

Terms and Conditions of Gibraltar Football Association on Home Tickets and Season Card Sales

These Terms and Conditions outline the guidelines for purchasing Tickets and Season Cards in-person or through the ticket website (hereinafter: Website) for sports events organised by Gibraltar Football Association based in Gibraltar. The purchase of a Ticket or Season Card can occur at Ticket Sales Points (hereinafter: TSP) or via the <https://gfa.roboticket.com/> website. The online sales system provided by Gibraltar Football Association enables Internet Users to access information about available seats at the Municipal Stadium during selected sports events (hereinafter: Matches). The System Administrator, as part of the Website, is Gibraltar Football Association.

Definitions

1. **Organiser or Gibraltar Football Association or GFA** - Gibraltar Football Association with registered office in Gibraltar, 7.01b World Trade Center.
2. **Stadium** –
 - a. Estadio Algarve Stadium located in São João da Venda, Algarve, Portugal
 - b. Victoria Stadium, Gibraltar
 - c. Europa Point Sport Park, Gibraltar
3. **Match** - Football (soccer) match held at the Stadium, involving Gibraltar Football Association team.
4. **TSP** - Ticket Sales Point located at the Stadium or one of the partnering ticket sales points.
5. **T&Cs** - Terms and Conditions of the Sale of Gibraltar Football Association Tickets and Season Cards.
6. **Website** - Electronic System used for the purpose of Gibraltar Football Association Tickets and Season Cards sales.
7. **Customer** - A person intending to purchase or having purchased a Ticket for a particular Match or a Season Card.
8. **User** - Customer who has registered on the Website and owns an Account.
9. **Account** - An individual User administration panel available following registration and logging into the Website.
10. **Order** - A Sales offer made by the User to the Organizer via the Website.
11. **Electronic payment** - form of financial transaction in which monetary funds are transferred electronically through a payment gateway. It encompasses various methods, such as credit card payments, e-wallets, online bank transfers, mobile payments, and other forms of transactions where financial data is processed electronically.
12. **Adyen** - a banking operator, serviced by a website provider.
13. **Season Card** - A pass enabling the User to enter the Stadium and occupy an assigned seat during Matches indicated by the Organiser.
14. **Ticket** - A pass enabling the User to enter the Stadium and occupy an assigned seat during a relevant Match.
15. **Voucher** - A promotional coupon authorising the User to receive a discount.

I. General Provisions

1. Tickets or Season Cards can be purchased directly at TSPs, in the ticket offices at the Stadium, or online through the Website.
2. To attend a Match, Participants must provide a Season Card or a Ticket for the relevant Match.
3. Tickets and Season Cards cannot be replicated or edited.
4. The Organiser reserves the right to change Match dates and times, informing Users through the official website.
5. Matches may be held without public attendance due to administrative decisions or disciplinary sanctions; information will be provided on the official website.
6. The Organiser may refuse Ticket or Season Card sales based on specified criteria.
7. Customers are not entitled to claim for non-participation if it results from non-compliance with T&Cs, Stadium Regulations, or other provisions.
8. Ticket prices are displayed on the official website and are subject to change.
9. Customers declare acceptance of T&Cs and 'The refund policy' by purchasing a Ticket or Season Card.

II. Procedure for Concluding a Contract Through the Website

1. The Organiser is the seller of Tickets and Season Cards on the Website.
2. Users agree to use various means of communication for correspondence purposes.
3. Users may place orders 24/7 on the Website, with the Sales Agreement concluded upon payment completion.
4. The proof of the Sales Agreement is the confirmation of payment posted on the Organiser's bank account, maintained through the Adyen financial service provider.
5. Promotional Vouchers cannot be accumulated; only one Voucher can be used per transaction.
6. The online sales application includes several stages: selecting a match, logging in, choosing Tickets or Season Cards, selecting delivery options, choosing payment methods, reviewing data, placing an order, and making payment.

III. Price and Payment

1. Types and prices of Tickets and Season Cards are set by the Organiser.
2. Prices are provided in:
 - a. EUR currency for matches held in Portugal
 - b. GBP currency for matches held in Gibraltar.
3. Adyen is the only payment operator on the Website.
4. Payment should be transferred immediately after placing the Order.
5. Unpaid transactions within 15 minutes will be cancelled.

V. Personal Data Protection Policy

1. The Organiser processes personal data according to GDPR regulations.
2. All provisions are governed by the document 'Privacy Policy. Scope of GFA Privacy Policy'.

VI. Processing of Data Enabling the Identification of Customer

1. Staying at the Stadium during a Match implies consent to process personal data for identification.
2. Data processed for identification during a Match include forename, surname, and identification details.

VII. Complaints

1. T&Cs are available online, and Users can request a copy.
2. Complaints must be submitted within 2 months of discovering the issue.
3. The Organiser processes complaints within 14 days and notifies the User in writing.
4. The Organiser is not responsible for incorrect User details.

VIII. Refunds of Tickets and Season Cards

1. All provisions are governed by the document 'The Refund Policy'.

IX. Provision of Services by Electronic Means

1. The Organiser provides electronic services through the Website for Account setup, Order submission, and maintenance.
2. Contracts are for an indefinite or definite period, terminated upon Order placement.
3. Users may file complaints, and the Organiser processes them within 14 days.

X. Final Provisions

1. In matters not covered, Gibraltar law applies..
2. These T&Cs do not exclude or limit Consumer rights under applicable law.
3. Changes to T&Cs will be communicated 14 days before taking effect.
4. Users disagreeing with changes may deactivate their Account.
5. Orders placed under the previous version will be processed accordingly.
6. The Website, its content, and address are subject to copyright, protected by law.
7. These T&Cs are effective from January, 19 2024.