



SEASON TICKET CONDITIONS

Article 1. Season-Ticket card holders

1.1. Card holders of the UNIÓN DEPORTIVA LAS PALMAS, S.A.D. (from now on referred as "the Club") should engage with their offices to get access and periodically attendance to football matches organized by or in which the Club participates in the Gran Canaria Stadium.

The Club reserves the right of admission.

1.2. The season ticket card holders from the Club, can be natural or legal persons, and will have the following denominations:

- Minors: from zero to seventeen;
- Young: from eighteen to twenty-three;
- Adult: from the age of twenty-four to sixty-four.
- Other discounts: unemployed, disabled and over sixty-five years old.

1.3. Estimated category will take into consideration the annual period from January to December, regardless of the month in which the years are fulfilled.

Article 2º. Rights of season-ticket card holder

Season-ticket card holders will have the following rights:

2.1. To attend sporting events organized by the Club according to the localities assigned to allocate the card holders in terms of availability at the Gran Canaria Stadium

Any necessary change on the location such as remodeling of the stadium, among others, must be accepted by the card holder.

2.2. To receive information on any matter that individually affects their status as a card holder and relations with the Club.

2.3. To understand the respect for the right to honour, dignity and privacy.

2.4. The season-ticket card entitles you to enjoy discounts at the Club's official store, online store and detailed advantages on the club's website.

2.5. With the purpose of serving all fans, and with the commitment to improve every day the attention to all card holders and followers of the Club,



A team of professionals is available to assist and inform personally about any aspect or management that is needed. Our purpose is to provide all followers a good service, committed to improve every day the club's followers assistance.

Offices of UNIÓN DEPORTIVA LAS PALMAS, S.A.D. : Germán Dévora Ceballos s / n - Estadio de Gran Canaria - 35019 Las Palmas de GC

The Club Subscriber Service offers personalized attention to all card holders and followers of the Club through the following email address: abonado@udlaspalmas.es

Article 3. Obligations of subscribers (season tickets card holder)

Card holders must fulfill the following obligations:

- 3.1. Accessing Gran Canaria Stadium with the corresponding season tickets card holder.
- 3.2. Due to Sectoral regulations prescription (Article 17.1 of Royal Decree 203/2010 of 26 February, which approves the Regulation for the prevention of violence, racism, xenophobia and intolerance in sport) a single card certificate is required to access to the Gran Canaria Stadium during a match. Therefore, access to the Gran Canaria Stadium is prohibited to any person who does not have a valid entry certificate.
- 3.3. Complying with the General Terms Subscription and any possible modification agreed by the Directors Board in the exercise of the powers conferred.
- 3.4. According to the current regulations, you must sit in the exact and correspondingly location assigned in the members card, occupying it during the match, avoiding evacuation areas for security reasons.
- 3.5. Payments should be made accordingly to the season ticket card holders, as contracted ("Club day", etc., agreed by the Directors Board), which will attribute both the subscriber condition and the exercise of rights contained in this document.
- 3.6. Punctually reimbursement the Club for liquidated damages caused to social heritage as a result of duly accredited actions or subscriber omissions.
- 3.7. Postal and email address should be provided. Also other details for any communications the Club could send. Any changes on these addresses should be updated notifying the Club. The Club is not responsible for any inconvenient caused by the subscriber's failure to keep them updated, such as the subscriber status termination or location, returning invoices, lost correspondence, fees renewals, etc. .
- 3.8. Provide a credit institution current account number, where the subscriber's fees or any contribution can be charged.



3.9. Every person attending a match should recognize it as a public act and should authorize the use of his voice, image and face in television or radio broadcasting live or deferred, in video, in photographs or in any other communication method present or future.

3.10. As regards to the participation rights in the Club activities and to those of free expression and demonstration, with respect for the honor, dignity and privacy that other card holders deserve, together to managers, athletes, technicians and employees, or any other person linked to the Club.

3.11. Persons with reduced mobility (PRM) must occupy the areas designated.

Article 4º. Acquisition of the card holder status

4.1. The season-ticket card holders incorporation to the Club will be up to the Directors Board faculty, which at any time, could establish temporary limitations to the maximum number of card holders, or general conditions for admission. The card holders condition request will be made by the concerned person. In any case, ID, passport, or Family Book (for minor subscription) will be mandatory.

The request will be made through the forms provided by the Club administration including personal details, credit institution current account and the email address.

In case the card holders admission is suspended, the Directors Board will create a provisional registration of the admission requests in correlative order of seniority. Those registered will have a preferential right to join the Club when the admission opens again. The Directors Board will regulate the registration conditions on the mentioned File.

Article 5. Card holders obligations regarding the access, use and permanence in the Club facilities.

5.1. The Card holder must respect and comply the sectoral regulations sport events (Law 19/2007 and RD 203/2010, Law 4/1995 of the Basque Country, Royal Decree 2816/1982, etc.).

The Club will adopt measures for the breach of duty from the card holders when accessing the stadium during their staying.

The Card holder should be responsible for any infringement committed when transferring his season tickets card to any sport events organized by the Club.

5.2. Season-ticket Card holder undertake to respect the following prohibitions:

- A) the lack of slight correction with other card holders, or with the public in general, causing situations of clutter;



B) accessing to the Stadium with a card of lower category. In such a case, the Club will proceed to withdraw the card to all those who violate this prohibition until is regularized. The regularization will entail the fee of the difference between the two the categories.

C) actions or omissions from the card holders opposed to law causing material or image damages of the Club, other card holders, members of the Directors Board, players, technicians or employees;

D) negligent behavior on the obligations to prevent violence during a match or competition, as well as the lack of collaboration on any investigation to find the responsables for violent acts;

E) non-compliance with the rules regulating sports events celebration which prevents their normal development or damages the participants or the audience.

F) Any sale, consumption or possession of alcoholic drinks, substances narcotic, psychotropic or stimulants or similar products in the Club facilities during the match, without prejudice from any action taken by the Public Administration.

G) insults or offenses to other card holders, or the audience attending a sport event;

H) the infraction, in the Club facilities, or in those facilities where a team of the Club contests a match, or any competition, as regards of ticket sales, rival hobbies in different areas of the enclosure, and access control for compliance with existing bans.

I) The breach of any payment obligations in article 3.5 from this document, proceeding from the club in accordance with Article 7.2.d.

J) The assignment of the title season tickets card holder at any price, which allows access to sports events organized by the Club, or in which the Club participates.

K) the making available or the onerous transfer of the season tickets card allowing access to sporting events organized by the Club or in which the Club participates, when transfer is effected through intermediation of organized networks.



- L) the manipulation and falsification of season tickets cards;
- M) Conduct that entails the imposition of executive sanction, either economic or any other type;
- N) any action or omission from the subscriber contrary to the law, terms and conditions of the season tickets. when deception or bad faith is involved; or - which has great public significance occurring when the action is disseminated in the media, and has a general impact; Or that causes material or moral damages to the Club, other subscribers, or players, technicians or employees of the Club;
- (O) acts, manifestations and conducts that directly or indirectly induce or incite violence, or breach of statutory or regulatory rules that prevent violence in sport;
- (P) the introduction or possession, activation or release of all types of weapons or objects likely to produce the same effects, as well as flares, firecrackers, explosives and other pyrotechnic products or, in general, flammable, In the Club facilities, or where playing a match;
- Q) conduct disrupting the normal development of a match or competition, or that requires temporary or definitive suspension;
- (R) the introduction or banners display, symbols or emblems breaching national and international regulations, or can be considered as an act that encourages or contributes to violent, sexist, xenophobic or racist behaviors, or manifest contempt to any person, in the Club facilities, or in those premises where a Club team plays a match;
- S) participation in altercations, fights or public disorder in the Club facilities, or in those where a Club team plays a match, as well as in the surroundings, causing damages or serious risk to people or even to properties;
- T) the intentional furniture damages, installations or enclosures of the Club, or in those enclosures where a Club team plays a match, as well as in the urban furniture of the corresponding cities. Regardless of penalties provided in the following article, damages caused to the furniture, installations or premises of the Club must be compensated by the infringer.
- U) Remain standing in the halls during the matches.
- V) any marketing action of any kind, including undercover marketing actions. The Club reserves the right to take any legal action against those persons or entities that perform acts against such regulation.



5.3. In the case that a subscriber has committed a breach, within the Gran Canaria Stadium or in other stadiums where the UD Las Palmas plays as a visitor, or in other venues and facilities related to the Club. Las Palmas UD will propose the sanction (suspension or loss of subscriber status) to be applied in each case.

Article 6º. Consequences of non-compliance with conditions for subscribing

6.1. Without detriment to the consequences specially foreseen for certain behaviors, as well as of the procedures that could be initiated by the competent Public Administration in the matter. The Club will decide the withdrawal of the subscriber's card and the suspension period, the irrevocably season ticket holder loss condition depending on the circumstances of the case and entity of the breach.

6.2. The condition of the season ticket holder can only be suspended or lost by the Club decision agreed in cases of breach of duties and prohibitions related to the access, use and permanence in the stadium, referred to in Article 5, as well as Obligations in Article 3.

6.3. the maximum standstill period of the subscriber condition will be of two years, with the impossibility of renewing the season ticket card while being suspended.

6.4. During the suspensión period, the subscriber may not exercise the rights granted by Article 2.

6.5. With regards to the manipulation or falsification of season tickets cards, the Club, can withdrawal the card and suspend the condition of the holder. The Club will adopt the pertinent legal measures against the holder and / or the person who held the card at that time.

6.6. The imposition of any measure will not relieve the offender from the obligation to reimburse or indemnify the Club for any damages caused.

Article 7º. Loss of season tickets card holder status

7.1. Loss of season tickets card holder status can only occur individually and for the following reasons:

- by decision of the holder himself communicated to the Club.
- due to holder's death.
- by agreed decision of the Club in case of breach of obligations and prohibitions of access, use and permanence in the facilities referred to in Article 5 and 3.
- non-payment of any amount due: the season ticket holder subscription fee



7.2. With regards to the first section, the loss will occur from the very moment the payment is accrued. To unsubscribe from UD Las Palmas Club, a request must be made in writing by the card holder or his legal representative.

B. With regards to the second section (death of the card holder), the loss of the condition of the card holder will take place as soon as is acknowledged by the Club. Relatives of any card holder deceased must inform the club, having the following two options:

- 1) cancel the deceased payment, in which case the Club will refund the proportional part of the fee already paid. To do this they must provide a copy of the death certificate.
- 2) Release the deceased and discharge a new card holder.

C. Regarding the third section, the suspension or loss of the card holder status must be agreed by the Club.

D. With regards to the last section, the consequences of the different outstanding payments are as follows:

- Outstanding payments of the season ticket: card holders must go to the Club's offices to deal with the outstanding payment and regularize their situation before the first UD Las Palmas match takes place. If during the second match in Gran Canaria Stadium, still have not regularized this situation, the season ticket card will be withdrawn. Subsequently the card holder would be duly notified that will be discharged.
- Outstanding payments of any other complementary concept: will mean the impossibility of accessing the stadium for the relevant event.

In case the situation continues unregulated, the unpaid amount will be included in the following regular or periodic charge.

Las Palmas de Gran Canaria, July 2017