If a Ticket is used for one of the purposes prohibited above the Ticket holder is otherwise in breach of these conditions then the Ticket becomes invalid. In this event the Club is entitled to block the Ticket – including electronically – and to deny the Ticket holder entry to or to expel him from the stadium without compensation. In addition, the Club reserves the right to take any way of compensation for Tickets given with a personal invitation from the Club is prohibited. It is possible to return these Tickets to the Club.

Additionally, for each violation of the above prohibitions the Club can demand payment of a contractual penalty of up to EUR 2,500. This is without prejudice to any other claims for damages. In addition, the Club reserves the right to bar any third party from purchasing Tickets in the future. The same applies to admission to the stadium or to hand them over to the police located at the stadium. On leaving the event the Ticket becomes invalid.

If ticket use is made less than five days before the respective event then the order will not be handed over. The same applies for transfers made for that event by blocking the Tickets. The customer must pay a penalty for breach of contract, which may not exceed the value of the blocked Tickets. This determines if this restriction is cancelled the Club is entitled to withdraw from the contract and blocking of the Tickets. The order is made by means of SEP direct debit. It should be noted that the period of advance notice for the base direct debit is shortened to one calendar day. Different conditions may be agreed for our authorised booking offices.

5. Choice of Ticket
If the customer's chosen category of Ticket is sold out and the customer has not specified another option, then the Club is entitled to allocate Tickets to him in the category above or below and/or to limit the number of Tickets, without giving prior notice.

6. Return/Refunds
Ticket exchange is categorically excluded. Ticket returns and refunds may be made on a case by case basis at the discretion of the Club in a gesture of goodwill. The Club will issue a replacement Ticket for forgotten season and/or day Tickets for an administration fee of EUR 10.00, provided that the forgotten Ticket can be cancelled. If a season Ticket is lost then the Club must be informed immediately. The season Ticket will then be cancelled and a replacement Ticket will be issued. For replacement Tickets issued due to lost, theft, obvious defect or changes to the season Ticket the Ticket holder must pay an administration fee of EUR 10.00. The Club is not responsible for any losses or any other damages. The bearer bears liability for lost, stolen, destroyed, forged or damaged season or day Tickets. No claim for a Ticket refund arises in the event that the time or place of the event is changed, in particular where the details of a league game have not yet been finalised by the German Football League GmbH at the time of Ticket purchase. The same applies for games which are abandoned. In all cases the Tickets remain valid.

If an event is cancelled the Ticket holder can receive a refund on return of the original Ticket to the place where the Ticket was purchased. Administration and delivery fees are not included in the refund. If the Tickets are not collected then no claim for a Ticket refund can be made.

7. Transfer of Tickets
In order to prevent violence and crime associated with stadium visits, enforce stadium bans, prevent the sale of Tickets inflated prices, and separate supporters of opposing teams during the game, it is in the interest of the Club and of spectators to restrict the transfer of Tickets.

Ticket sales are for trade use only. In particular the Ticket holder is prohibited from:

- offering Tickets through internet auction sites or other internet market places, either himself or through a third party, with the exception of Evertim fanSÄLE;
- selling Tickets commercially without the express prior written consent of the Club;
- in the context of a private transfer, selling the Tickets for a higher price than that which is published in the Ticket;
- transferring Tickets to people who are barred from attending football games for safety reasons;
- transferring Tickets to members of opposing teams;
- using Tickets for the purpose of advertising, marketing, as a bonus, promotional offer, prize or as part of an unauthorised hospitality or travel package without the express prior written consent of the Club.

On transfer of any Tickets the original Ticket holder is responsible for ensuring that the person to whom he transfers the Ticket(s) agrees to be bound by the GTTCS such that the Club can enforce such conditions directly against the new owner of the Ticket.

If a Ticket transfer is made then the customer is responsible for providing the name, address and date of birth of the new Ticket holder at the request of the Club.