

House Rules AZ NV

Article 1. Definition

In this house rules the following is understood to mean:

- A. Stadium: The AFAS stadium situated at Stadionweg 1, 1812 AZ in Alkmaar, the site around the AFAS stadium, the site of the AFAS Training ground, other associated buildings and site near the AFAS Stadium and AFAS Training ground located at Zuiderweg 72A, 1456 NH in Wijdewormer, including entrances and access roads;
- B. User: User of the house rules, including AZ NV as well as the organizers of other events in the AFAS Stadium;
- C. Visitor: anyone who is present at any time in the Stadium, as well as the original holder of a admission ticket and the holder of an admission ticket;
- D. Member AZ network: anyone with whom AZ NV entered into an agreement for the use of a business seat, business unit or skybox;
- E. Admission ticket: a certificate, with the required check strips, that gives access to a football match or other event at the Stadium, or other written evidence showing the authorization to be on the spot;
- F. ID: a valid proof as referend to article 1 of the Act of identification or a valid driving license as referred to in article 107 of the road traffic act 1994. An identification card is also accepted as proof of identity within the meaning of these house rules;
- G. Clubcard: pass with photo provided by AZ NV or the KNVB, including season club card and KNVB pass.

Article 2. Applicability

- 2.1. These house rules apply between the User and the Visitor(s) as well as the members of the AZ Network.
- 2.2. In addition to these house rules, the standard terms and conditions of the KNVB, filed with the Registry of the Utrecht District Court under number 181/2002, are also applicable between the User and the Visitor(s) as well as the members of the AZ Network. The members of the AZ Network with which AZ NV has concluded an agreement for the use of a Business room or a business unit, are also subject to the House Rules for Business Rooms and Business Units.
- 2.3. Furthermore, legislation, regulations, decrees, provisions and general terms and conditions of the government and of the KNVB, UEFA and/or FIFA are applicable as integral bindings between the User and the Visitor(s) and the Members of the AZ Network. The provisions of the criminal legislation are also (correspondingly) applicable insofar as this concerns behaviour on the public road.

Article 3. Access to the stadium

- 3.1. Every Visitor must have a valid admission and identification document when present at the Stadium and the satellite parking spaces, or using the shuttle buses. The Visitor has access only via the designated paths.
- 3.2. Any employee of the User, or a third party designated by the User, is authorised at all times to demand that the Visitor proves that he has a valid admission ticket and is entitled to be where he is or may be at the time of inspection. If requested, the Visitor must identify himself by means of a valid identity document or club card.

- 3.3 It is prohibited to remain in, or go to, any part of the Stadium other than the part to which the admission ticket entitles the Visitor (being the place itself, the space necessary to reach the place and to leave the Stadium and the associated public facilities).
- 3.4 Upon leaving the part of the Stadium to which the admission ticket entitles the Visitor, the validity of the admission ticket will irrevocably expire.
- 3.5 Persons under 18 years of age have no access to the sponsorship areas in the Stadium without being accompanied by an adult.
- 3.6 Children under 10 years of age have no access to the Stadium without being accompanied by an adult.
- 3.7 The Visitor may only take seats to which the admission ticket entitles them, whereby the numbering of the seats must be adhered to. The User reserves the right to allocate the original holders of an admission ticket a seat other than the one indicated on the admission ticket, without entitlement to restitution and/or compensation.
- 3.8 Instructions by User's staff, as well as police, fire brigade, GGD and/or any other competent authority, must be followed by the Visitor without delay.

Article 4. Admission ticket

- 4.1 When purchasing an admission ticket, everyone must be able to provide proof of identity. When purchasing admission tickets for football matches, a club card must also be shown.
- 4.2 The Visitor grants the User's employees the right to take over the details on the proof of identity directly or indirectly, including by making a photocopy.
- 4.3 Insofar as a special procedure of ticket sales is imposed by regulations of the KNVB, FIFA and/or UEFA or otherwise by the government, the regulations relating to those ticket sales shall be deemed to form part of these regulations. Anyone who has obtained an admission ticket in a manner other than as thus described may be denied admission to the Stadium under confiscation of the admission ticket.
- 4.4 Selling admission tickets, commercial or otherwise, is prohibited.
- 4.5 Events, including matches, will be held or played as much as possible at the time(s) and day(s) stated on the admission ticket. However, the user reserves the right to make changes or rectify errors in this respect at all times.
- 4.6 The cancellation, playing without spectators, discontinuation and/or non-playing or the relocation of matches or events by order of the national, provincial or municipal government, the KNVB/UEFA/FIFA or third parties appointed or designated by the latter, will be regarded as force majeure and will release the User from the obligation to fulfil his/her obligations, without the Visitor being able to claim restitution of (any part of) the admission fee or other compensation or damages.

Article 5. Parking

- 5.1 There is the possibility for Visitors to park (up to two hours after the end of a football match or other event) on the grounds of the Stadium, as well as in satellite parking areas designated by the User.
- 5.2 On the parking area, in addition to these Internal Regulations, the rules of public traffic as well as the rules indicated by means of traffic signs or instructions from User's employees apply.

Article 6. Escape routes

- 6.1 Upon arrival at the Stadium, the Visitor must inform himself of the escape routes to be used in the event of an emergency or threat thereof.
- 6.2 Entrances, stairs, aisles, landings and the like are partly intended to provide easy access or exit in the event of danger. Visitors are therefore strictly forbidden to remain in or near such places longer than strictly necessary.

Article 7. Elevator and escalator

- 7.1 It is prohibited to load the passenger lifts more heavily than indicated.
- 7.2 It is prohibited to use the escalators and lifts other than for the transport of persons and manageable objects. For any damage caused by unauthorised use or improper use of the lifts and/or escalators, the person or persons who caused the damage are liable to AZ NV and/or the User.
- 7.3 In the event of an emergency, the use of the lifts is prohibited.

Article 8. Unauthorized objects and conduct

- 8.1 It is prohibited to take or have at one's disposal and/or in one's possession the following objects or similar objects in the Stadium
 - a. Bottles
 - b. Glasses
 - c. Cans
 - d. Sticks
 - e. Banners with, in the opinion of User staff, discriminatory or provocative texts or banners which are not made of fire-retardant materials
 - f. Chains
 - g. Striking, stabbing or impact weapons
 - h. Umbrella's
 - i. Balaclava's
 - j. Big camera's
 - k. Objects that may pose a danger to health, safety and/or public order.
- 8.2 It is prohibited to bring, or have and/or possess fireworks in the Stadium, as well as to light them.
- 8.3 Throwing any object or liquid into the Stadium is prohibited.
- 8.4 It is prohibited to behave in the Stadium in a way that may be perceived by others as provocative, threatening, insulting, discriminatory or annoying, at the discretion of the User.
- 8.5 It is prohibited to use or have at one's disposal in the Stadium any means which, in the opinion of the User's staff, cause unnecessary hindrance or nuisance to third parties or have the potential to cause danger or damage to another person or property.
- 8.6 The Visitor is prohibited from producing noise in the Stadium in any way that causes nuisance or inconvenience to the User as well as to other Visitors to the Stadium.
- 8.7 It is prohibited to create any danger to property or to the life or health of oneself or others. In particular, climbing lamp-posts, fences, roofs, dugouts and/or other objects or structures in and around the Stadium, entering the playing field and/or standing on the seats is prohibited.
- 8.8 The Visitor is prohibited from causing damage to property belonging to the User as well as to property belonging to other Users. Any damage will be recovered from the offender.
- 8.9 Bringing animals into the Stadium by persons other than employees authorised by the User is prohibited.
- 8.10 The User's employees and the police have the right to search the Visitor for unauthorised items and, if necessary, to take these into custody or destroy them.

Article 9. Drinks, drugs, smoking and merchandise

- 9.1 Visitors are prohibited from entering or remaining in the Stadium, the satellite parking areas or the shuttle buses while under the influence of alcohol and/or drugs (both hard and soft drugs).
- 9.2 Bringing drinks and/or drugs into the Stadium is prohibited.
- 9.3 The purchase and consumption of (alcoholic) beverages is only permitted in the designated areas.
- 9.4 Smoking is not permitted in the Stadium.
- 9.5 Selling or offering merchandise such as drinks, food, souvenirs, T-shirts, scarves and flags in and around the Stadium is only permitted if written permission has been obtained from the User and on condition that the necessary government permits are available. At the request of the User's employees, this written permission must be handed over upon first request.
- 9.6 The User reserves the right to discontinue (or have discontinued) all or part of the sale of merchandise, drinks and food at certain times and/or in certain parts of the Stadium.
- 9.7 Visitors must dispose of waste from, inter alia, the drinks and food consumed in the appropriate waste bins.

Article 10. Image and/ or sound recording.

- 10.1 With the exception of, at the User's discretion, authorised press photographers, filmmakers or journalists, the making of image and/or sound recordings in the Stadium is prohibited.
- 10.2 The making and publishing of image and/or sound recordings for radio and/or television is only permitted after prior written permission from the User and/or the KNVB.
- 10.3 A video surveillance system is operational in the Stadium. Visitor realises and agrees that video recordings may be made of him or her.

Article 11. Liability

- 11.1 Entering the Stadium is at your own risk. Neither the User nor its employees are liable for damage in any form whatsoever suffered by the original holder of a ticket or by a Visitor.
- 11.2 Visitor is liable for any direct and/or indirect damage he/she causes towards the User and/or third parties, whether or not as a result of non-compliance with these rules and regulations, and indemnifies the User against claims from third parties in this regard.
- 11.3 The original holder of the admission ticket is, within the framework of these internal regulations, co-responsible and jointly liable for damage caused by the holder of this admission ticket.
- 11.4 If for security reasons the User, police, KNVB or other (government) bodies deem it necessary to exclude or remove one or more Visitors from the Stadium, this Visitor or these Visitors must follow the relevant instructions and the Visitor will not be entitled to restitution and/or compensation.

Article 12. Other provisions

- 12.1 User has the right to appoint third parties to effectuate that which is contained in these rules and regulations.
- 12.2 Should one or more of the above provisions not be or not become (entirely) legally valid, this shall not affect the validity of the remaining provisions. If a provision is invalid, it will be replaced by a new provision which corresponds to the old, non-legally valid provision as closely as possible in terms of content and scope.
- 12.3 The User reserves the right to amend and/or supplement these Internal Regulations if it deems this necessary.

Article 13. Sanctions

- 13.1 Any person who in any way contravenes the provisions of these internal regulations may, without prior warning, be refused admission to the Stadium by User's employees or persons designated by the User, or by the police, or be removed from the Stadium or handed over to the police. This will have the immediate and irrevocable consequence that the offender's admission ticket may be confiscated and will lose its validity without any right to a refund.
- 13.2 In the event of contrary behaviour as referred to above, or in the event of a criminal offence or behaviour which harms the reputation of the User and/or the KNVB and/or third parties involved, both inside and outside the Stadium, but in relation to a football match and/or event in the Stadium, the User will be entitled to deny the person(s) concerned access to one or more matches and/or events and matches in the future, with or without a time limit, and furthermore to take all measures necessary to enforce such a ground rule. The same applies in full to the original right holder based on the behaviour of the ticket holder.
- 13.3 If a Visitor unlawfully or unauthorised enters the playing field of the Stadium, the User will immediately apply to the KNVB for a national stadium ban for the Visitor concerned. The Visitor will also be banned from the stadium for the duration of 5 years. The Visitor will also forfeit an immediately payable fine of € 5,000.
- 13.4 If the Visitor acts contrary to article 8.3 of these internal regulations, and the object or liquid concerned ends up on the playing field and/or touches a player or employee of the User, the User will, in addition to the penalty threat resulting from the standard terms and conditions of the KNVB, be banned from the stadium for a period of 5 years. In that case, the Visitor will also forfeit an immediately payable fine of € 5,000.
- 13.5 If a stadium ban is imposed on a Visitor within the meaning of article 10.2 of the standard terms and conditions, and this Visitor acts in violation of the standard terms and conditions, the internal regulations or commits an offence and/or behaves in such a way as to damage the image of football, the aforementioned Visitor will forfeit an immediately payable fine of € 500 on each occasion, without any notice of default or judicial intervention being required.
- 13.6 If as a result of any action by the Visitor contrary to these rules and regulations, a sanction is imposed on the User by the KNVB/UEFA/FIFA, the User will recover the resulting damage from the offender.
- 13.7 The User will not be liable for any damage caused as a result of a sanction which, in retrospect, proved to have been wrongly imposed, unless it concerns intent or gross negligence on the part of the User.