



FINAL LISBON 2014



Q1: Where will the 2014 UEFA Champions League final be played?

A1: The 2014 UEFA Champions League final will be played in Lisbon, Portugal, at the Estádio do Sport Lisboa e Benfica on Saturday 24 May 2014, kicking off at 19.45 local time (20.45CET).

Q2: If I have a problem with my ticket(s) or another question regarding my ticket application, who do I contact?

A2: If you have any questions regarding your ticket application or your ticket(s) that are not answered in these FAQs, please contact the customer service appointed by the Local Organizing Committee to handle all ticket sales to the general public for the 2014 UEFA Champions League final:

- by email: ucllisbon2014@slbenfica.pt
- by phone on the following number:
inside Portugal: 21 011 44 88
from outside Portugal: 00351 21 011 44 88
Monday to Friday, 09.00–19.00 local time (10.00–20.00CET)

Q3: How do I apply for tickets? Can I obtain tickets for the 2014 UEFA Champions League final from online auction or ticket exchange sites? Are these official tickets?

A3: 2014 UEFA Champions League final match tickets for individual fans can only be purchased officially through UEFA.com.

Seats will also be reserved for each of the clubs that reaches the final for selling directly to their own fans. Please enquire directly with the club concerned.

Q4: Who can apply for tickets through UEFA.com?

A4: Tickets offered for sale during the online sales period are intended for neutral football supporters worldwide who would like to attend the final irrespective of which clubs qualify.

Q5: How much do tickets cost?

A5: Tickets for the general public are available in the following price categories:

Category 1 (centrally positioned)	€390
Category 2 (centrally positioned on the upper level and in the corners)	€280
Category 3 (behind the goals)	€160
Category 4 (behind the goals on the upper level)	€70
Youth package (1 child + 1 adult – corners of the upper tier)	€140
Wheelchair user (+ accompanying person)	€70 (accompanying person €0)

Please note that one of the tickets in every youth package is for a child. The child (second ticket holder) must have been born between 2000 and 2010 inclusive.

Q6: Are there any administration charges on top of the ticket prices?

A6: An administration charge will be added to each ticket order. This charge consists of an administrative fee, a handling fee and a delivery fee for mailing tickets securely by express courier service. These administration charges are as follows:

Inside Portugal	€10
Rest of the world	€20

Q7: Are any tickets available at reduced rates?

A7: Reduced rates are available only within the youth package category for one adult and one child. One package, containing two category 2 tickets, costs €140 (€70 per ticket). The child (second ticket holder) must have been born between 2000 and 2010 inclusive.

Applicants for wheelchair spaces who are successful in the ballot will be allocated tickets will be allocated tickets in category 4 and will receive a complimentary ticket for an accompanying person.

Q8: What is the procedure for applying for tickets for wheelchair users?

A8: If you wish to apply for a wheelchair ticket, go to the appropriate section on our ticketing website, from where you will be redirected to a special section for people with special needs. In demand exceeds supply, your application will go into a ballot to select the successful applicants. Successful applicants will receive a confirmation email asking for valid proof of their disability.

Q9: When do ticket sales start?

A9: Ticket sales for the 2014 UEFA Champions League final will start on Monday 10 March 2014 at 12.00CET and close on Friday 21 March 2014 at 18.00CET. UEFA.com is the only official sales channel.

Q10: Does the time I place my ticket application affect my chances of success?

A11: It makes no difference whether you apply earlier or later during the sales period. Every valid application received between Monday 10 March and Friday 21 March 2014 has the same chance of being successful in the ballot.

Once the sales period has closed, tickets will be allocated by means of a ballot into which all valid applications will be entered, irrespective of when they were submitted during the sales period.

Q11: Will tickets be allocated through a ballot?

A10: If demand exceeds supply (which is extremely likely), all valid applications received by 18.00CET on Friday 21 March 2014 will go into a ballot to determine the successful applicants.

Q12: Is there a minimum age for children to attend the match? Can my child sit on my lap? Is there any discount for children?

A12: For security reasons, no one will be allowed into the stadium without a valid ticket, children included.

Also for security reasons, children born in or after 2011 will not be allowed into the stadium. Please also note that there are no discounted ticket prices for children, except in the youth package category.

Q13: Will my tickets be for adjacent seats?

A13: Tickets that are part of the same application will, as far as possible, allow the ticket holders to be seated together. However, tickets allocated through different applications cannot be provided with adjacent seating.

Q14: Can tickets be ordered for a larger group (more than two people)?

A14: Group bookings are not possible, as it is our aim to enable as many different applicants as possible to attend the 2014 UEFA Champions League final.

Q15: Will my name be printed on my tickets?

A15: The names and dates of birth that you provide with your application will be linked to your tickets. Tickets are non-transferable and ID checks will be carried out at the entrance to the stadium.

Q16: How do I pay for my UEFA Champions League final tickets?

A16: Tickets must be paid for by credit card (MasterCard, Diners, JCB and Visa accepted). The card must be valid until at least May 2014. If you are allocated tickets, your credit card will be charged automatically. Please note that buying your tickets with a MasterCard doubles your chances of being successful in the ballot.

Q17: When will my credit card be charged?

A17: If you are allocated tickets, your credit card will be charged between 25 and 28 March 2014. Should we not be able to charge your credit card for any reason (for example, if the amount exceeds your credit limit), your ticket order will automatically be cancelled. All credit card payments will be VeriSign secured.

Q18: Which currencies can be used to pay for tickets?

A18: All applicants must pay for their tickets in euros (€).

Q19: Is this a secure website?

A19: Please be assured that your application will be processed securely through <https://ticketing.UEFA.com/uefachampionsleague>. Transactions are protected by SSL encryption and all data sent to the server will be protected. Transaction times may vary, depending on site traffic.

Q20: Do I need a special program to apply for tickets via [UEFA.com](https://ticketing.UEFA.com/uefachampionsleague)?

A20: You need to use Internet Explorer 5 or Netscape 7, or more recent versions, to be able to apply for tickets online.

Q21: Is my browser compatible with the UEFA Champions League final ticket portal? Do JavaScript and cookies have to be activated in the browser?

A21: Care was taken when designing the portal to ensure that only standard functions are used that display correctly in the various browsers used around the world. In exceptional cases, there may be problems displaying a web page, but this will only affect the visual appearance of the page, not its functionalities.

It is recommended that you activate JavaScript, as otherwise the site's full functionalities will not be available. A corresponding message will be displayed on specific pages. Cookies have to be enabled in order to submit an application. If you are concerned about privacy, you can override

automatic cookie handling by having your browser prompt you before accepting cookies. These changes can be made in the browser's security settings.

Q22: What should I do if I forget my password?

A22: If you forget your password, use the "Forgot Password?" link in the login window. The email address you provided will be used to send you a new password to access your personal application.

After logging in with the new password, you will be able to change it by clicking on "My Account" and then on "Save Details".

If you do not receive a new password by email, please check the settings of your email account and make sure that you can receive emails sent by uclflisbon2014@slbenfica.pt, as your email provider may have blocked emails from this address as spam. If you use an integrated email application such as Outlook, it is possible that this program could have automatically sent our emails to your junk email folder. This could explain why our email containing your new password has not arrived in your inbox.

Q23: I cannot log into my personal application even though I have entered the login data correctly. What should I do?

A23: If you have trouble logging in, please check the following:

- Your password is case sensitive, so be careful when you type capital and small letters.
- You should activate JavaScript (in the browser's security settings), as otherwise the site's full functionalities will not be available.
- Cookies have to be enabled (in the browser's security settings). If you are concerned about privacy, you can override automatic cookie handling by having your browser prompt you before accepting cookies.
- If you forget your password, use the "Forgot Password?" link in the login window. The email address you provided will be used to send you a new password to access your personal application.
- After entering your email address and password, you must click on the "Login" button to access your personal application. Please note that you cannot log in by pressing the "Enter" key on your keyboard instead of the "Login" button.

Q24: What if I filled in the wrong details by mistake?

A24: To correct your application, you need to access your personal application and put in the right information before the deadline of 18.00CET on 21 March 2014.

Q25: Why is a national ID card or passport number required?

A25: A national ID card or passport number is required to check the identity of applicants and to link the ticket to the ticket holder.

Q26: Will I receive confirmation of my ticket application?

A26: Yes, as soon as you place your order, you will receive an email confirming receipt and giving you your customer reference number. If you do not receive this email, please check your spam/junk email folder.

Q27: Can I cancel my ticket application?

A27: Yes, during the sales period, you can access your personal application and cancel it. However, once the sales period has closed (i.e. after 18.00CET on 21 March 2014), it will no longer be possible to cancel your application.

Q28: How will I know if I have got the ticket(s) I applied for?

A28: After the ballot process has been completed and payment has been collected, all applicants, whether successful or unsuccessful, will receive an email notifying them of the outcome of their application by Monday 7 April 2014 at the latest.

Q29: If I am allocated tickets in the ballot, can I still cancel them?

A29: Once the sales period has closed, you can no longer cancel your application. If you are allocated tickets in the ballot, your credit card will be charged automatically.

Q30: What is the status of my application? How do I find out whether my application has been successful?

A30: All applicants will be informed by Monday 7 April 2014 at the latest as to whether they were successful in the ballot or not.

If you do not receive a confirmation email, please check the settings of your email account and make sure that you can receive emails sent by uclflisbon2014@slbenfica.pt, as your email provider may have blocked our emails as spam. If you use an integrated email application such as Outlook, it is possible that this program could have automatically sent our emails to your junk email folder. This could explain why our emails are not reaching your inbox. Please also check that the email address that you provided is correct. If you still cannot find the email, please log into your personal application after Monday 7 April 2014 to check the status of your application.

Q31: How many tickets can I apply for?

A31: Each applicant can apply for a maximum of two tickets.

Q32: Can I apply for tickets in different price categories?

A32: Applications can only be made for one price category. However, by ticking the appropriate box, applicants can indicate that they would accept tickets in a different price category. If the price category chosen is not available, you may be allocated tickets in another price category.

Q33: When will the ticket(s) be posted?

A33: Tickets for the 2014 UEFA Champions League final will be posted before the end of April by express courier service to the address indicated by the applicant on the ticket application form, assuming that they have been paid for in full. Delivery time will depend on the service levels of the providers in the various countries. Neither UEFA nor the Portuguese Football Federation can be held responsible for the late delivery of tickets.

Q34: Will my tickets be replaced if they are lost or stolen?

A34: Neither UEFA nor the Portuguese Football Federation will issue duplicate tickets for any reason whatsoever. Neither UEFA nor the Portuguese Football Federation can be held responsible for any loss or late delivery of tickets caused by any malfunctioning or interruption of the selected courier service.

Q35: What are the rules for applying for tickets for the 2014 UEFA Champions League final?

A35: When applying for tickets for the 2014 UEFA Champions League final, you are bound by the ticketing terms and conditions laid down by UEFA and the Portuguese Football Federation. Please read them carefully before applying for tickets. (link here below):

http://www.uefa.com/MultimediaFiles/Download/competitions/Ticketing/02/05/24/70/2052470_DOWNLOAD.pdf

Q36: Am I allowed to give or sell my tickets to someone else?

A36: Except as set out in Article 6.1 of the ticketing terms and conditions, neither the applicant nor their guest may sell, offer for sale, auction, resell or otherwise transfer tickets.

Q37: Can tickets be used for commercial purposes (e.g. as a prize in a competition or as part of a travel package)?

A37: Only official UEFA Champions League sponsors may use tickets for commercial purposes. Tickets may not, therefore, be used for any commercial purposes, including promotions, advertising, as prizes in competitions or sweepstakes, or as a part of a travel package (e.g. combining flights, hotel and tickets).

Q38: What is an “applicant”?

A38: An “applicant” is any individual with the legal capacity to enter into a contract who applies for tickets for the UEFA Champions League final in accordance with the ticketing terms and conditions. An applicant may apply for one ticket for themselves and, if they wish, for a second ticket for someone else (their “guest”). The applicant must provide their guest’s full name and date of birth on the application form. Applicants are fully and unconditionally responsible for ensuring that their guest is aware of, agrees to and complies with the ticketing terms and conditions. In particular, applicants are responsible for ensuring that their guest receives a copy of the ticketing terms and conditions.

Q39: What is a “guest”?

A39: A “guest” is any relative, close friend or colleague, or the person accompanying a wheelchair user, for whom an applicant requests a ticket and to whom a ticket may be transferred in accordance with the ticketing terms and conditions.

Q40: If I am not sure who my guest will be, can I use any name?

A40: No. Each ticket is allocated to a specific person. You must provide the full name and date of birth of the person who will accompany you to the match. ID checks may be carried out at the entrance to the stadium and if your ID does not match the name indicated on the application form, entry will be refused.

Q41: Will tickets be personalised?

A41: Yes, applicants must provide full details (including full names and dates of birth) for both themselves and their guest. If an applicant provides incorrect information, UEFA reserves the right to reject the application and, if need be, refuse entry to the stadium to the applicant and their guest, with no right to a refund. The tickets in question will be cancelled. Applicants are fully and unconditionally responsible for ensuring that their guest is aware of, agrees to and complies with the ticketing terms and conditions. In particular, applicants are responsible for ensuring that their guest receives a copy of the ticketing terms and conditions.

Q42: Where can I find the ticketing terms and conditions for the 2014 UEFA Champions League final in Lisbon?

A42: The ticketing terms and conditions for the 2014 UEFA Champions League final at the Estádio do Sport Lisboa e Benfica are available at:

http://www.UEFA.com/MultimediaFiles/Download/competitions/Ticketing/02/05/24/70/2052470_DOWNLOAD.pdf