

# UEFA EURO 2024™ Promotion

## Terms and Conditions

These terms and conditions (these “**Terms and Conditions**”) govern the Promotion (as defined below). By participating in the Promotion, each Participant (as defined below) accepts these Terms and Conditions and agrees to comply with them.

### 1. Definitions and Interpretation

In these Terms and Conditions, the following words and expressions shall have the following meanings:

- 1.1 “**Cross-Currency Payment**” shall have the meaning given to such term in clause 4.1.4;
- 1.2 “**Eligible Country**” means Japan;
- 1.3 “**Funds-in**” shall have the meaning given to such term in clause 4.1.3;
- 1.4 “**Participant**” shall have the meaning given to such term in clause 2;
- 1.5 “**Promotion**” shall have the meaning given to such term in clause 2;
- 1.6 “**Promotion Period**” shall have the meaning given to such term in clause 3;
- 1.7 “**Promotion Privacy Notice**” means the World First’s UEFA Euro 2024 Campaign – Privacy Notice issued by WorldFirst in connection with the Promotion;
- 1.8 “**Reward Criteria**” shall have the meaning given to such term in clause 4.1;
- 1.9 “**Ticket**” means a ticket to a UEFA EURO 2024™ fixture that is won pursuant to the Promotion;
- 1.10 “**Ticket Winner**” shall have the meaning given to such term in clause 5.8;
- 1.11 “**UEFA**” means Union des Associations Européennes de Football, the official body for European football and organiser of UEFA EURO 2024™;
- 1.12 “**UEFA Ticketing App**” shall have the meaning given to such term in clause 6.5;
- 1.13 “**WorldFirst**” means Alipay Merchant Services Pte. Ltd.;
- 1.14 “**World Account**” means the WorldFirst World Account, as provided by WorldFirst; and

- 1.15 “**World Account Terms**” means the terms and conditions governing the World Account service provided by WorldFirst, including the applicable privacy policy.

## 2. Description of the Promotion

During the Promotion Period, a participant in the Promotion (a “**Participant**”) that satisfies the Reward Criteria may be eligible to win one Ticket (the “**Promotion**”).

## 3. Promotion Period

The Promotion period begins at 00:00:01 (Singapore time) on 26 March 2024 and ends at 23:59:59 (Singapore time) on 25 April 2024 (the “**Promotion Period**”).

## 4. Reward Criteria

- 4.1 A Participant may be eligible to win one Ticket provided:

- 4.1.1 such Participant is registered in the Eligible Country; and
- 4.1.2 such Participant replies to an email from WorldFirst regarding the Promotion to confirm that it wishes to participate in the Promotion and WorldFirst receives such email; and
- 4.1.3 during the Promotion Period, such Participant receives funds into its World Account from one or more of the following e-commerce platforms: Amazon US and Amazon EU (the “**Funds-In**”) in an aggregate amount of at least US\$10,000.00 (or an equivalent amount in a different currency or currencies); or
- 4.1.4 during the Promotion Period, such Participant makes one or more cross-currency payments using its World Account (each, a “**Cross-Currency Payment**”) in an aggregate amount of at least US\$10,000.00 (or an equivalent amount in a different currency or currencies),

(such requirements together, the “**Reward Criteria**”).

- 4.2 Of the Participants that satisfy the Reward Criteria, the Tickets will be awarded in the order of those Participants that are quickest to satisfy clause 4.1.2. Those Participants that email WorldFirst pursuant to clause 4.1.2 the quickest will have the best chance of winning a Ticket.

- 4.3 The kind of Ticket awarded to an eligible Participant will be determined by the aggregate value of such Participant's (i) Funds In, or (ii) Cross-Currency Payment(s) during the Promotion Period. For further detail, see clause 5.1.
- 4.4 WorldFirst shall determine in its sole discretion the time at which a Participant satisfies clause 4.1.2 and the value of each Participant's (i) Funds In, or (ii) Cross-Currency Payment(s), during the Promotion Period.
- 4.5 No Participant may enter into the Promotion more than once.
- 4.6 It is free for a Participant to enter into the Promotion and no fee or other consideration is required.

## 5. Prizes

- 5.1 Eligible Participants that satisfy the Reward Criteria and have an aggregate (i) Funds In, or (ii) Cross-Currency Payment(s), during the Promotion Period of:
  - 5.1.1 US\$10,000.00 to US\$29,999.99 (or an equivalent amount in a different currency or currencies) (inclusive) can win one Ticket to a pre-selected UEFA EURO 2024™ round of 16 fixture;
  - 5.1.2 US\$30,000.00 to US\$49,999.99 (or an equivalent amount in a different currency or currencies) (inclusive) can win one Ticket to a pre-selected UEFA EURO 2024™ quarter-final fixture;
  - 5.1.3 US\$50,000.00 to US\$79,999.99 (or an equivalent amount in a different currency or currencies) can win one Ticket to a pre-selected UEFA EURO 2024™ semi-final fixture; and
  - 5.1.4 US\$80,000.00 or more (or an equivalent amount in a different currency or currencies) can win one Ticket to the UEFA EURO 2024™ final.

If the currency of Funds In or Cross-Currency Payment is not in USD, the foreign exchange conversion will be based on the foreign exchange rate on 26 April 2024 as provided by WorldFirst.

- 5.2 There is a total of ~~102~~ Tickets (comprising ~~45~~ Tickets to pre-selected UEFA EURO 2024™ round of 16 fixture, ~~45~~ Tickets to pre-selected UEFA EURO 2024™ quarter-finals fixture, 1 Ticket to pre-selected UEFA EURO 2024™ semi-finals fixture and 1 Ticket to UEFA EURO 2024™ final) to be won by the eligible Participants. Tickets are subject to availability.
- 5.3 If a Participant wins a Ticket in the Promotion, such Participant will need to take further steps to claim the Ticket, as described in this clause 5 and clause 6.

- 5.4 The value of each Ticket will depend on the fixture to which it relates and the ticketing category. The value of each Ticket is between €150 and €1,000.
- 5.5 The Tickets are not exchangeable and cannot be sold or redeemed for cash, monetary value or for any other form of compensation. However, Tickets may be transferred by a Ticket Winner with the prior consent of WorldFirst.
- 5.6 If for any reason any Tickets are not available, WorldFirst reserves the right, at its sole discretion, to substitute such Tickets for others of equal or greater value.
- 5.7 WorldFirst reserves the right, in its sole discretion, to refuse a Participant's claim for Tickets, to disqualify them from the Promotion and/or to claim back any Ticket awarded to such Participant, if it has reasonable grounds to believe that the relevant Participant has:
- 5.7.1 breached these Terms and Conditions, the World Account Terms or any other third-party terms and conditions that are applicable in connection with the Promotion;
  - 5.7.2 failed to comply with instructions of WorldFirst, UEFA or any other relevant person or body;
  - 5.7.3 misused WorldFirst's intellectual property rights;
  - 5.7.4 made any misrepresentations (negligently or fraudulently);
  - 5.7.5 abused the Promotion in any way;
  - 5.7.6 acted in a manner that is abusive, dangerous or anti-social or that causes a nuisance; and/or
  - 5.7.7 engaged in any illegal or criminal activity in connection with the Promotion or any of WorldFirst's services.
- 5.8 Each Participant that wins a Ticket pursuant to the Promotion (a "**Ticket Winner**") undertakes to comply with the UEFA EURO 2024™ Ticketing Terms and Conditions (as amended and/or superseded) available at [https://editorial.uefa.com/resources/0285-191651c4847c-2743856c91d9-1000/euro\\_2024\\_gp\\_fans\\_terms\\_and\\_conditions\\_en.pdf](https://editorial.uefa.com/resources/0285-191651c4847c-2743856c91d9-1000/euro_2024_gp_fans_terms_and_conditions_en.pdf) and any other applicable third-party terms and conditions.
- 5.9 Each Ticket Winner shall be solely responsible for their travel arrangements to Germany (including any visa application, if required) for the relevant UEFA EURO 2024™ fixture and no assistance whatsoever will be provided by WorldFirst in connection with this. In the event that the Ticket Winner is unable to attend a UEFA EURO 2024™ fixture for any reason, WorldFirst will not (i) replace, substitute or transfer the relevant Tickets and/or (ii) reimburse any

expenses incurred by the Participant in connection with the Tickets or compensate the Participant in any way. Each Ticket will be invalidated automatically when it expires on the date stated on the Ticket.

5.10 Any costs incurred by a Participant incidental to any Tickets are the responsibility of the Participant and not WorldFirst. For the avoidance of doubt, the Tickets do not include:

5.10.1 transportation, including to and from airports, within the home country of the Ticket Winner or within Germany;

5.10.2 travel insurance; or

5.10.3 the reimbursement of any costs and expenses (including but not limited to expenses incurred in connection with visa applications, accommodation, travel taxes, food and beverages and other events or activities).

5.11 WorldFirst shall not be liable for any mishaps, injuries or accidents that occur in the course of the delivery of any Ticket to, or usage of any Ticket by, a Participant.

5.12 Each stadium or venue hosting a UEFA EURO 2024™ fixture has the right to refuse entry and/or to eject any person who does not adhere to its terms, checks and requirements.

5.13 Entrance to the stadium or venue hosting the relevant UEFA EURO 2024™ fixture may be:

5.13.1 subject to compliance with (i) all relevant terms and conditions, (ii) the relevant stadium or venue rules (to be provided by the relevant stadium or venue or by UEFA), (iii) any sanitary measures or policies in place (imposed by either the relevant stadium, venue or UEFA) and (iv) all applicable laws and regulations;

5.13.2 permitted upon presentation of a valid Ticket per person and, upon request, proof of identity (such as a passport or national identity card); and

5.13.3 subject to the relevant Ticket Winner meeting any applicable minimum age requirements.

5.14 Subject to clause 5.5, Tickets are for personal use of the relevant Ticket Winner. Each Ticket Winner agrees not to:

5.14.1 resell, or offer to resell any Ticket, whether for free or for any other consideration;

- 5.14.2 use a Ticket for any promotional, advertising, fundraising or any other similar commercial or non-commercial purpose;
  - 5.14.3 use a Ticket as a prize (or part of a prize) in any contest, competition, (promotional) game of chance, lottery or sweepstake;
  - 5.14.4 combine and sell a Ticket as part of any package of goods or services or any travel or hospitality package (such as combining airline tickets, accommodation and Tickets); and/or
  - 5.14.5 advertise, promote, distribute or sell any product or service anywhere in the stadium or venue of the relevant UEFA EURO 2024™ fixture, including by displaying obvious commercial messages on clothing or articles brought into the stadium or venue.
- 5.15 If a Ticket Winner violates any of the conditions set out above, the Ticket Winner may be denied entry into, or removed from, the relevant stadium or venue and the relevant Ticket may be cancelled immediately. No compensation will be payable to a Ticket Winner following such events. Furthermore, WorldFirst reserves the right to claim back from a Ticket Winner any part of a Ticket that has already been fulfilled or awarded (if applicable).

## **6. How Winners are Chosen and How to Claim a Prize**

- 6.1 As noted above, of the Participants that satisfy the Reward Criteria, the Tickets will be awarded in the order of those Participants that are quickest to satisfy clause 4.1.2. Those Participants that email WorldFirst pursuant to clause 4.1.2 the quickest will have the best chance of winning a Ticket.
- 6.2 The kind of Ticket awarded to an eligible Participant will be determined by the aggregate value of such Participant's (i) Funds In, or (ii) Cross-Currency Payment(s) during the Promotion Period. For further detail, see clause 5.1.
- 6.3 WorldFirst will notify Participants by email on 29 April 2024 if they have won a Ticket and provide each Ticket Winner with information regarding the steps to be taken to claim the Ticket.
- 6.4 If a Ticket Winner does not respond to the email from WorldFirst referred to in clause 6.3 by 1 May 2024, WorldFirst may disqualify such Participant from the Promotion and the relevant Ticket may be won by another eligible Participant. WorldFirst shall have no liability for a Ticket Winner's failure to receive any form of communication from WorldFirst.

- 6.5 Each Ticket will be provided by UEFA in the form of an electronic “mobile phone ticket”. It is the sole responsibility of each Ticket Winner to download and install the UEFA Mobile Tickets app (or such other app as communicated to the Ticket Winner by EURO 2024 GmbH) (the “**UEFA Ticketing App**”) and to ensure that the relevant Ticket is displayed correctly on their mobile phone.
- 6.6 Each Ticket Winner must successfully register with the UEFA Ticketing App, and complete any other steps required by UEFA, in order to claim a Ticket. WorldFirst will provide reasonable assistance in connection with registering with the UEFA Ticketing App. UEFA may contact each Ticket Winner for the purposes of such Ticket Winner claiming a Ticket.
- 6.7 Each Ticket Winner shall be required to provide the following personal data to claim a Ticket along with any other information required by UEFA or under applicable laws: first name(s), last name, email address and mobile telephone number. Each Ticket Winner shall be provided with a privacy notification via the UEFA Ticketing App by UEFA and EURO 2024 GmbH.
- 6.8 As (i) each Ticket (including the relevant seating information: block, row and seat number) must be linked to an individual and (ii) WorldFirst, as independent data controller, is required to provide UEFA and/or EURO 2024 GmbH with the details of each Ticket Winner (or a transferee of a Ticket) upon request, each Ticket Winner shall ensure that all such personal data is correct and provided to WorldFirst, UEFA and its relevant entities, and/or the relevant authorities for matters related to safety and security at the relevant UEFA EURO 2024™ fixture (as applicable).
- 6.9 It is the responsibility of each Ticket Winner to successfully complete all of the steps required to claim any Tickets. WorldFirst will not be liable for any Ticket Winner failing to claim any Ticket.
- 6.10 Tickets will be issued by UEFA and not by WorldFirst. UEFA will determine the time(s) at which Tickets are issued.
- 6.11 If a Ticket Winner does not provide any information requested by WorldFirst or follow any instructions received from WorldFirst within 72 hours of such request or instruction, WorldFirst may disqualify such Ticket Winner from the Promotion and the relevant Tickets may be won by another eligible Participant.

## **7. Liability**

None of WorldFirst, UEFA or any of their respective parent companies, subsidiaries, affiliates, officers, directors, employees, governors, owners, distributors, retailers, agents, assignees, advertising or promotion agencies, representatives and/or agents (each, a “**Party**”) will be liable (to the extent

permitted by applicable law) for any loss or damage arising, directly or indirectly, from (i) organising or holding the Promotion, (ii) a Participant's participation in the Promotion and/or (iii) any actions or omissions of a Participant in connection with the Promotion, including as a result of their winning, collecting, use or enjoyment of any Tickets, except where it is caused by the gross negligence of a Party or that of their respective employees.

## **8. Data Protection**

WorldFirst will use the personal information provided by Participants only for the administration of the Promotion. Each Participant acknowledges that WorldFirst may pass such information to its agents and UEFA solely for the purposes of administering the Promotion. Participants' personal details will at all times be kept confidential and in accordance with applicable data protection legislation and the Promotion Privacy Notice. The Promotion Privacy Notice can be accessed by contacting WorldFirst pursuant to clause 11. A Participant can request access to its personal data, or have any inaccuracies rectified, by contacting WorldFirst at [privacy@worldfirst.com](mailto:privacy@worldfirst.com).

## **9. Further Terms**

- 9.1 WorldFirst reserves the right to, in its sole discretion, determine and/or decide all matters relating to or arising in connection with the Promotion and/or these Terms and Conditions without prior notice. Any such determination and/or decision will be final and binding.
- 9.2 To the extent permitted by applicable law, WorldFirst reserves the right to amend the terms of the Promotion and these Terms and Conditions, and/or to suspend or cancel the Promotion at any time, without liability. WorldFirst reserves the right to change or withdraw any Tickets for any reason in its sole discretion. WorldFirst also reserves the right to extend the Promotion Period and these Terms and Conditions shall apply to any such extended Promotion Period. Any amendments to the Promotion will be notified to WorldFirst customers in an appropriate manner. Following any change or amendment to these Terms and Conditions, a Participant's continued participation in the Promotion constitutes its acceptance of the amended Terms and Conditions and the Promotion, as amended.
- 9.3 Each Participant warrants that:
  - 9.3.1 it is able to participate in the Promotion according to applicable laws and regulations;
  - 9.3.2 to the best of its knowledge, all information disclosed by it, or that will be disclosed by it, to WorldFirst is complete, true and accurate; and



- 9.3.3 it will not use the Promotion in any way that WorldFirst (in its sole and absolute discretion) considers to be unreasonable, unethical, excessive, or in bad faith, or in any way that breaches any applicable law or regulation, or is unlawful, fraudulent, or wrongful, or has any unlawful, fraudulent or wrongful purpose or effect.
- 9.4 Participants shall bear all expenses arising from and/or in connection with participating in the Promotion.
- 9.5 Any and all applicable taxes or duties payable in relation to the Promotion shall be the responsibility of the relevant Participant.
- 9.6 Employees (including part-time employees and contractors) of WorldFirst, including affiliates, agents and immediate family members and/or those living in the same household of such employees, are not eligible to enter the Promotion.
- 9.7 If there is a discrepancy between these Terms and Conditions and any promotional material published in connection with the Promotion, these Terms and Conditions will prevail.
- 9.8 Should WorldFirst determine that, during the Promotion Period, a Participant is not eligible to participate in the Promotion for any reason (including but not limited to such Participant breaching these Terms and Conditions or any applicable laws or regulations, improperly using information relating to the Promotion, or engaging in (or being involved in) fraud, attempted fraud or any other illegal or illegitimate activity), or where WorldFirst has knowledge of subsequent events which would mean that the Participant would not have been entitled to participate in the Promotion, WorldFirst has the right to disqualify such Participant from the Promotion without liability. WorldFirst further reserves the right to claw back the value of any Ticket or to deduct the value of a Ticket from the balance of the relevant Participant's World Account.
- 9.9 If a provision of these Terms and Conditions is held to be illegal, unenforceable or invalid, then it shall be modified to the minimum extent necessary to make it enforceable, unless that modification is not permitted by law, in which case that provision will be disregarded. The rest of these Terms and Conditions will continue in full effect.
- 9.10 These Terms and Conditions are made for the benefit of Participants and WorldFirst and are not intended to benefit any third party or be enforceable by any third party.
- 9.11 The World Account Terms shall apply to each Participant's use of the World Account and are to be read together with these Terms and Conditions. In the event of any conflict or inconsistency between these Terms and Conditions and the World Account Terms, these Terms and Conditions shall prevail only to the

extent of matters relating to the Promotion.

- 9.12 While all information herein is believed to be correct and reliable at the time of publishing, WorldFirst makes no representation or warranty, whether expressed or implied, and accepts no responsibility or reliability, as to its completeness or accuracy.
- 9.13 All tradenames, trademarks, logos and brand names are the property of their respective owners.
- 9.14 In the event that the Promotion (i) is stopped by order of an applicable government agency, (ii) must be suspended due to server or network attack or system failure or (iii) is stopped by any circumstances beyond WorldFirst's control, such event shall be regarded as a force majeure event and WorldFirst shall not be held liable for any consequential damage, loss or claim.
- 9.15 WorldFirst will send the surnames of Ticket Winners to anyone who emails or writes to WorldFirst (enclosing a self-addressed envelope) to request them within one month of the end of the Promotion Period. If a Participant objects to their surname being published or made available, they should contact WorldFirst in accordance with clause 11.

## 10. Governing Law and Arbitration

- 10.1 These Terms and Conditions shall be governed by and construed in accordance with laws of Singapore.
- 10.2 Any dispute arising out of or in connection with these Terms and Conditions and/or the Promotion, including any question regarding its existence, validity or termination, shall be referred to and finally resolved by arbitration administered by the Singapore International Arbitration Centre ("**SIAC**") in accordance with the Arbitration Rules of the SIAC (SIAC Rules) for the time being in force, which rules are deemed to be incorporated by reference in this clause. The seat of the arbitration shall be Singapore. The language to be used in the arbitral proceedings shall be English.

## 11. Contact Us

If you have any questions or complaints, please contact WorldFirst +65 6805 4380. Lines are open from 9:00 am to 6:00 pm on Monday to Thursday and 9:00 am to 5:00 pm on Friday (Singapore time). Alternatively, you can email WorldFirst at [Worldaccountsea@worldfirst.com](mailto:Worldaccountsea@worldfirst.com). WorldFirst's registered address is 128 Beach Road, #20-01, Guoco Midtown Office, Singapore 189773.