

# GENERAL TERMS AND CONDITIONS OF SALE FOR TICKETS



---

**2013 ROLAND-GARROS CHAMPIONSHIPS**

/

From 21 May to 9 June 2013

---

## ARTICLE 1 – APPLICATION AND ENFORCEABILITY OF THE GENERAL TERMS AND CONDITIONS OF SALE

---

**1.1.** These general terms and conditions of sale (the "**GTCS**") apply automatically, as of right (French: *de plein droit*) to the sale or provision, by the unit or in the form of packs, by the French Tennis Federation (a non-profit association governed pursuant to the French law of 1 July 1901, recognized as having a public purpose by decree of 13 July 1923, having its registered office address at Stade Roland-Garros (the "**Stadium**") – 2, avenue Gordon Bennett – 75016 Paris, hereinafter referred to as the "**FFT**"), of individual tickets providing access to the 2013 Roland-Garros/French Open tournament (the "**Tournament**"), to any individual (the "**Individual Purchaser**") or corporation (the "**Corporate Purchaser**") (i) ordering online *via* the website: [www.fft-tickets.com](http://www.fft-tickets.com) (the "**Website**") or *via* written request sent by mail, or (ii) entering into an agreement with the FFT (hospitality agreement, hospitality package distribution agreement, partnership agreement, media rights allocation agreement, etc.) whose principle or secondary purpose is the sale or provision of tickets allowing access to the Tournament. For purposes hereof, the Individual Purchaser and the Corporate Purchaser will collectively be referred to as the "**PURCHASER**". » Tickets giving access to the Tournament (individually or collectively, the "**TICKET(S)**") are either printed in paper form composed of two detachable parts (the "**Paper Ticket(s)**"), or sent in electronic form (the "**e-Ticket(s)**"). It is specified that TICKETS sold as packs may only be ordered by an Individual Purchaser and are only available in e-form; these packs ("[Mousquetaires](#)"/"SL Courtside Box"/"Weekly Pass"/"Open"/"Open Box"/"Player"/"Week-End"/"½ Finals"/"Finals"/"2 Day Qualifiers"/"4 Day Qualifiers") can only be ordered online.

**1.2.** No special terms may prevail over the GTCS. Any contrary condition, including purchasing, is unenforceable by the FFT. » In the event of any contradiction between any of the provisions of these GTCS and any of the provisions of the agreements discussed in Article 1.1 above, the provision of the agreement concerned shall take precedence over that of the GTCS.

**1.3.** Any order of TICKETS implies full, unreserved acceptance of the GTCS by the PURCHASER as well as of the Roland-Garros Stadium Ground Regulations, available at Stadium entrances and on the Website (link at bottom of each page), and available on request from the FFT. » The PURCHASER must check the box provided for this purpose on the order form or sign the contract binding him to the FFT. Failing this, the order will not be processed. The Individual or Corporate Purchaser declares to have full legal capacity and/or any approval necessary as required to conclude such an agreement.

**1.4.** In the event that the beneficiary of the TICKET (the "**Beneficiary**") is not the Individual Purchaser, the rights and obligations resulting from the GTCS are applicable to him as of right (French: *de plein droit*) by the effect of the assignment of the TICKET that occurs under the conditions set forth in Articles 6.2. and 6.3.2. below. In the event that the TICKETS have been acquired by a corporation, the rights and obligations resulting from the GTCS are applicable to the Beneficiary as of right (French: *de plein droit*) by the effect of the assignment of the TICKET that is authorised by the agreement entered into between the FFT and the Corporate Purchaser (in this case, the conditions of assignment or transfer of the TICKET are determined exclusively by the agreement)

## ARTICLE 2 – ORDERING TICKETS

---

(Orders placed by Corporate Purchasers satisfy special conditions that are not governed by or depart from the provisions of Article 2)

**2.1. Right of withdrawal** » In accordance with the provisions of Article L. 121-20-4 of the French consumer code, TICKETS ordered and the price of which is paid may not be subject to a right of withdrawal.

**2.2. Principle** » Any order of TICKETS must be done individually, according to the capacity of the Individual Purchaser ("FFT member" or "general public"), either (i) directly *via* the Website, or (ii) by correspondence (to the exclusion of TICKETS sold in pack form) by filling out an order form which can be downloaded from the Website or obtained from the FFT Ticket Service by post, e-mail or telephone (see Article 2.5. below). » For any on-line order, the Individual Purchaser who is a FFT member (French: *licencié FFT*) must provide his/her 2013 member number (French: *numéro de licence*) in order to benefit from reserved advantages. For any order by post, the Individual Purchaser who is a FFT member must attach to his/her order a 2013 membership certificate (downloadable from the website: [www.fft.fr](http://www.fft.fr), "Espace du Licencié" section). Please note that this member number is strictly personal to its holder, and that advantages associated with the membership are not transferrable.

**2.3. Sales period/TICKET orders** » TICKET sales will commence on 13 December 2012.

FOR THE PHILIPPE CHATRIER COURT, SUZANNE LENGLEN COURT AND COURT N°1 (the "**Main Courts**")

☞ [From 13 December 2012 to 4 January 2013](#)

Only club presidents may place orders (with preferential rates) for these courts,

☞ [From 10 January 2013 to 8 February 2013](#)

Only FFT members may place orders (with preferential rates) for these courts,

➤ From 13 February 2013 to 9 June 2013

Anybody (FFT member or not) may place orders (at the tariffs in effect at the date of the order) for these courts.

FOR THE SECONDARY COURTS

➤ Days of 21, 22, 23 and 24 May 2013 (Qualifying rounds)

From 13 December 2012 to 24 May 2013 anybody (FFT member or not) may place orders (at the tariffs in effect at the date of the order) for these days,

➤ Day of 25 May 2013 ("Les Enfants de Roland-Garros" charity day)

From 10 January 2013 to 25 May 2013 anybody (FFT member or not) may place orders (at the tariffs in effect at the date of the order) for this day,

➤ Days of 26 May to 9 June 2013 (Main Draws)

From 13 December 2012 to 4 January 2013: only club presidents may place orders for these days,

From 10 January 2013 to 8 February 2013: only FFT members may place orders for these days,

From 13 February 2013 to 9 June 2013: anybody (FFT member or not) may place orders (at the tariffs in effect at the date of the order) for these days.

**2.4. Limitations** >> **ONLY ONE TICKET ORDER IS ALLOWED PER PURCHASER FOR THE WHOLE DURATION OF THE MAIN DRAW TOURNAMENT** (FROM 26 MAY TO 9 JUNE 2013), FOR THE MAIN COURTS AND THE SECONDARY COURTS.

**2.4.1.** Ordering TICKETS which give access to the Main Courts are strictly subject to the following rules:

1. Any TICKET order providing access to the Main Courts is expressly limited to **four (4)** TICKETS (whether singly and/or associated with packs - e-Tickets included -) per Individual Purchaser and for the whole duration of the main draw Tournament, subject to the provisions of Point 2 and 3 below,
2. With regard to the days of Friday 7 and Sunday 9 June 2013, the total of the TICKETS (whether singly and/or associated with packs - e-Tickets included -) ordered by a single Individual Purchaser (excluding club presidents) and providing access to the Main Courts throughout these 2 days, may not exceed **two (2)** TICKETS.
3. Notwithstanding the provisions of Point 1 and 2 above, any order of a "Weekly Pass" pack (maximum of 1 pack per Individual Purchaser), shall result in either eight (8) TICKETS (week 1 of the main draw Tournament) or seven (7) TICKETS (week 2 of the main draw Tournament),

**2.4.2.** Ordering TICKETS which give access to the secondary courts are strictly subject to the following rules:

1. Any TICKET order (whether singly and/or associated with packs - e-Tickets included -) providing access to the secondary courts is expressly limited to **four (4)** TICKETS for each day of the main draw Tournament (from 26 May to 9 June 2013 included), subject to the provisions of Point 2 below,
2. A maximum of **twelve (12)** TICKETS (whether singly and/or associated with packs - e-Tickets included -) providing access to the secondary courts may be ordered by a single Individual Purchaser over all days of the main draw Tournament (from 26 May to 9 June 2013 included),
3. With regard to the Qualification period and "Les Enfants de Roland-Garros" charity day, TICKET orders are not subject to any limitations.

**2.4.3. Common provisions**

Ordering TICKETS (whether singly and/or associated with packs - e-Tickets included -) providing access to the Tournament (no matter the court), **is strictly prohibited for persons who will not have turned 15 on 10 June 2013.**

**2.5. How to order** >> TICKETS can only be ordered in the following two ways:

(1) Printing and completing an order form (open to all categories of Individual Purchasers) which can be downloaded from the Website ("billetterie" or "tickets" tab) or by calling the Ticket Service on 0 826 65 00 00 from within France (€0.15/min) or 00 33 1 47 43 45 62 from outside France (standard rate number), or by email at: [billetterie.rg2013@fft.fr](mailto:billetterie.rg2013@fft.fr), or by written letter to the address provided below; the order form must be fully completed and returned along with the appropriate amount, by cheque, to: Fédération Française de Tennis – Service Billetterie – 2, avenue Gordon-Bennett – 75016 Paris (corresponding management costs are detailed in Article 3.2). Any order made in this way and which does not exceed €150 (handling fees included) gives rise to (a) Paper Ticket(s) being sent.

**PLEASE NOTE: ANY ORDER AMOUNTING TO MORE THAN €150 (HANDLING FEES INCLUDED) MUST IMPERATIVELY BE MADE ONLINE.**

(2) Ordering directly from the Website and paying online by credit or debit card (corresponding handling fees are detailed in Article 3.2).

PLEASE NOTE: ANY ORDER MADE ONLINE SHALL GIVE RISE TO E-TICKETS BEING SENT.

With regard to Paper Ticket orders, **the name of the Beneficiary (Beneficiaries) of the TICKET(S) must be provided at the time of ordering by the Individual Purchaser, where necessary.**

## 2.6. TICKET allocation rules

- ✓ Orders made by sending an order form are treated on a first-come first-serve basis depending on availability / Orders made online are handled in real time,
- ✓ For any order by correspondence, the "paper" order form is handled upon receipt by the Ticket Service depending on availability,
- ✓ For orders by correspondence, when the Individual Purchaser's order cannot be fully satisfied, it will not be processed,
- ✓ The Individual Purchaser is notified of the result of the processing of his/her order by email or by post.

**2.7. »** Any event of non-respect, by the Individual Purchaser, of any one of the provisions of Article 2, will result in the cancellation of his/her order.

**2.8. »** The Individual Purchaser waives any claim or action against the FFT pursuant to the TICKET ordering conditions defined in Article 2.

## ARTICLE 3 – ORDER PAYMENT

**(Orders placed by Corporate Purchasers satisfy special conditions that are not governed by or depart from the provisions of Article 3)**

**3.1. »** The TICKET price is given in Euros inclusive of all taxes, but exclusive of handling fees as described in Article 3.2. TICKETS are payable by cheque or credit/debit card depending on how they are ordered:

Online order payments: credit/debit card only.  
 Correspondence order payments: credit/debit card or cheque.

Only one payment per card is authorised (meaning the same card number). Bank e-cards or virtual bank cards are not accepted. The credit card will be charged after the TICKETS have been allocated. Any payment incident will automatically cause the order to be cancelled.

Cheques must be issued by the Individual Purchaser and denominated in Euros payable to the FFT. For the order to be accepted, the amount of the cheque must correspond to the total price indicated on the order form. The payment is charged immediately after acceptance of the order by the Ticket Service.

For orders made by correspondence and paid by credit/debit card, if the Individual Purchaser's order cannot be fully satisfied it will not be processed and no amount will be debited.

For orders made by correspondence and paid by cheque, if the Individual Purchaser's order cannot be fully satisfied, the cheque sent by the Individual Purchaser will be returned to him/her.

**3.2. Handling fees »** Handling fees vary according to the order method and the requested format:

Order method Requested format	Paper order form	Online order
Paper Ticket	€15 (Chronopost) Between €20 and €35 (Fedex outside France)	<del> </del>
e-Ticket	€3 (France and abroad)	€3 (France and abroad)

Detailed information on handling fees for sending packages by FedEx are available in [Appendix 1](#) below.

**3.3. »** TICKETS remain the property of the FFT until full payment of their price is completed.

#### ARTICLE 4 – DELIVERANCE OF TICKETS

---

(The deliverance of TICKETS ordered by Corporate Purchasers satisfy special conditions that are not governed by or depart from the provisions of Article 4)

**4.1.** >> TICKETS will start to be sent out from 1 April, 2013. >> Paper Tickets will be sent to the address provided by the Individual Purchaser at the time of ordering. Paper Tickets are delivered by Chronopost when the Individual Purchaser resides in metropolitan France and by FedEx package when the Individual Purchaser resides outside metropolitan France (see Article 3.2. above). >> E-Tickets must be downloaded by the Individual Purchaser *via* his personal account which was created for ordering purposes and, where required, transferred to the Beneficiary in accordance with the procedure specified in Article 6.2. below. E-Tickets must be printed by the Individual Purchaser or the Beneficiary as the case may be, by his/her own means (see Article 6.2.).

**4.2.** >> The FFT declines all liability in the event that the address (electronic or postal) provided by the Individual Purchaser on the order form is incorrect or incomplete.

#### ARTICLE 5 – SPECIAL SALE AT THE STADIUM TICKET DESKS

---

A special sale at the Stadium ticket desks will take place from 21 May to 25 May 2013 to enable Paper Tickets to be purchased for the Qualifying matches of the Tournament and for the "Les Enfants de Roland-Garros" charity day to be held on 25 May 2013, depending on availability. During this special sale, these GTCS will be posted at each ticket desk and a copy will be provided upon request to any Purchaser.

#### ARTICLE 6 – CONDITIONS OF USE OF THE TICKETS

---

(The use of TICKETS ordered by Corporate Purchasers satisfy special conditions that are not governed by or depart from the provisions of Articles 6.1. and 6.2.)

ANY ASSIGNMENT OR TRANSFER, IN ANY MANNER AND IN ANY FORM WHATSOEVER, WHETHER FOR NO CONSIDERATION OR AGAINST PAYMENT, OF A TICKET IS PROHIBITED SUBJECT TO THE PROVISIONS OF ARTICLES 6.2. AND 6.3.

##### **6.1. Conditions of use of the Paper Ticket**

- Each Paper Ticket is named, meaning that it is issued in the name of the Purchaser or the Beneficiary,
- To receive the Ticket(s) and/or enter the Stadium grounds, the Purchaser or the Beneficiary must present I.D showing his/her name,
- Each Paper Ticket is only valid for the date indicated on it,
- Any scratched, damaged, defaced or modified Ticket will be refused,
- Exiting the Stadium results in refused re-entry.

**Loss or stolen /** In the event that the Paper Ticket is lost or stolen, the Individual Purchaser (excluding the Beneficiary) must:

- report the loss or theft to the police. This report must describe the Ticket in exact detail (name, date, door, row, location),
- complete the provided form which is available from the Ticket Service,
- forward to the FFT the documentation listed above, dully filled out, by fax (01.47.43.45.22.) or post to the following address: Fédération Française de Tennis – Service Billetterie – 2, avenue Gordon-Bennett – 75016 Paris.

The document will then be inspected by Tournament Management who will approve the potential issuance of a duplicate when possible, with the understanding that no duplicate can be issued on the day of application. Where necessary, and in good time, the Individual Purchaser is informed of the issuance of a duplicate which will be made available on the day of Ticket validity with immediate entry at one of the ticket desks of the *Porte Suzanne-Lenglen* (8, boulevard d'Auteuil – 75016 Paris) during Stadium opening hours. >> A duplicate is identical to the lost or stolen Ticket; it therefore indicates the same numbered location as the original Paper Ticket but carries a "Duplicate" stamp and a new bar code. The issuance of a duplicate results in the cancellation of the original Paper Ticket. Only the appointee of the duplicate may enter the Stadium grounds and attend the matches.

## 6.2. Conditions of use of the e-Ticket

- The e-Ticket must be printed in portrait (vertical) on new, white A4 paper (front and back), without modifying the print size, with an ink or laser printer. No other format (electronic, computer screen, mobile phone screen, etc.) is valid. » Any partially printed, contaminated, damaged or unreadable e-Ticket cannot be accepted as valid. Should this be the case, it is recommended to reprint the e-Ticket using another printer. To reprint your e-Ticket, simply go to the "Mon compte" or "My account" tab on the Website. The FFT cannot be held responsible for any defects in printing e-Tickets,
- The e-Ticket is only valid on the date indicated on the Ticket. It is neither exchangeable nor refundable,
- The e-Ticket is transferable by the Individual Purchaser to one another individual (exclusively), at no charge (exclusively) up until the night before the day indicated on the e-Ticket. To transfer the e-Ticket, simply go to the Website, sign in and click "Modifier le bénéficiaire" or "Modify the beneficiary". You can then change the fields as required for first/last name, email and telephone number. Once complete, only the Beneficiary of the e-Ticket may enter the Stadium during the Tournament along with the printed e-Ticket and I.D. » Please note: Where necessary, do not forget to transfer the e-Ticket by e-mail to the Beneficiary. Indeed, once the name of the Beneficiary has been substituted for that of the Individual Purchaser, no new e-Ticket will be sent. The Beneficiary name will not appear on the e-Ticket but on the countermark which will be issued when passing through one of the Stadium entrances equipped with a ticket machine for e-Ticket holders. » Please note: Only the Individual Purchaser of the e-Ticket may transfer it. The Individual Purchaser may modify the Beneficiary's name at any time and transfer the e-Ticket to a new Beneficiary. » The services comprising each of the packs mentioned in Article 1.1 above are inseparable from the e-Ticket included in those same packs. Therefore, the aforementioned packs are transferable under the same conditions as a single e-Ticket, but integrally (services and e-Ticket included),
- To gain access to the Stadium during the Tournament, the Individual Purchaser or the Beneficiary (the "**Holder**") of the e-Ticket must have printed his/her e-Ticket and gone to the ticket machines reserved for holders of e-Tickets. The e-Ticket is then scanned and a countermark is returned to the Holder. » On leaving this zone, the Holder of the e-Ticket must present the countermark along with I.D. in order to verify that he is indeed the purchaser or the Beneficiary of the e-Ticket. Stadium access will be refused if I.D. is not provided,
- Once inside the Stadium, the Holder of the e-Ticket must keep her/his e-Ticket on her/him at all times, since it must be presented, along with its pass-out ticket, whenever it is checked inside the Stadium, and may also be scanned on exit from the Stadium. Exiting the Stadium is permanent.

## 6.3. Common provisions

### 6.3.1. Illegal sale and offer for sale of TICKETS

Selling or transferring, or offering to sell or transfer, one or more TICKETS (particularly on Internet auction websites) is prohibited and exposes the offender to one or more of the penalties specified in Article 14, below, and without prejudice to any civil or criminal charge. Members and clubs affiliated with the FFT may also, as appropriate, be subject to disciplinary sanctions in the scope of the FFT's rules.

### 6.3.2. Exchange bureau

Notwithstanding the provisions of Article 6.3.1., from the official Tournament opening date, any Individual Purchaser, Corporate Purchaser having the quality of Works Council within the meaning of Article L2323-1 et seq. of the French Labour Code, Regional League (French: *Ligues Régionales*) and Departmental Committee (French: *Comités Départementaux*), as well as tennis clubs affiliated with the FFT, have the option of reselling the TICKETS which they have ordered as part of the Official Tickets Exchange Bureau (French: *Bourse d'Échange Officielle de Billets*), via the following Viagogo website: [www.viagogo.fr/rolandgarros](http://www.viagogo.fr/rolandgarros), which is equally available from: [www.fft-tickets.com](http://www.fft-tickets.com), in respect of the general conditions of sale provided by Viagogo. » TICKET resale prices must correspond to face value. » Only aforementioned Individual Purchasers and entities may offer resales on TICKETS they have lawfully received. » Resale of TICKETS is authorised only on the website: [www.viagogo.fr/rolandgarros](http://www.viagogo.fr/rolandgarros).

Also notwithstanding the provisions provided above, with regard to e-Tickets that are associated with packs, only e-Tickets in the following packs can be resold through the Official Tickets Exchange Bureau, in respect of conditions identical to those for other TICKETS: "2 Day Qualifiers", "4 Day Qualifiers", "Week-End", "½ Finals" and "Finals".

### 6.3.3. Promotional and/or commercial activities

It is strictly prohibited to use any TICKET in support of promotional and/or commercial activities, especially (but not limited to) (i) as an endowment of any competition, contest, lottery, internal stimulation operation or similar activity, (ii) as part of any travel service, and/or (iii) as part of any hospitality service. Any infringement in this regard discovered by the FFT shall render the offender liable to one or more of the penalties specified in Article 14 without prejudice to any other action.

#### 6.3.4. Security controls

Any person may be subjected to security checks at the entrance to and/or inside the Stadium. If a person refuses to submit to such security check, s/he will be prohibited from entering the Stadium or expelled from the Stadium.

#### ARTICLE 7 – CANCELLATION / FORCE MAJEURE / PROGRAMME

---

(The conditions applying to TICKETS acquired by virtue of agreements whose principle or secondary purpose is the sale or provision of tickets allowing access to the Tournament are not governed by or depart from the provisions of Article 7)

**7.1. »** In the event of match interruption or postponement due to weather conditions the PURCHASER of a TICKET – excluding TICKETS ordered for the "Les Enfants de Roland-Garros" charity day and TICKETS associated with hospitality services, particularly "box" Tickets ordered by Corporate Purchasers – may benefit from a TICKET refund as follows:

- Duration of the scheduled matches (all competition categories) less than or equal to 59 minutes:  
Full reimbursement (minus handling fees),
- Duration of the scheduled matches (all competition categories) between 1 hour and 1 hour and 59 minutes:  
Up to 50% reimbursement (minus handling fees),
- Duration of the scheduled matches (all competition categories) greater than or equal to 2 hours:  
No reimbursement.

It must be noted that the duration of the matches will be assessed in relation to the playing time on the Main Court to which the Purchaser or Beneficiary of the TICKET will have access. Regarding the secondary courts, the duration of the matches will be assessed in relation to the longest playing time recorded on any one of the secondary courts. Further note that, for both the Main and secondary courts, the timetables indicated on the game sheets established by the chair umpires shall apply. To obtain a reimbursement, the Individual Purchaser must return his/her Paper Ticket or printed e-Ticket along with, as necessary, the countermark obtained upon entering the Stadium. These documents must be sent to the FFT in perfect condition – not scratched, worn out, damaged or modified – no later than 23 June 2013 (postmark used as proof), accompanied by a photocopy of the I.D. of the Individual Purchaser and a copy of bank details in his/her name.

**7.2. »** TICKETS associated with the "Mousquetaires", "SL Courtside Box", "Open", "Open Box" and "Player" packs will not be reimbursed in the event of match interruption and/or postponement due to weather conditions. Notwithstanding the foregoing, those TICKETS may be reimbursed subject to the subscription of a chargeable option at the time the order is placed. Where appropriate, please visit the Website regarding the repayment terms.

**7.3. »** The FFT will not be held liable in any circumstances in which the performance of its obligations may be affected by an event outside its control.

**7.4. »** The match schedule is forecast and is provided only for indication purposes. The changes that may be made to it will not in any circumstances be grounds for the exchange or reimbursement of the TICKETS, or to any compensation.

#### ARTICLE 8 – EVENING VISITORS OPERATION

---

**8.1. Principle »** As part of the "Evening Visitors" operation (the "**Operation**"), the FFT shall market on the Website for each day from 27 May to 3 June 2013, and only for the benefit of individuals, preferential-rate seats depending on places freed by spectators having left the Stadium. TICKETS issued as part of the Operation come in two forms:

- ✓ the "Secondary Courts After 3" (French: *Annexes 15 heures*) TICKETS authorise, for the relevant days, access to only secondary courts after 3pm until the end of the matches,
- ✓ The "Evening Visitor's Pass" TICKETS authorise, for the relevant days, access to only the secondary courts or the purchase of a ticket providing access to one of the Main Courts after 5pm until the end of the matches.

Ordering and using TICKETS relating to the Operation are subject to the following conditions which, as and where necessary, depart from the provisions set forth in Articles 2, 3, 4, 6 and 7 of the present GTCS.

**8.2. TICKETS ordering conditions »** Between 25 May and 1 June 2013 inclusive (the "**Sale Period**") any individual may order one or several tickets for "Secondary Courts After 3" and/or "Evening Visitor's Pass". The sale of these tickets takes place daily during the Sale Period from 5pm until all tickets are sold. » The tickets up for sale during the Sale Period are only valid for the Tournament day taking place immediately after the order (for example: a ticket ordered on 25 May 2013 at 11pm or 26 May 2013 at half past midnight, gives access to the Stadium for the Tournament day taking place on 26 May 2013).

» Ordering these tickets is carried out on the Website only. Only one order may be carried out by one same Individual Purchaser per day during the Sale Period, but no more than two (2) tickets per order. » The Tickets can be ordered in the name of the purchaser and/or the name of one or more beneficiaries. As necessary, the purchaser must provide the first and last names of the beneficiary (beneficiaries) at the time of ordering. Order payment is made online by credit/debit card only.

**8.3. Deliverance of the TICKETS** » All "Secondary Courts After 3" and "Evening Visitor's Pass" tickets are e-Tickets. When a booking is made the e-Ticket must be downloaded by the purchaser *via* their personal account. If an e-Ticket is issued in the name of the purchaser it should be printed in conformance with the conditions mentioned in Article 6.2., paragraph 1 above. If an e-Ticket is issued in the name of a different Beneficiary, the purchaser can either print it out themselves and send the printed e-Ticket, or send the e-Ticket by e-mail to the Beneficiary who is then responsible for printing it out.

**8.4. Conditions of use of the TICKETS** » Other than the terms and conditions mentioned in Article 8.3. above, the "Secondary Courts After 3" and "Evening Visitor's Pass" e-Tickets may not be assigned or transferred to a third party, whether for no consideration or against payment. Therefore, these tickets may not be transferred as permitted by Article 6.2., nor sold on the Official Ticket Exchange Bureau.

### **8.5. Entering the Stadium**

#### **8.5.1. Access using a "Secondary Courts After 3" e-Ticket**

"Secondary Courts After 3" e-Ticket Holders (whether the purchaser or a Beneficiary) are only allowed access to the secondary courts. To enter the Stadium and gain access to one of the secondary courts, "Secondary Courts After 3" e-ticket Holders must scan the printed version of the ticket as per Article 6.2. above. A voucher will then be printed and delivered. The voucher must be presented with a proof of identity document. PLEASE NOTE: ACCESS TO THE SECONDARY COURTS WITH A "SECONDARY COURTS AFTER 3" E-TICKET IS ONLY POSSIBLE AFTER 3 O'CLOCK.

#### **8.5.2. Access for "Evening Visitor's Pass" e-Ticket Holders**

"Evening Visitor's Pass" e-Ticket Holders (whether the purchaser or a Beneficiary) are allowed access to the secondary courts; they may also purchase another e-Ticket for access to one of the Main Courts, subject to availability.

##### **➡ Access to the secondary courts**

To enter the Stadium and gain access to one of the secondary courts, "Evening Visitor's Pass" e-Ticket Holders must scan the printed version of the ticket as per Article 6.2. above. A voucher will then be printed and delivered. The voucher must be presented with a proof of identity document.

PLEASE NOTE: ACCESS TO THE SECONDARY COURTS BY "EVENING VISITOR'S PASS" E-TICKET HOLDERS IS ONLY POSSIBLE AFTER 5 O'CLOCK.

##### **➡ Access to the Main Courts**

To take advantage of the offer of gaining access to a Main Court, "Evening Visitor's Pass" e-Ticket holders should go to the Special Ticket Exchange Counter after 3 o'clock with the printed version of their e-Ticket. » Subject to the availability of tickets in the chosen Main Court, "Evening Visitor's Pass" e-Ticket holders can exchange their printed e-Ticket at the counter. The "Evening Visitor's Pass" e-Ticket is cancelled and kept by the FFT. A new e-Ticket is issued in the name of the Holder, printed out and delivered against payment of the difference between the Holder's "Evening Visitor's Pass" e-Ticket and the price of the new e-Ticket. » If no tickets are available for the chosen Main Court, the "Evening Visitors Pass" e-Ticket Holder may request another e-Ticket, using the same procedure as mentioned above, for another Main Court, or keep the existing "Evening Visitor's Pass" e-Ticket for the secondary courts. » If no tickets are available for any Main Courts, "Evening Visitor's Pass" e-Ticket Holders can only have access to the secondary courts. » In any event, the e-Ticket Holder accepts that the option to purchase a new e-Ticket is subject to the number of places available for the Main Courts. The e-Ticket Holder hereby expressly undertakes not to make any claims against the FFT if no Main Court places are available. » To enter the Stadium and, if possible, gain access to one of the Main Courts, the Holder of an e-Ticket which has been exchanged against a printed "Evening Visitor's Pass" e-Ticket must scan the printed version of the new e-Ticket as per Article 6.2. above. A voucher will then be printed and delivered. The voucher must be presented with a proof of identity document. Access to the Main Courts by these e-Ticket holders is only possible after 5 o'clock.

**8.6. Cancellation** » In the event of a total or partial cancellation of the Tournament and/or match interruption or postponement for reasons beyond the FFT's control (usually due to weather conditions) or for security reasons, "Secondary courts After 3" and "Evening Visitor's Pass" e-Tickets and those e-Tickets which have been issued against an exchange of "Evening Visitor's Pass" e-Tickets will not be exchanged nor reimbursed.



## ARTICLE 9 – DISABLED PEOPLE AND CHILDREN UNDER 6

---

**9.1. Disabled people** » Disabled people with wheelchairs should not use the order form. They should send their booking request by e-mail to the following address: [Billetteriepmr.rg2013@fft.fr](mailto:Billetteriepmr.rg2013@fft.fr).

**9.2. Children under 6** » Children under the age of 6 have free access to the Stadium if they are accompanied by a TICKET holder, subject to presentation of identity papers and the following: Only one child per TICKET holder may benefit from free access to the Stadium and the competition courts. Children under the age of 6 must sit on the lap of the TICKET holder they are accompanying. They will not be attributed a seat.

## ARTICLE 10 – IMAGE CLEARANCE AND AUTHORISATION

---

All Individual Purchasers and TICKET Beneficiaries hereby authorise at no cost the FFT to capture and exploit images where they may appear, captured by any means (photographs, films, etc.) during the Tournament, on any medium (without limitation of quantity) and by all media. These rights are transferable worldwide for the legal duration of the copyright protection, and may be used for the promotion and/or representation of the Tournament, the Stadium and/or the FFT and for television broadcasts of the Tournament.

## ARTICLE 11 – GAMBLING/BETTING

---

Due to ethical issues with respect to protecting the integrity of tennis competitions, the Individual Purchaser or the Beneficiary of a TICKET shall not engage in or carry out, whether directly or through an intermediary, regardless the method (including by way of using on-line communication techniques), any form of gambling or betting activity whatsoever (including private gambling or betting between physical persons), in connection with the Tournament within the Stadium. In case of any violation by the Individual Purchaser or the Beneficiary of a TICKET of this prohibition, FFT shall have the right to take all appropriate actions, including but not limited to, expulsion of the concerned person from the Stadium.

## ARTICLE 12 – MATCH RELATED DATA AND INFORMATION

---

FFT is the sole and exclusive owner and organizer of the Tournament. Pursuant to the provisions of Article L333-1 of the French "Code du Sport" FFT owns all commercial rights in connection and relation thereto, including all data information and content produced during or arising out of any match of the Tournament in progress. » Accordingly, any TICKET holder attending a match of the Tournament or present inside the Stadium is strictly forbidden from collecting, storing, disseminating, transmitting, disclosing, releasing and/or making available to any person or body whatsoever, by any means or technique whatsoever, whether on a free basis or subject to payment, any data, statistics, information or occurrence which he has knowledge (including but not limited to point by point live scoring, match, game and set statistics, warning given to a player, refereeing errors, call to the doctor, injury, player forfeit, etc.), in connection with any match of the Tournament in progress. » Any infringement in this regard discovered by the FFT shall render the offender liable to one or more of the penalties specified in Article 14 without prejudice to any other action.

## ARTICLE 13 – AUDIO AND VIDEO RECORDINGS

---

**13.1.** » Unless approved in advance in writing by the FFT, it is strictly forbidden to broadcast and/or to offer to the public, in whole or in part, whether on a free basis or subject to payment, any sound recording and/or motion pictures captured by any means whatsoever inside the Stadium, for any type of public access, and this regardless the means of transmission (Internet, radio, television, mobile phones, data storage accessories or any other current or future media).

**13.2.** » This prohibition includes, but is not limited to, any broadcasting and/or provision and/or incorporation of motion pictures and/or sound recordings captured inside the Stadium, on any User Generated Content (UGC) website or platform, in any digital media as well as in any audio-visual output or work.

**13.3.** » Any violation of the prohibition set out in Article 13.1. shall render the offender liable to one or more of the penalties specified in Article 14 without prejudice to any other action.

## ARTICLE 14 – NON-RESPECT OF THE GENERAL TERMS AND CONDITIONS OF SALE

---

Without prejudice to any other actions, any violation by the Individual Purchaser or the Corporate Purchaser or the Beneficiary of a TICKET, of any of the provisions of these General Terms and Conditions of Sale, will incur one or more of the following penalties:

**14.1. Cancellation of the order** » Any violation by the Individual Purchaser or the Corporate Purchaser of any of the provisions of these GTCS may result, if the FFT so decides, in the immediate and automatic cancellation of their TICKET order, without any other formality. In such a case, the Individual Purchaser or Corporate Purchaser shall not be able to take delivery of the TICKET(S) they have ordered (which will be returned for sale by the FFT) and/or they will be refused entrance into the Stadium.

**14.2. Cancellation of the sale** » Any violation by the PURCHASER of a TICKET of any of the provisions of these GTCS may result, if the FFT so decides, in the immediate and automatic cancellation of the ticket sale, without any other formality. In such a case, the TICKET(S) will be cancelled and the PURCHASER or the Beneficiary of a TICKET will be refused entrance into the Stadium without prejudice to any other actions, particularly concerning legal liability.

**14.3. Expulsion from the Stadium** » Any violation by the Individual Purchaser of any of the provisions of these GTCS while inside the Stadium, may result in his/her expulsion from the Stadium.

**14.4. Exclusion list** » Any violation of any of the provisions of these GTCS, or any act of fraud or attempted fraud observed by the FFT (especially, but not limited to, the fact that the same Individual Purchaser has ordered TICKETS using different credit card numbers in order to obtain a number of TICKETS greater than the maximum allocation stipulated in Articles 2.4. and 8.2., or has resold or tried to resell one or more TICKETS, especially on Internet auction sites, etc.), will cause the FFT, should it so deem necessary (especially with regard to the seriousness of the breach observed), to register the name of the Individual Purchaser or the Beneficiary of the TICKET that is identified, in a special exclusion list (the "**Exclusion List**"). Inclusion on this list means that for the duration of the registration, any future order or purchase of TICKETS will be refused not only for the Tournament or future Roland-Garros tournaments, but also for any other event organised by the FFT. » The terms and conditions concerning the inscription of personal data in the Exclusion List are specified in Article 15.4. below.

**14.5.** » The fact that the FFT does not take advantage of the breach by the PURCHASER of any of the provisions of the GTCS shall not be interpreted as being a waiver by the FFT of its right to take advantage of such breach at a later time.

## ARTICLE 15 – PERSONAL DATA

---

**15.1.** » The personal data of the Individual Purchaser collected at the time of his/her order are processed by computer. These data may be used by the FFT for management purposes. They are not sent to the FFT's commercial partners.

**15.2.** » The banking data provided by the Individual Purchaser when paying for an order by credit card, are stored in the FFT service provider's computer system authorised for that purpose, and are subject to special security measures. In accordance with the recommendations of the French data protection authority (French: *Commission Nationale de l'Informatique et des Libertés* - the "**CNIL**"), these data are not used and kept except for the purposes of and the term of the transaction, and will be definitively deleted once payment is complete.

**15.3.** » The email address provided by the Individual Purchaser when s/he ordered one or more TICKET(S) may be used for sending information emails pertinent to the processing of the order. » It may also be used for the FFT to send advertising, promotional and/or commercial email messages, subject to the Individual Purchaser approving by marking the appropriate box on the order form or on his/her personal account on the Website. » Unless expressly stipulated to the contrary by the Individual Purchaser, the FFT reserves the right to send the Individual Purchaser commercial offers for products and/or services similar to those ordered.

**15.4.** » The personal data of the Individual Purchaser registered in the Exclusion List under Article 14.4. above, may remain there for a maximum of three (3) years from the initial inclusion in the list, and with the exception of unpaid items (in this case the personal data of the Individual Purchaser will be deleted once the payment has been made). » In accordance with the CNIL's recommendations, the Exclusion List mention the reasons why the Individual Purchaser was included; it should be noted that the Exclusion List is a closed list; it is objective and refrains from any special comment in free text fields. » The Exclusion List has been authorised by the CNIL.

**15.5.** » According to Article 39 and Article 40 of the French data protection act (French: *loi du 6 janvier 1978 relative à l'informatique, aux fichiers et aux libertés*), any Individual Purchaser has the right to access, modify, correct and delete his/her personal data. To exercise these rights please submit a written request to: FÉDÉRATION FRANÇAISE DE TENNIS – SERVICE BILLETTERIE – STADE ROLAND-GARROS - 2, AVENUE GORDON BENNETT – 75016 PARIS.

## ARTICLE 16 – APPLICABLE LAW / JURISDICTION

---

THESE GENERAL TERMS AND CONDITIONS OF SALE SHALL BE SUBJECT TO FRENCH LAW.

ANY DISPUTE ARISING OUT OF OR IN CONNECTION WITH THEIR ENFORCEABILITY, THEIR VALIDITY, THEIR INTERPRETATION AND/OR THEIR PERFORMANCE AND, MORE GENERALLY, ANY DISPUTE IN CONNECTION WITH TICKET SALES, SHALL BE SUBJECT TO THE COMPETENT COURTS WITHIN THE JURISDICTION OF THE COURT OF APPEAL OF PARIS, FRANCE

## ARTICLE 17 – DOCUMENTATION HIERARCHY

---

**17.1.** » In case of contradiction or ambiguity between the GTCS and the Roland-Garros Stadium Ground Regulations, the GTCS shall take precedence over the Roland-Garros Stadium Ground Regulations.

**17.2.** » These GTCS have been drawn up in French (*Conditions Générales de Vente Billetterie Roland-Garros 2013*) and translated in good faith into English. The French version shall always prevail.

### Appendix 1

Details of processing fees for tickets sent outside mainland France.