Club Joventut Badalona SAD

General Terms and Conditions of Purchase

ONLINE TICKET SALES

1. General information

These General Terms and Conditions govern all ticket and season pass purchases made through shop.penya.com. Placing any order implies full acceptance of these terms as published at the time of accessing the website.

The Club reserves the right to amend these terms without retroactive effect on already confirmed purchases. For the purposes of these terms, "BUYER" means any natural or legal person who acquires tickets, season passes, ticket packages or any other access pass to events organised or managed by the Club through the website.

In compliance with Spanish Law 34/2002 on Information Society Services and Electronic Commerce, Club Joventut Badalona distributes orders throughout Spain and abroad.

2. Prices

Prices are displayed in euros and include all applicable taxes. Before confirming a purchase, the system shows the full breakdown of the price for each ticket and any applicable promotions or discounts. If any additional handling or service fees apply, these will be itemised separately before the buyer confirms the order.

3. Payment methods

Payments are processed through secure payment gateways. The Club does not store or access the buyer's bank details at any point during the process. Accepted payment methods include credit and debit cards, Bizum and other electronic payment methods indicated during the purchase process.

4. Security measures. Ticket printing

All tickets include security features. The Club does not guarantee the authenticity of any ticket not purchased through shop.penya.com or an official point of sale. Altered, damaged or fraudulently obtained tickets may be cancelled and their holder refused entry, without the Club assuming any responsibility or reimbursement obligation.

A complete, undamaged ticket must be presented for entry and kept until leaving the venue. The number of tickets, price and seat location are chosen during the purchase process and cannot be modified once the order is confirmed.

Online purchases include a ticket download service allowing the buyer to save a PDF for

printing or display on a mobile device. In exceptional circumstances due to technical or security reasons, this service may be unavailable; in that case, the buyer must go to the venue box office at least 1 hour and 30 minutes before kick-off, presenting:

- The credit or debit card used to make the purchase.
- The ID document or passport of the cardholder.

5. Entry and venue conditions

Identification may be required from the holder of a reduced-price ticket or pass obtained on grounds of age, or whenever necessary to verify its validity or the right of access to the designated area. For security reasons, attendees may be searched on entry; no objects that may be considered dangerous or are prohibited under anti-violence sports regulations may be brought into the venue.

Access is prohibited to any person who has engaged in conduct described in Article 2 of the Law against Violence, Racism, Xenophobia and Intolerance in Sport (Royal Decree 203/2010).

The Club may refuse entry or remove from the venue any attendee who breaches these terms, disregards instructions from staff or security personnel, or whose presence poses a rational risk to other attendees. In such cases, the holder is not entitled to any refund or compensation. If entry is refused for reasons beyond the holder's control and no force majeure or fortuitous event is involved, the changes and refunds policy in clause 7 shall apply.

Attendees must occupy only their purchased seat and remain in areas designated for the public. The Club reserves all image rights and intellectual property rights over the event. Photography and filming are prohibited unless expressly authorised. Ticket holders acknowledge that they may appear in images taken at the venue for news or event reporting purposes. Where the Club wishes to use images for promotional purposes in which identifiable attendees appear, it will obtain their express prior consent in accordance with EU Regulation 2016/679 and Organic Law 1/1982.

6. Use of tickets

The buyer is responsible for the correct use of the ticket. Duplication, forgery or any fraudulent use results in loss of the right of access with no entitlement to compensation. Resale of tickets is not authorised and any attempt to do so may result in the ticket being seized or cancelled.

Using the electronic purchase system with false data, by impersonating a third party, or with artificially generated card numbers may constitute fraud under Article 248 of the Spanish Criminal Code.

Purchasing tickets does not grant the buyer the right to use them or their content for advertising, marketing or promotional purposes without the Club's express written consent.

7. Cancellation, suspension and rescheduling of matches

Once a ticket has been purchased, it will only be exchanged for a ticket to another event of similar characteristics or refunded if the event is cancelled before it begins. In that case, the buyer may request a change or refund within 10 calendar days of the official public announcement of the cancellation, in the manner specified by the Club and upon presentation of the purchase receipt.

7.1. Suspension during a match

Once a match has started, if it is suspended due to force majeure or a fortuitous event — including technical failures at the venue, weather conditions, security reasons or any other unforeseeable and unavoidable circumstance beyond the Club's control— the Club will not be obliged to refund the ticket price or a proportional share of the season pass. However, where possible and appropriate, the Club will offer the continuation or resumption of the match at a later date, at no additional cost to the buyer.

In competitions governed by the ACB League or the FEB, the ruling issued by the Competition Judge or equivalent body is binding on the Club and will be applied to ticket holders. If the Club cannot guarantee a resumption, a proportional refund will be issued based on the time actually played.

7.2. Change of date, time or venue

The Club may modify or suspend the date, time or venue of an announced match due to broadcast rights, competition scheduling decisions, orders from public authorities or other force majeure or fortuitous events. In that case, the original ticket will remain valid for the new date, time or venue. The Club will inform buyers by email as early as possible.

7.3. Inability to attend due to the buyer's own circumstances

Inability to attend the event for reasons unrelated to the Club, or due to an error solely attributable to the buyer when making the purchase, does not constitute valid grounds for requesting a refund.

7.4. Refunds due to health or similar restrictions

If the authorities order a reduction in the number or percentage of spectators permitted to attend the event, the price of tickets and passes purchased by affected buyers will be refunded in accordance with the criteria set by the authorities and/or the Club.

7.5. Expenses not covered by refunds

Where a refund is applicable, the Club will reimburse only the ticket price. The Club accepts no liability for travel costs, subsistence, accommodation, meals or any other expenses incurred by the buyer, unless otherwise required by applicable law.

7.6. Right of withdrawal

Pursuant to Article 103(l) of Royal Legislative Decree 1/2007 of 16 November, the buyer has no right of withdrawal in respect of ticket and/or season pass purchases, as these are services related to leisure activities for which a specific date or period of performance has been agreed. Once a purchase is confirmed, it cannot be freely cancelled or refunded.

8. Governing law and jurisdiction

These terms are governed by Spanish law, in particular Royal Legislative Decree 1/2007 and Law 11/2009 of 6 July on the Administrative Regulation of Public Performances and Recreational Activities. Any dispute shall be subject to the jurisdiction of the courts of the consumer's place of residence. If the buyer does not have consumer status, the parties agree to submit to the courts of Barcelona.

9. Customer service

For any queries or issues related to ticket purchases, please contact the Club:

- Email: botiga@penya.com
- Phone: +34 93.460.20.40
- Postal address: C/Ponent 143-161, 08912 Badalona (Barcelona)

10. Data protection

In accordance with EU General Data Protection Regulation 2016/679 and Organic Law 3/2018 of 5 December on Personal Data Protection and Digital Rights Guarantee, Club Joventut Badalona SAD (Tax ID A-60105368) will process personal data collected during the purchase process in accordance with the Privacy Policy published on the website.

The buyer has the right of access, rectification, erasure and objection to the processing of their data. These rights may be exercised at socis@penya.com or by post to C/Ponent 143-161, 08912 Badalona.

ONLINE MERCHANDISING STORE

1. General information

These General Terms and Conditions govern all merchandising purchases made through shop.penya.com. Placing any order implies full acceptance of these terms. The Club distributes orders throughout Spain and abroad in accordance with Law 34/2002 on Electronic Commerce.

2. Prices

Prices are displayed in euros and include all applicable taxes. Before confirming an order, the system shows the price of each item, shipping costs and any applicable discounts or promotions.

3. Payment methods

Payments are processed through secure gateways using credit or debit cards. The Club does not store or access the buyer's bank details.

4. Shipping costs

For mainland Spain and the Balearic Islands, shipping is free for orders of 80 € or more and for items marked as free shipping. For all other orders, the shipping cost is 4.95 €.

For deliveries to the Canary Islands, EU countries or outside the EU, please contact the Club at botiga@penya.com for applicable rates and conditions.

5. Delivery times

Orders are dispatched with the courier. Once the order has been shipped, the buyer will receive a tracking number to monitor delivery status.

If any product is unavailable after an order has been confirmed, the Club will notify the buyer as soon as possible and propose alternative solutions. Product unavailability does not give rise to any right to compensation.

Delivery times are calculated in working days and may vary depending on the time of year. Once an order has been prepared and, where applicable, personalised, the maximum dispatch time is 72 hours for deliveries to mainland Spain and the Balearic Islands.

Delivery is made to the address provided by the buyer, subject to full payment of the invoice. On receipt, the buyer must check that the packaging shows no signs of tampering; if it does, this must be noted on the delivery note for subsequent claims. The invoice is sent in paper form with the order. The Club accepts no liability if delivery cannot be made due to incorrect data provided by the buyer or absence of the recipient. During peak periods, deliveries may experience some delay.

6. How to order

The purchasing process at shop.penya.com follows these steps:

- Add the desired items to the basket.
- Access the basket from the top right of the screen.
- Enter your delivery details, choose the destination and payment method, and accept these General Terms and Conditions.
- Review the order details and confirm by clicking "Confirm Order".

Once the process is complete, the system will display a confirmation or rejection message. If the purchase has been successfully completed, the buyer will receive a confirmation by email.

7. Returns and exchanges

If for any reason the buyer is not satisfied with their purchase, they may contact the Club stating the order number or date and the buyer's name. The Club offers a 30-day period from the date of receipt to exchange or return items purchased from the online store, except for personalised items, which cannot be returned.

If the chosen size is not correct, the buyer must return the item at their own expense — we recommend using Correos— to: Carrer del Camí Fondo de Can Guitet, unit 7; Pol. Ind. Circuit; Montmeló. On receipt, the Club will exchange it for the correct size and ship it back free of charge the first time. Subsequent size exchanges are at the buyer's expense.

To initiate a return or exchange, the buyer must follow the instructions in the forms published on the website (Return Form / Exchange Form).

Refunds are issued in the form of a gift card, redeemable for other items in the store or for match tickets. Returned items must be in good condition, with original tags, packaging and accessories intact. The Club reserves the right to refuse returns that do not meet these conditions. Shipping costs arising from an exchange or return are the buyer's responsibility, except where the return is due to a Club error or product defect.

The availability of replacement items is subject to existing stock. If the item is not available at the time of the exchange, the Club will inform the buyer of the estimated restock date.

8. Warranties

The Club checks the quality of all products before dispatch and packages them appropriately to ensure they arrive in perfect condition. If an order arrives damaged or with a defect, the Club will replace the product and cover collection and return shipping costs. If the affected item is not available, a full refund will be issued. If the product is found to be in good condition, any resulting shipping costs will be borne by the buyer.

9. Governing law and jurisdiction

These terms are governed by Spanish law. Any dispute shall be subject to the jurisdiction of the courts of the consumer's place of residence, in accordance with Law 3/2014 and Royal Legislative Decree 1/2007.

10. Customer service

For any queries, suggestions or issues related to the online store, please contact us at botiga@penya.com.

All rights reserved. Club Joventut Badalona SAD. Reproduction in whole or in part is prohibited without express authorisation.

11. Data protection

In accordance with EU General Data Protection Regulation 2016/679 and Organic Law 3/2018, Club Joventut Badalona SAD (Tax ID A-60105368, C/Ponent 143-161, 08912 Badalona) will process personal data collected to manage the contractual relationship and, with the buyer's consent, for commercial and statistical purposes. The buyer has the right of access, rectification, erasure and objection, exercisable at botiga@penya.com or by post to the address above.