# ROYAL NETHERLANDS FOOTBALL ASSOCIATION (KNVB) STANDARD TERMS AND CONDITIONS

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# **Section I: Introductory Provisions**

## Introduction

The Royal Netherlands Football Association drew up these Standard Terms and Conditions to achieve various objectives. The starting point is that anyone involved in the sport of football in the Netherlands, including the public, has an interest in ensuring that football events are orderly and safe. Any conduct by individuals or groups of people that endangers or disrupts public order or safety at football events is harmful to the reputation and interests of Dutch football. The KNVB drew up these Standard Terms and Conditions to ensure order and safety in the broadest sense at football events, and to limit any disruptive, dangerous behaviour at such events. These Standard Terms and Conditions must be strictly adhered to.

#### Article 1 Definitions

Definitions of terms used in these Standard Terms and Conditions:

- a. **Purchase Right**: the authority of an (S)CC holder to purchase one or more Admission Tickets;
- b. **Alcoholic Beverages**: any beverage that contains more than 0.5% alcohol by volume at a temperature of 20 °C, as referred to in the Dutch Licencing and Catering Act;
- c. Club: the KNVB and/or an association, foundation, limited liability company or private company that is permitted to participate in the competitions of the professional football section (Dutch premier league and first division) and/or women's premier league field football;
- Club Card: the card issued by a Club, including the digital card, which grants a Purchase Right;
- e. **Drugs**: prohibited substances as referred to in the Dutch Opium Act under list I and list II, as well as other substances that can adversely affect the consciousness and behaviour of a person and, when used by a person, could lead to damage to health and danger to the public;
- f. **Event**: an event that takes place in a stadium or on a football field, including in any case a Football Match as referred to in point v., or an event in which a Club participates;
- g. **KNVB**: the Royal Dutch Football Association (Koninklijke Nederlandse Voetbalbond), with its registered office in Zeist, NL;
- h. **ID**: a valid proof of identity as referred to in Article 1 of the Dutch Compulsory Identification Act:
- i. Personal Protective Equipment: equipment as referred to in Article 58a of the Dutch Public Health Act, designed to be worn or held by a person to protect themselves or another person as much as possible against the SARS-CoV-2 virus;
- j. **Public**: anyone who attends an event inside or outside the Netherlands, or is otherwise present in or around the Stadium before, during or after the start of an Event;
- k. **Regulations of the Committee on Stadium Bans**: the regulations drawn up by the KNVB regarding appeals as referred to in the Standard Terms and Conditions;
- I. **SCC**: Season Club Card: the card issued by the Club, including the digital card, which grants both a Purchase Right and Access Right;
- m. **(S)CC**: Club Card/Season Club Card: a collective word for all the cards described under d.) and l.);
- n. **(S)CC holder:** Club Card/Season Club Card holder: anyone who has applied for and received a Club Card or Season Club Card (with or without a Right to Away-Game Tickets) from the Club;
- o. **Season**: the period from 1 July of any year to 30 June of the following year;
- p. Stadium: the Stadium or football ground where Events take place, including the associated

- buildings, grounds, entrances and access roads;
- q. Stadium Ban: the ban on being present in the immediate vicinity of the Stadium or in the Stadium for a certain period, unless the KNVB has granted written permission to the contrary in advance;
- r. Standard Terms and Conditions: the Standard Terms and Conditions laid out here:
- s. **Admission Ticket**: a valid digital or physical ticket stating the required access provisions or another valid digital or physical document proving authorisation to be present in a Stadium and linked to an Access Right;
- t. **Access Right**: authorisation to access a Stadium with a valid digital or physical ticket to attend an Event;
- u. **Right to Away-Game Tickets**: the Purchase Right associated with an (S)CC for the purchase of Admission Tickets for a Club's away games.

#### v. Football Matches:

- Football Matches between Clubs in the Dutch professional football premier league, professional football first division, amateur football second division, women's premier league field football and Under-21 professional football competitions;
- Football Matches in the context of the KNVB Cup ("KNVB Bekercompetitie");
- Football matches in the context of the Johan Cruyff Shield;
- Football Matches inside and outside the Netherlands of Clubs in the context of FIFA or UEFA club competitions;
- other Football Matches, including friendly matches inside and outside the Netherlands in which a Club participates;
- Football Matches inside and outside the Netherlands involving teams representing the KNVB;
- International Football Matches in the context of FIFA or UEFA club competitions or with teams representing football associations from outside the Netherlands, but which are held in the Netherlands
- Other Football Matches to which the Standard Terms and Conditions have been declared applicable;
- w. Fireworks: any pyrotechnic article, for entertainment or otherwise, as described in the Dutch Fireworks Decree, which contains explosive substances or an explosive mixture of substances intended to produce heat, light, sound, gas or smoke or a combination of these as a result of self-sustaining exothermic chemical reactions. These articles include, but are not limited to, all types and categories of consumer fireworks, professional fireworks and theatrical fireworks (pyrotechnic articles for theatrical use), as well as emergency signalling equipment such as flares, hand-held distress signals, rocket distress signals, and smoke bombs.

#### Article 2 Applicability

The Standard Terms and Conditions apply to the Public and anyone who buys or receives an Admission Ticket or (S)CC. The manner in which an Admission Ticket or (S)CC is purchased or obtained does not affect the applicability.

## Section II: Rights and Duties of the Public and Clubs

#### Article 3 Access to the Stadium and the obligation to follow instructions

- 3.1 The Public must have a valid Admission Ticket and ID on entering the Stadium and during the entire period that they are present in the Stadium. Upon request by a steward, security personnel or police officer, the Public must immediately present a valid Admission Ticket and ID so that these can be checked.
- 3.2 The Public is not permitted to remain or be in any part of the Stadium other than the location that the Admission Ticket specifically states its holder is entitled to be in.
- 3.3 The Public is only permitted to sit in the place explicitly authorised by the Admission Ticket.
- 3.4 Once the Ticket holder leaves the part of the Stadium specified on the Admission Ticket, the Admission Ticket becomes irrevocably void.
- 3.5 Entrances, stairs and aisles are also intended to provide easy entry or exit in emergencies. The Public is therefore prohibited from spending more time in these spaces for longer than is strictly necessary to enter and leave the Stadium.
- 3.6 The Public must immediately comply with any instructions given by or on behalf of the Stadium or Club management, stewards, Stadium PA system, security personnel or police officers.

# <u>Article 4</u> <u>Date, time and location of Football Matches</u>

- 4.1 Football Matches are played as much as possible on the days and times and at the locations established or specified on the Admission Ticket. However, the organisers of Football Matches reserve the right to make changes at any time, if they deem this necessary.
- 4.2 The Public is not entitled to a partial or full refund of the price of an Admission Ticket or any other compensation, financial or otherwise, in the following cases:
  - a. a Football match that has not yet started, but is about to be played at any moment, is cancelled;
  - b. a Football Match that has started is abandoned or not completed;
  - a previously played or suspended Football Match is replayed or finished without the public on the basis of a decision by a disciplinary body, the KNVB or a public authority;
  - d. the time or location of a Football Match is changed, providing access has been, or will be granted, to the Stadium where the Football Match has taken place or will take place.

## Article 5 Transferability and liability

- 5.1 Offering, selling, reselling or issuing Admission Tickets is prohibited, unless this takes place in the context of an individual transaction in the private sphere and does not endanger safety. However, offering, selling, reselling or issuing Admission Tickets is <u>never</u> considered an individual transaction in the private sphere in the following cases:
  - a. when it involves a fee higher than the nominal value of these Admission Tickets;
  - b. when it takes place through a social networking, advertising or sales site.
- 5.2 Without the Club's written permission in advance, directly or indirectly using Event Tickets for commercial purposes is prohibited, including but not limited to promotions, advertising for items, prizes for competitions or as part of a package (including packages offered by bus companies, tour operators or travel agencies).
- 5.3 Acting contrary to the Standard Terms and Conditions will render the relevant Admission Ticket and any other Admission Tickets purchased or obtained for the relevant Event or any other Event by the person who acts contrary to the Standard Terms and Conditions void, without right to a refund of the purchase price.
- 5.4 Those who have purchased or received an Admission Ticket and sell, resell or voluntarily give a third party that Admission Ticket are and remain severally liable for any damage that the third party causes to the Club, notwithstanding the third party's own liability.

## Article 6 Rules, byelaws and other applicable laws and regulations

Football Matches are played with due observance of the byelaws, rules and other applicable regulations of the KNVB and the organisations to which the KNVB is affiliated at any time or to which the KNVB is subject, as well as any other applicable laws and regulations of the central government and local authorities.

The Public must comply with these byelaws, rules, and other applicable laws and regulations.

#### Article 7 Alcohol, Drugs and merchandise

- 7.1 The Public may not enter or be present in the Stadium when under the influence of drink or Drugs.
- 7.2 Bringing Alcoholic Beverages or Drugs into the Stadium is prohibited at all times. Consumption of Alcoholic Beverages is only permitted in the Stadium if and to the extent that explicit permission has been received to do so from the Stadium management or Club management of the hosting Club, and only then if government-issued permits to do so can be shown.
- 7.3 Selling or offering merchandise, including but not limited to beverages, food, souvenirs, T-shirts, scarves and small flags, or having such items with the intention of selling or offering them, is only permitted if and to the extent explicit permission has been received from the Stadium management or Club management of the hosting Club, and only then if government-issued permits to do so can be shown.
- 7.4 KNVB reserves the right at any time to refuse advertising associated with or resulting from direct or indirect advertising campaigns/actions of sponsors not directly affiliated with KNVB in a Stadium where a Football Match is taking place of one or more teams representing the KNVB or a Football Match that is part of a KNVB Cup tournament or the Johan Cruyff Shield.
- 7.5 The Stadium management and/or Club management of the hosting Club reserves the right to entirely prohibit or restrict the sale of merchandise, including the sale of Alcoholic Beverages, or to do so at certain times or in certain parts of the Stadium.

## Article 8 Unauthorised Objects and Conduct

- 8.1 Bringing objects into the Stadium that can be hazardous to health, safety or public order is prohibited. These objects include, but are not limited to:
  - bottles;
  - glasses;
  - cans;
  - sticks/canes (longer than 1 metre and with a diameter greater than 2 centimetres);
  - banners or other objects depicting, in the judgement of stewards, security personnel or police officers, discriminatory or provocative words, images or shapes;
  - chains:
  - weapons intended for striking;
  - weapons intended for stabbing;
  - weapons intended for thrusting.
- 8.2 Bringing Fireworks into the Stadium is prohibited. Having access to, possessing or igniting Fireworks is also prohibited. The above does not apply to specialist pyrotechnic companies hired by the Club, providing the Club has permits or written permission from the authorities to launch fireworks.
- 8.3 Throwing any object or any liquid in a Stadium is prohibited.
- 8.4 Use, access to or possession in the Stadium of anything that, in the opinion of the Stadium management, Club management, stewards, security personnel or police officers causes or could cause unnecessary annoyance or hindrance to other people or that could cause a hazard or damage to another person or property is prohibited. This includes anything that makes noise exceeding the normal level produced by a football supporter.
- 8.5 Conduct in the Stadium that can be perceived by others as provocative, threating or insulting is prohibited, as are any actions that create any hazard to personal health or others' health or safety, or which damage other people.
- 8.6 Climbing lighting poles, fences, roofs, dug-outs or other equipment or structures in the Stadium is prohibited. Entering the field of play, including entry of the area directly next to the field of play not freely accessible to the Public without the Club's explicit permission, is also prohibited.
- 8.7 Bringing animals into the Stadium is prohibited. Stewards, security personnel and police officers are exempt from this restriction. Persons with a disability or chronic illness may also bring an assistance dog to the Stadium, subject to prior approval from the Club. The Club may withhold approval if it is of the opinion that a situation exists in which the assistance dog cannot be admitted to the Stadium. This could be the case, for example, if it puts, or would put, the health or safety of the Public in jeopardy.
- 8.8 Stewards, security personnel and police officers are entitled to frisk the Public for possession of unauthorised objects and to confiscate these objects, after permission has been given to do so or if a suspicion exists as specified in Article 27 of the Dutch Code of Criminal Procedure. If the requested permission is not granted, the stewards, security personnel or police officers are entitled to refuse the person concerned access to the Stadium, or to order the person concerned to leave the Stadium, or to remove the person concerned from the Stadium.
  - Objects confiscated are returned to the owner after the game is over upon request, unless these objects are illegal.
- 8.9 The Public must remain recognisable and identifiable while in the Stadium. This means that it is prohibited to cover faces with head coverings (e.g. hats, hoods), scarves, shawls or

other materials in a way which renders recognition by stewards or security personnel or police officers or biometric applications partially or completely impossible. This article does not apply to the extent that the face covering prohibited under this article is wholly or partly the result of wearing Personal Protective Equipment.

- 8.10 Clubs use video camera surveillance equipment to protect goods and people.
- 8.11 A holder of an (S)CC for a visiting Club is not permitted to be in or around the Stadium where an Event is taking place without possessing a valid Admission Ticket, if the local authority has decided to organise compulsory transport (known in Dutch as "combiregeling" "combined arrangement") to the Stadium of the Club playing at home.
- 8.12 Smoking is only permitted in locations designated for the purpose by the Club.

# Article 9 Audio and visual recordings

- 9.1 Audio recordings and visual recordings of an Event or those attending it are prohibited, as is cooperating with any activity to this end for any purpose other than private use. Those considered authorised media photographers, videographers or journalists in the Club's opinion are exempt from this restriction, provided they do not exceed the limits of their accreditation. The written permission of the relevant Club is required in advance before audio recordings, visual recordings or photographs of any form can be made for radio, television, the internet or mobile apps. The Club has the authority to grant or deny such permission.
- 9.2 Anyone in the Public at an Event:
  - a. acknowledges that the Event is a public, open and commercial Event;
  - b. gives permission for the capture, use and publication of their name, voice, portrait and image for live or recorded transmission or audio and video display, broadcast or other form of distribution, such as photos or other current or future media technologies, which is understood to include but not be limited to the broadcasting of Events and Club campaigns related to Events;
  - c. shall not hold the Club nor parties using audio or visual material with the Club's permission for commercial or non-commercial purposes liable for such use.

# Article 10 Sanctions

- 10.1 Stewards, security personnel and police officers are entitled to act as follows regarding anyone violating the Standard Terms and Conditions, or who is suspected of engaging in football-related misconduct or acting in a manner that damages the reputation or interests of football in general:
  - to deny access to the Stadium;
  - to remove violators from the Stadium;
  - to hand violators over to the police.

The immediate consequence of this is that the Admission Ticket or Tickets of the person or persons involved becomes or become void and can be revoked, without any right to a refund.

- 10.2 The KNVB is entitled to impose Stadium Bans, with due observance of the Stadium Ban Period Directive for the relevant Season (available for viewing and downloading at <a href="https://www.knvb.nl">www.knvb.nl</a>), on anyone who, inside or outside of the Stadium as part of an Event, and according to a report by a Club or the Public Prosecutor, does any of the following:
  - acts in violation of these Standard Terms and Conditions;
  - commits a crime;
  - is suspected of being guilty of football-related misconduct;
  - behaves in a way that damages the prestige or interest of football in general.

The above is without prejudice to any obligation to pay compensation under civil law, and does not limit the authority of Clubs to impose local Stadium Bans.

- 10.3 If the KNVB imposes a Stadium Ban pursuant to Article 10.2 of the Standard Terms and Conditions, the person involved shall owe KNVB an immediately payable fine of up to €450 per violation of the Standard Terms and Conditions or per criminal action or behaviour which damages the reputation or interests of football in general. No notice of default or judicial intervention is required for this. The KNVB will use the proceeds of such fines to promote safety in professional football. This fine is without prejudice to the Club's or any third party's right to claim damages under civil law.
- 10.4 A person subject to a Stadium Ban is obliged to provide the KNVB with an official, accurate, recent colour passport photo within six weeks, so that proper compliance with the Stadium Ban can be monitored. If the banned person does not comply or misses this deadline, the length of the Stadium Ban is doubled in a manner to be indicated by the KNVB. The KNVB is entitled to share the colour photo with the Clubs for purposes of identifying those subject to a Stadium Ban.
- 10.5 Without prejudice to the provisions of the Standard Terms and Conditions, the KNVB is entitled to impose a Stadium Ban on the basis of a power of attorney granted to the KNVB by a Club.
- 10.6 The KNVB is entitled to extend the duration of a Stadium Ban if the Stadium Ban imposed on the basis of Article 10.2 or Article 10.5 is violated.
- 10.7 If a Stadium Ban imposed by the KNVB is violated, regardless of whether the ban was imposed on the basis of Article 10.2 or 10.5 of the Standard Terms and Conditions, the person violating the ban shall owe the KNVB an immediately payable fine of up to €900 for the first infraction, €1,500 for the second infraction and €2,000 for the third and each subsequent infraction. No notice of default or judicial intervention is required for this. The KNVB will use the proceeds of such fines to promote safety in professional football. This fine is without prejudice to the right to claim damages under civil law.
- 10.8 The KNVB can take the measures it deems necessary for enforcement of a Stadium Ban imposed pursuant to Articles 10.2, 10.5 and 10.6 of the Standard Terms and Conditions.
- 10.9 The person subject to the Stadium Ban will be notified of the measures referred to in Articles 10.2, 10.3, 10.4, 10.5, 10.6 and 10.7 of the Standard Terms and Conditions by a bailiff. The costs of this will be borne by the person concerned.
- 10.10 The KNVB bears no liability for any damage arising from a Stadium Ban that later proves to have been wrongly imposed, unless there is a case of gross negligence or wilful act on the part of the KNVB.

## Article 11 Appeal

- 11.1 If the KNVB imposes a Stadium Ban or fine on a person pursuant to Articles 10.2, 10.3, 10.4, 10.5, 10.6 and/or 10.7 of the Standard Terms and Condition, then that person can lodge an appeal with the KNVB's Stadium Bans Committee, with due observance of the Regulations of the Stadium Bans Committee. The appeal neither has any suspensive effect, nor does it detract from possibilities to present the dispute to the civil court
- 11.2 To be admissible, the notice of appeal must be received by the KNVB's Stadium Bans Committee within 14 days of the date of the decision by the KNVB's Stadium Bans Committee to impose a sanction.

- 11.3 The notice of appeal must be sent in the form of a PDF file by email to the KNVB's Stadium Bans Committee at <a href="mailto:profession.stadionverboden@knvb.nl">profession.stadionverboden@knvb.nl</a>, unless this is not possible because the person concerned does not have an email address. In such cases, the person concerned must send the notice of appeal by registered mail to the KNVB's Stadium Bans Committee.
- 11.4 The time at which the notice of appeal is received by the Stadium Bans Committee is the moment when the email reaches the KNVB's data processing system or the date of receipt of the registered letter with the notice of appeal.
- 11.5 The KNVB's Stadium Bans Committee will decide on an admissible notice of appeal within 30 days of receipt and send the decision to the person concerned. This period can be extended by 30 days by the KNVB's Stadium Bans Committee. The KNVB's Stadium Bans Committee will inform the person concerned if this option is exercised.
- 11.6 All communications from the KNVB Stadium Bans Committee are sent electronically to the email address used by the person concerned to submit the notice of appeal, unless the person concerned does not have an email address, in which case all communications will be sent by registered letter.
- 11.7 The KNVB's Stadium Bans Committee can confirm or wholly or partially change or reverse the decision of the KNVB to impose a stadium ban, fine, or both. The Stadium Bans Committee is also authorised to grant a postponement with regard to the periods specified in this article.

# Section III: Provisions for (S)CC holders

#### Article 12 Request, Ownership and use of the (S)CC

- 12.1 The Club reserves the right at all times to refuse an application to purchase or to not accept an (S)CC or a different Admission Ticket.
- 12.2 The (S)CC remains the property of the Club at all times. The (S)CC holder must hand in their (S)CC to the Club upon first request/notice if one of the instances specified in Articles 10, 12, 14 and/or 17 of the Standard Terms and Conditions arises.
- 12.3 It is not permitted to have an SCC and a Club Card in the same name at the same time, or to have more than one Club Card in the same name. Holding multiple SCCs in the same name, however, is permitted, provided Article 5 of the Standard Terms and Conditions is observed.
- 12.4 The use of the Club Card is strictly personal. The Club Card holder is not permitted to allow another person to use their Club Card.
- 12.5 The SCC holder is permitted to allow another person to use an SCC for an Access Right, but not for a Purchase Right.
- 12.6 The Right to Away Tickets is only granted to those who are registered as (S)CC holders in the Season for which the Right to Away Tickets is requested. This Right to Away Tickets is strictly personal and non-transferable.

#### Article 13 Other rights and obligations of the (S)CC holder

13.1 The (S)CC grants a Purchase Right to buy Admission Tickets for Club Events via the sales channels designated by the Club. This Purchase Right does not constitute a guarantee that a Ticket to an Event can be obtained. In addition, a Club can link other benefits to an (S)CC.

- 13.2 The Club stipulates the number of Rights to Away Tickets, as well as the mode of issue.
- 13.3 (S)CC holders must show them their (S)CC on the first request of stewards, security personnel or police officers.
- 13.4 The (S)CC holder must provide the Club with an official colour passport photo with a clear likeness of the (S)CC holder at the Club's first request. When providing the photo, the (S)CC holder must show valid Identification or identify themselves with a digital identification method accepted by the Club.
- 13.5 In addition to the Standard Terms and Conditions, Clubs may attach additional terms and conditions to an (S)CC. These additional terms and conditions may not contain any terms that conflict with the terms of the Standard Terms and Conditions.

# Article 14 Termination of validity of (S)CC

- 14.1 The Club is authorised to wholly or partially terminate the validity of the (S)CC temporarily or permanently if:
  - the (S)CC holder, or someone who has gained access to an Event or Stadium through the (S)CC holder or by using the (S)CC, is suspected of being guilty of football-related misconduct or behaves in such a way that the prestige or importance of football is damaged as a result;
  - b. the (S)CC holder does not comply with the obligations in the Standard Terms and Conditions:
  - c. the (S)CC holder, or anyone who has gained access to an Event or Stadium through the (S)CC holder or using the (S)CC, is subject to any measure as a result of football-related or other misconduct at any Event or in any Stadium;
  - d. the (S)CC Holder, or anyone who has gained access to an Event or Stadium through the (S)CC Holder or using the (S)CC Holder, violates these conditions in any way or is guilty of football-related misconduct;
  - e. the (S)CC holder provides false information when applying for the (S)CC;
  - f. the (S)CC holder otherwise provides false information or acts fraudulently in the context of their registration as an (S)CC holder or in the context of any activity related to their capacity as an (S)CC holder;
  - g. the (S)CC holder commits fraud when obtaining Admission Tickets;
  - h. termination or suspension for other reasons is necessary in the opinion of the Club.
- 14.2 The validity of a Club Card ends immediately if the Club Card holder dies.
- 14.3 The validity of an SCC will end on the agreed end date if the SCC holder dies. Until this agreed end date, the heirs of the SCC holder can use the SCC, but only insofar as it concerns the Access Right associated with the SCC and with due observance of the provisions of the Standard Terms and Conditions.
- 14.4 In the event of termination of the validity of the (S)CC, the (S)CC holder can no longer exercise the rights associated with the (S)CC.

## Article 15 Processing of personal data

- 15.1 The conditions under which personal data are processed by the KNVB can be consulted on the KNVB's website (https://www.knvb.nl/info/3043/privacy).
- 15.2 The conditions under which personal data are processed by a Club can be consulted on the relevant Club's website, or requested from the relevant Club.

## Article 16 Loss or theft of the (S)CC

- 16.1 The (S)CC holder is obliged to immediately report the loss or theft of an (S)CC to the Club and the police.
- 16.2 The Club will provide the (S)CC holder with a replacement (S)CC as soon as possible, subject to payment of the real costs of doing so and submission of a copy of the police report.

#### Article 17 Period of validity of an (S)CC and cancellation

- 17.1 Unless otherwise agreed, an SCC is valid for a single Season.
- 17.2 The SCC holder can cancel their SCC in writing, but a refund can only be made if it has been agreed that the SCC has an unlimited period of validity. In that case, the refund is limited to the remaining duration of the Season.
- 17.3 A Club Card can be arranged for one or more Seasons. It is valid for the period stated on it. The holder of a Club Card can cancel their Card while it is still valid, but is not entitled to a refund in this case.

## Section IV: Final Provisions

## Article 18 Entry into force and amendment of the Standard Terms and Conditions

- 18.1 This version of the Standard Terms and Conditions came into effect on 1 July 2021.
- 18.2 The KNVB is entitled to amend the Standard Terms and Conditions at any time. The amended conditions are effective immediately following amendment.

## Article 19 Exoneration clause

The Public's presence in the Stadium is entirely at their own risk. The Club is never liable in any way for any damage or costs, unless there exists intent or gross negligence on the part of the Club.

## Article 20 Applicable law

Dutch law applies to the Standard Terms and Conditions.

## Article 21 Information and copies

The KNVB will provide copies and information about these Standard Terms and Conditions, within reasonable limits, if a request is sent to KNVB Contact, PO Box 515, 3700 AM Zeist, NL (phone: +31 88 0275050, email: contact@knvb.nl). These Standard Terms and Conditions, which have been filed with the Clerk of the Midden-Nederland District Court in Utrecht, can also be consulted and downloaded online at <a href="https://www.knvb.nl">https://www.knvb.nl</a>.