



FC BARCELONA

VIP PRODUCT CONDITIONS OF USE REGULATION

VERSION 001

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IMPORTANT INFORMATION ABOUT THIS DOCUMENT

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Primary responsible for your surveillance	FC Barcelona
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1. Objective

The maintenance of security and public order, measures for coexistence and the prevention of any violent conduct at sporting events is the responsibility of both the organisers and the attending public, in accordance with Law 19/2007, of 11 July, against violence, racism, xenophobia and intolerance in sport.

For this reason, and taking into account the particularities of the VIP products offered by Futbol Club Barcelona that include the possibility of living an experience closer to the field of play and/or to the players and coaching staff, the Club has developed a regulation of conditions of use of VIP products that must be complied with for those who attend an event with STARPASS VIP products. WARM UP, BEHIND THE SCENES, as well as any new products with similar characteristics that may be developed.

These behavioural guidelines must be respected, and non-compliance may lead to expulsion from the area where these products provide access and/or from the premises, in accordance with article 7.3 of the Law indicated above. In the same way, these regulations are applicable to all FC Barcelona sports venues where VIP products are available, such as the Lluís Companys Olympic Stadium, the Spotify Camp Nou, the Palau Blaugrana, the Johan Cruyff Stadium and the Joan Gamper Sports City.

In order to ensure a safe and enjoyable experience, the following principles, obligations, and prohibitions are established:

2. Principles to be respected by users

- **Mutual respect:** Both players and assistants must show respect and appreciation towards each other. This principle encourages respectful coexistence and avoids disrespectful or disturbing behaviour.
- **Professional treatment:** VIP clients must be treated with professionalism and courtesy by the Club staff, ensuring an adequate and quality experience for the attendees.
- **Experience free of disruptive behaviours:** Attending sporting events should be an enjoyable experience for everyone, free from behaviours that may disturb other attendees, such as abusive language, shouting, or obscene gestures.
- **Responsible consumption of alcohol:** Alcohol consumption is allowed within moderation. In the event that an attendee is in a state of intoxication or consumption by minors is detected, the staff will intervene safely and immediately to ensure the safety of all.

3. Obligations on the part of users

- **Seat Assignment:** VIP customers must remain in their assigned seats and present their ticket when required by club staff.
- **Staying in Enclosed Areas:** Attendees must always remain in designated areas, especially when players are passing near their locations.
- **Respect for players, staff, referees and other assistants:** Assistants must act with respect towards everyone, avoiding offensive and discriminatory comments and maintaining appropriate language.
- **Compliance with the Code of Ethics:** Customers must follow FC Barcelona's Code of Ethics, which includes rules of behaviour and mutual respect.
- **Compliance with safety regulations:** In the event of an emergency or club-specific instructions, customers must follow the instructions of the staff and comply with evacuation and safety regulations.
- **Proper use of facilities:** Attendees must treat furniture, equipment, and facilities with care, avoiding damage or inappropriate use.

4. Prohibitions on users

- **Violent attitudes:** Acts of violence or the throwing of objects towards players, staff or other attendees are not allowed. This includes objects for obtaining signatures or any other purpose.
- **Interrupt the sporting event,** in any of its phases.
- **Offensive Language:** The use of offensive language, both verbally and on posters, clothing, or other visual media, is prohibited. This includes making **inappropriate or obscene shouting and gestures directed** towards players, staff, referees or any other person within the facilities where the event is held.
- **Uncontrolled access:** It is forbidden to access the facilities without control, or to access restricted areas or spaces outside the VIP areas, as well as areas reserved for Club staff.
- **Disruption of services in the VIP area:** Any behaviour that interferes with the catering service or disturbs other VIP users or staff within the facility is not permitted.

- **Interfering with the passage of players or staff:** It is forbidden to block the passage or disturb the players, staff or referees, as well as to request photos or autographs in an invasive way.
- **Throwing objects:** It is completely forbidden to throw objects at players, staff or other attendees or event personnel. **This prohibition includes the prohibition of non-consensual throwing of items to players** for their signature, or for any other purpose.
- **Carrying out unauthorised promotional events or campaigns:** Any action or advertising material in VIP areas that has not been previously authorised by the Club is prohibited.
- **Bulky objects:** Large objects such as flags, banners or inflatables that obstruct the visibility of other attendees may not be brought into the facilities.
- **Recording in non-permitted areas:** Recording of videos or photographs in restricted areas, such as bathrooms or changing rooms, is not permitted, and the use of professional recording devices is prohibited.
- **Recording of images** to be broadcast live or deferred by any means such as television, websites such as Youtube or Twitch or similar, or other social networks.
- **Consumption of prohibited substances:** The consumption of unauthorized alcohol and any illegal substance within the premises is prohibited.
- **Use or possession of dangerous or annoying objects:**
 - Whistles, trumpets, or devices that generate nuisance noise.
 - Laser pointer or other optical illusion devices.
 - Weapons or dangerous objects such as knives, stun guns, aerosol sprays, fireworks, or sticks.
 - Drones or any object that may endanger other attendees.
 - Intelligent amortization or other hidden image recording devices.
 - Throwing objects such as confetti, streamer sprays, frisbees, beach balls.

5. Measures for non-compliance

Failure to comply with the principles, obligations or prohibitions by users contemplated in this text will be sanctioned by the Club's security staff with penalties that may include immediate expulsion, withdrawal of their season tickets, or prohibition from attending future events. In addition, they could incur in legal violations, with the risk of arrest by police officers and judicial prosecution.

6. Ethical Channel

The commitment to compliance with ethical rules and standards commits all FC Barcelona members and business partners and is a strategic objective for the Club. It is for this reason that all FC Barcelona customers are expected to know and respect the content of these regulations.

FC Barcelona has an Ethics Channel through which any infringement of internal regulations or current legislation can be reported.

FC Barcelona will guarantee the confidential treatment of all communications received through the Ethics Channel, as well as the absence of reprisals of any kind against whistleblowers in good faith.

You can access the Ethics Channel through the following website (<https://canaleticfcbarcelona.integrityline.com/>), as well as obtain more information about it, you can consult the Management Policy of the Internal Information System published in the Ethical Channel itself.

FC Barcelona will react immediately to any breaches of the provisions of this rule, within the parameters established in current legislation.

7. Upgrade and upgrade

These regulations will be reviewed and updated regularly to ensure that they reflect any necessary changes and improvements. FC Barcelona will carry out regular monitoring of its implementation and will propose modifications in the following cases:

- When necessary to optimize the operation and fulfilment of the Club's objectives.
- When significant infringements are detected or the ineffectiveness of the regulation is revealed, as well as deficiencies that recommend its updating.

- When there are major structural changes in FC Barcelona, in its organisation or in the activities it carries out, which affect the regulations.
- When new legal provisions are introduced, or relevant jurisprudential changes are made that justify an adaptation.

These reviews aim to ensure that the regulation is aligned with best practices and with the needs of all parties involved, thus promoting a safe and transparent environment.