right of withdrawal does not apply, for example, to contracts for the supply of goods that are not prefabricated and for the production of which an individual selection or specification by the consumer is decisive, or which are clearly tailored to the personal needs of the consumer.