

General Terms & Conditions PSG Flex

What is PSG Flex ?

90 % refund on your ticketing product in the event of cancellation for any reason up to 10 days before the start of your event (excluding the cost of PSG Flex)

- ✓ No reason or proof required
- ✓ For season tickets, all your tickets are eligible
- ✓ Cancellation in just a few clicks
- ✓ Bank transfer made within 48 hours

You will not be eligible for this service in the following cases :

- X Your ticketing product is cancelled by the event organiser or by administrative decision.
- X Your ticketing product is cancelled less than **10 days** before the start of your event.



How to use the PSG Flex service ?

- 1** Fill in the **EmbedCover** refund form at least **10 days** before the start of your event to cancel your ticketing product
- 2** The refund will be made by bank transfer within **48 hours**.

*We have summarised our PSG Flex service for you in a simple and clear manner.
You will find the full terms and conditions of the service below.*

Article 1 – Definitions

You

The purchaser of the ticketing product.

Ticketing product

A ticketing product corresponds to one of the following:

- Single ticket

PSG

PARIS SAINT-GERMAIN FOOTBALL, whose registered office is situated at 24 rue du Commandant Guilbaud, 75016 Paris, registered with the Paris Trade and Companies Register under number 382 357 721

EmbedCover

A simplified joint stock company with its registered office at 141 avenue de Wagram 75017 PARIS, which provides the "PSG Flex" service.

PSG Flex

This service allows spectators to cancel their ticketing product up to **10 days** before the start of the event, without having to provide a reason.

Please note that the start of the event corresponds to the date and time of the match kick-off.

For example, if your booking includes a match scheduled to kick off on 30 May at 8.45 pm, you will be able to cancel your booking at your own discretion until 15 May at 8.44 pm. Any cancellation made after 15 May at 8.44 pm will not be eligible for PSG Flex.

Article 2 – What does PSG Flex allow?

If you decide to cancel your ticketing product on your own initiative at least **10 days** before the start of your event, you will be refunded **90%** of the price of your ticketing product and the product is cancelled and cannot be restored.

Article 3 – What does PSG Flex not allow?

The PSG Flex service cannot be used:

- X In the event of cancellation on your part and within your control less than **10 days** before the start of the event;
- X In the event of cancellation of your ticketing product by the event organiser.

Article 4 – Cost of PSG Flex

When purchasing a ticketing product on the PSG website, you can subscribe to the PSG Flex service for an additional fee, which will be presented to you at the time of purchase.

The cost of the PSG Flex service is non-refundable in the cases provided for in **Article 3 of these Terms and Conditions**.

In the case of a season ticket, payable in instalments, the cost of the PSG Flex service is paid in full at the time of the first payment.

In all other cases, the cost of the PSG Flex service is paid at the time of purchase of the ticketing product on the PSG website.

Article 5 – Use of PSG Flex

If you cancel your ticketing product on your own initiative, EmbedCover will refund **90% of the value of your ticketing product within 2 working days** of your cancellation request, as described below.

To be eligible for the Flex Service, the ticketing product cannot exceed 5 000€.

You will not be required to provide a reason or proof to benefit from the Flex Service.

The bank transfer will be made in euros (€). If you have a bank account in a currency other than euros, your bank's exchange rate will be applied.

EmbedCover may decide to request additional documents if necessary, or in the event of suspected fraud or scams, or as part of its obligations to combat money laundering and terrorist financing.



How do I obtain a refund?

- 1** Complete the refund form at least **10 days** before the start of your event to cancel your ticket purchase.
- 2** The refund will be processed within **48 hours**.

Article 6 – Start and duration of PSG Flex

The PSG Flex service takes effect upon confirmation of purchase of the PSG Flex service, subject to full payment of the price of your ticketing product and the PSG Flex service.

If full payment is refused or rejected by the bank for any reason, the PSG Flex service will only come into effect once the rejection has been resolved.

The PSG Flex service ends 10 days before the start of your event.

Article 7 – Exception to the right of withdrawal

You acknowledge that you have been informed in advance, by these General Terms and Conditions of Sale, that the right of withdrawal cannot apply to PSG Flex, pursuant to **Article L.221–28.1° of the Consumer Code**.

This is because PSG Flex begins immediately after purchase and can be fully executed immediately and before the end of the withdrawal period, thus preventing you from exercising your right of withdrawal.

Consequently, you waive your right of withdrawal.

Article 8 – Geographical scope of the PSG Flex service

The PSG Flex service is available for all ticketing products offered by PSG and for all its customers.

Article 9 – Contact details

If you encounter any difficulties using the PSG Flex service, you can contact us:

- ✓ **By email :** contact@embedcover.com
- ✓ **By post, writing to :** Embedcover – 141 avenue de Wagram 75017 Paris – France

In accordance with the provisions of the French Consumer Code concerning the amicable settlement of disputes, we adhere to the CMAP mediation service, whose contact details are as follows:

39 Avenue Franklin Delano Roosevelt, 75008 Paris – France

In the event of a complaint that cannot be resolved amicably by our Customer Service department, the Ombudsman Service may be contacted for any consumer dispute that has not been successfully resolved.

Article 10 – Important information

The PSG Flex service is not insurance

The PSG Flex service aims to offer you the possibility of cancelling your order on your own initiative, regardless of the reason, unlike an insurance contract where a covered reason is required.

Article 11 – Personal data

EmbedCover and PSG collect and process your personal data for the purpose of providing your PSG Flex Service and for statistical studies.

You are expressly informed of the existence of and declare that you accept the processing of your personal data within the framework of these general terms and conditions.

The processing of your personal data is necessary to provide you with the PSG Flex Service and to manage your request. This information is intended exclusively for PSG and EmbedCover (and their agents) for the purposes of managing the PSG Flex Service and, where applicable, for the supervisory authorities.

Your data is kept for up to five (5) years after the end of the PSG Flex contract. You have the right to access, oppose, rectify and delete your personal data by sending an email to: privacy@embedcover.com

Any false or irregular declaration may be subject to specific processing intended to prevent or identify fraud. You have the right to lodge a complaint regarding the processing of your personal data:

- ✓ On the CNIL website by completing an online complaint form;
- ✓ By post, writing to : **CNIL - 3 Place de Fontenoy - TSA 80715 - 75334 PARIS CEDEX 07**

Article 12 – Competent jurisdiction

The contract is governed exclusively by French law. Any dispute arising from the conclusion, performance or interpretation of this contract shall fall within the exclusive jurisdiction of the French courts.



How to contact us ?

Do not hesitate to contact us to the following email address :

hello@embedcover.com

