

General Conditions of the International Madridista Program

The fact of belonging to the Madridistas Program will always identify you as an official supporter of Real Madrid C.F. and you will form part of their legend from the Madridista's perspective.

I. Scope of Application, Modification and Acceptance of the General Conditions

I.1. All supporters of Real Madrid C.F. will have the status of International Madridistas, in any of its two forms. Residents outside of Spain who request it, after completing the application form and paying the corresponding annual fee.

In case of applications for minors under the age of fourteen (14) years, Real Madrid C.F. will verify that the minor is properly represented by the father, mother, guardian or owner of parental authority. The application questionnaire must be signed by the person exercising parental authority of the child, who will attach a copy of their Identity Document or Passport. If you authorize a minor to be a Madridista, you declare to have sufficient legal capacity to do so, taking responsibility of said declaration and its veracity. Should we have any indication that said declaration is not true, we will inform the relevant authorities.

It will also be possible to request the status of Madridista for a family member or friend by completing the form mentioned above.

I.2. Real Madrid C.F. manage the International Madridista program, and offers the Madridista the opportunity to enjoy the advantages described in the annex "Advantages offered by the Madridista Program" [hereinafter, the "Advantages"], as well as the access and enjoyment of the promotions, and additional draws that, where appropriate, are developed [hereinafter the "Special Advantages"]. The Advantages and/or Special Advantages may be offered by Real Madrid C.F. or by its collaborating companies and/or sponsors that form part of the Madridista Loyalty Program [hereinafter, the "Collaborating Companies"].

As part of the services provided for by the present loyalty program, Real Madrid C.F. will send communications to the Madridista, through any of the Club's communication channels (including also electronic communications), related to the Advantages and Special Advantages. In any case, the Madridista will always have the option to request that no more communications are sent via e-mail, although the Madridista will still have information related to de Advantages and Special Advantages available in the Madridista web section and the Club's official app.

In any case, these communications, whether the advantages are related to Real Madrid C.F. or to the Collaborating Companies, will always be sent by Real Madrid C.F who will identify the company offering the advantage or the special advantage, therefore usually no transfers of Madridista's data from Real Madrid C.F. to its Collaborating Companies will be carried out. The Madridista can decide in the Subscription Centre which communications to receive regarding Advantages, news and offers related to the program.

I.3. Each of the Advantages and/or Special Advantages may have additional conditions, which will be made available to the Madridistas and may replace or complement these General Conditions.

I.4. The International Madridista card is personal and non-transferable; the enjoyment of the Advantages and/or the Special Advantages will be limited to holders of said active Madridista card or up to date with current payment of their annual fee.

I.5. Real Madrid C.F. reserves the right to modify or cancel these General Conditions, informing, if possible, at least thirty (30) days prior to them coming into force.

I.6. The General Conditions shall be deemed accepted upon express their acceptance thereof or, where appropriate, at the time of the use of the International Madridista card for the benefit of the Advantages and/or the Special Advantages.

II. Advantages of the Madridista card

Once requested and confirmed as an International Madridista, you can enjoy the following advantages, depending on the selected form to which a different annual fee is associated.

II.1. ADVANTAGES BASIC INTERNATIONAL MADRIDISTA PLAN

II.1.1. The main advantage of the International Madridista Loyalty Program is the reception of the card that will identify you as the holder of the official Real Madrid C.F. supporter card.

II.1.2. In order to keep you well informed and so you cannot miss any of the benefits of being a Madridista, you will receive in your email address the pre-match newsletters, information regarding the advantages and the special advantages, the Hala Madrid Online magazine and all the news from your Club and the Madridista Program.

II.1.3. As an International Madridista, you will have exclusive personalised attention that will help you in all your efforts and will offer you advice on acquiring VIP seats for matches that take place at the Santiago Bernabéu Stadium.

II.1.4. You will enjoy a 5% discount on your purchases at the Real Madrid C.F. Official Stores and 15% off purchases made at the Official Online Store. The percentages indicated may vary depending on the promotions that exist at any time.

II.1.5. Just for being Madridista, you will take part in our monthly draws. You can be the winner of one of the 3 packs of Madridistas products. You could also win one of the six pairs of tickets for the VIP Area for a game played at the Santiago Bernabéu Stadium, or one of the three pairs of tickets for the Basketball VIP Area for a game played on our court.

II.1.6. Each season, a draw will be held for a trip to Spain for two people to watch a game at the Santiago Bernabéu and live a 100% Madridista experience.

II.1.7. You can take part in our draws and competitions and meet your idols, as well as take part in other promotions by Club Sponsors with which you can win exclusive prizes and experiences. The winners' data will be published in the different media channels of Real Madrid C.F.

II.1.8. In case you visit Spain, you will have the right to preferential purchase of tickets for all those matches where there is a quota of tickets for this purpose, the order of purchase being first Real Madrid C.F. Members, and afterwards, and if they are available, the Madridistas, for the matches held at the Santiago Bernabéu Stadium and in the venue where the basketball matches are held. Said preference will be specified a few days before the celebration of the match in question and after the days of exclusive sale to Real Madrid C.F. Members, in which only the Madridistas will have the possibility of buying tickets. The details in which this preference will be specified (availability of tickets, terms and purchase channel) may vary depending on each match, and information about them can be obtained at any time through the Madridista Line (+34 91 374 24 00) and on the website "www.realmadrid.com". In addition, International Madridistas can enjoy a 15% discount on basketball tickets purchased for these games. You can also access a special discount on the Bernabéu Tour, discounts at restaurants at the Santiago Bernabéu Stadium: Zen Market, Realcafé Bernabéu and La esquina Asador-sidrería, and discounts on the Real Madrid Foundation Summer Camps.

II.1.9. At the same time, you will enjoy a series of advantages, offers and discounts, with Real Madrid C.F. and Collaborating Companies, for only being a holder of the Madridista card. All the advantages will be published in the Madridista space on "www.realmadrid.com".

II.1.10. Finally, to thank you for your loyalty, you will receive an exclusive annual renewal Pack in order to renew your status as International Madridista.

These advantages will be updated at www.realmadrid.com where they can always be consulted.

II.2. SPECIAL ADVANTAGES INTERNATIONAL MADRIDISTA PLAN

II.2.1. You will enjoy the same advantages included in the Basic International Madridista form.

II.2.2. If you are over 14 years old (inclusive), you will receive the exclusive magazine "HALA MADRID" free of charge to your home. Holders of the Madridista card, aged between 6 and 13, will receive the magazine "HALA MADRID Junior".

III. Enjoy the Advantages and/or Special Advantages

III.1. For the enjoyment of the Advantages and/or Special Advantages the (i) identification of the Madridista will be required through the exhibition of the physical card along with the Identity Document/Passport or digital login and (ii) be up to date with payment of the annual fee.

The Collaborating Companies may demand other requirements related to their business dynamics.

III.2. However, the enjoyment of the Advantages and/or Special Advantages may be subject to additional requirements, of which the holder of the International Madridista card will be informed and may complete the requirements established in point II.1 above.

III.3. The enjoyment of the Advantages and/or of the Special Advantages, may be subject to the restrictions that Real Madrid C.F. and/or its Collaborating Companies make available to the holder of the Madridista card. With a merely illustrative, but not limitative character, these restrictions may be of a temporary nature, such as, for example, maximum term for the enjoyment; restrictions of a quantitative nature, such as limiting the number of holders of the International Madridista card who can access the Advantages and/or the Special Advantages; restrictions regarding the access channel, such as the availability of reservation telephone lines or any other restrictions of a similar nature, such as the preferential nature for the enjoyment of Real Madrid C.F. members.

III.4. Real Madrid C.F. reserves the right to cancel the Madridista Loyalty Program; and/or terminate the enjoyment of the Advantages and/or Special Advantages, advising the holder of the Madridista card with sufficient advance notice, due to an inappropriate use of the aforementioned Madridista Loyalty Program, understanding of inappropriate use for a merely illustrative purpose but not limiting the following assumptions: (i) the distribution by the holder of the Madridista card of the tickets purchased for matches played by Real Madrid C.F. as a competition prize, offers or promotions, or their sale, directly or indirectly, to third parties. Therefore, the Madridista Loyalty Program does not entitle the holder of the Madridista card to use the tickets purchased for matches played by Real Madrid C.F. for advertising, marketing or promotion purposes, not even for free; (ii) active participation in altercations, quarrels, fights or public disorder in the sports venues, in its surroundings or in the means of transport organised to attend them, when such behaviours are related to a sporting event; (iii) the exhibition on sports grounds of banners, symbols, emblems or legends that, because of their content due to the circumstances in which they are exhibited or used in any way incite, encourage or help the performance of violent or terrorist behaviour, or they constitute an act of manifest contempt for the people participating in the sports spectacle; (iv) the intonation of chants that incite violence, terrorism or aggression in sports venues or constitute an act of manifest contempt to the people participating in the sports spectacle. Furthermore, all of the advantages obtained from the status as a Madridista are personal and not transferable and cannot be sold or given to others. Not complying with these conditions will lead to the loss of the Madridista status. Should we ever have any indication of such practice, we will inform the relevant authorities.

IV. Scope, membership and validity of the Madridista card, the Promotional Media and the Advantages and/or Special Advantages

The validity of the Madridista card expires one year from the date of issue; however, its validity will be extended by successive years, unless waived in writing otherwise by any of the parties. All extensions will entail the renewal of the annual fee. The non-renewal of the International Madridista card will imply its return as well as the loss of the status as a Madridista.

V. Absence of Responsibility by Real Madrid C.F.

The holder of the International Madridista card exempts Real Madrid C.F. of all responsibility in reference to:

- (i) The veracity and accuracy of the information given by the Collaborating Companies, especially those related to the Madrid Loyalty Program, the Advantages and/or the Special Advantages.
- (ii) Defects in the quality and efficiency of the provision of the services and/or products, or in the deficiencies of the services and/or products offered or provided by the Collaborating Companies within the framework of the Madrid Loyalty Program.

Real Madrid C.F. will not be liable for the damages and losses that the holder of the Madridista card may suffer as a consequence or on the occasion of the enjoyment or lack of enjoyment of the Advantages and/or Special Advantages.

VI. Obligations and Responsibilities of the Madridista

In the use of the International Madridista card, the members of the International Madridista collective must comply with the provisions of the General Conditions in force, and, where appropriate, the special warnings or instructions for use or enjoyment of the Collaborating Companies.

VII. Personal data

Real Madrid C.F. will process your data for the following purposes:

- To manage our relationship with you in the context of the International Madridista Loyalty Program
- To allow you to recover your Madridista status in the event of incidents related to the subscription
- To manage the Club's financial records
- To send Madridistas communications related to special events
- Additionally, and only if needed, we will process your data with purposes related to security and control, legal advice and compliance

We have obtained your personal data either from you or from third persons (for example, from someone who gifted you the Madridista card) and we process the following categories of data: identification data, contact data, personal characteristics data, economic data, financial and transactional data and, very rarely, other types of information that are relevant in the event of an incident, investigation or claim.

The data you provide must be accurate and true, reserving Real Madrid C.F. the right to exclude from the services those users who have provided false information, without prejudice to legal actions. The holder of the International Madridista card will be solely responsible for any false or inaccurate statements made and the damages caused to Real Madrid C.F. or to third parties. Your personal data will be treated with the degree of protection legally required to avoid any loss, alteration, treatment or unauthorised access.

You can exercise your data protection rights at the following postal address Avenida de Concha Espina, nº 1 de Madrid, Spain, 28036, or via e-mail at oposicion@corp.realmadrid.com, as well as obtain further information regarding the processing of your personal data in the annex to this General Conditions or in our privacy policy at <http://www.realmadrid.com/en/privacy-policy>

VIII. Communications

For any communication that is necessary with Real Madrid CF, the holder of the Madridista card must send by postal mail to: *Apdo. Correos 51.348 Ref: Madridista - 28080 Madrid*, or by email by sending a message to madridista.cm@corp.realmadrid.com or by phone on the Madridista Line +34 91 374 24 00.

IX. Right of withdrawal

The right of withdrawal may be exercised within a maximum period of fifteen (15) days counted from the date of receipt of the Madridista card, in writing, sent through the means indicated in the Communications section.