

Ticketing

Terms and Conditions of Sale

Definitions :

Buyer : The Buyer refers to the physical or legal person with the legal capacity to contract for the purchase of tickets for the 2026 EAC.

Seller : The Seller refers to the legal entity, FFN, a non-profit association under French law 1091, whose registered office is located at 104 rue Martre, which, as part of the organization of the 2026 EAC, offers tickets for sale on the ticketing website via the URL : <https://www.ffnatation.fr/billetterie-officielle-championnats-deurope-de-natation-2026>

Ticket website : website accessible via the URL : <https://www.ffnatation.fr/billetterie-officielle-championnats-deurope-de-natation-2026> made available to customers by the FFN for the purpose of selling tickets and which includes the sales process.

Ticket : Tangible or intangible ticket, offered for sale and granting access to the 2026 EAC session referenced on the ticket and the right to occupy the seat indicated. There are several types of tickets (single tickets, tickets for spectators with disabilities, packages).

Single ticket : Single, individual ticket for a single session of the 2026 EAC, taking place at the corresponding venue.

Ticket for disabled spectators: Single, individual ticket for a single session of the 2026 EAC taking place at the corresponding venue for disabled spectators. Specific tickets correspond to wheelchair spaces. A disability card with a rating of 80% or higher or a Mobility Inclusion Card is required as proof for the persons concerned. A limit of one accompanying person per person applies.

Packs : Offers the holder access to the CAO MGP for several sessions, defined by the FFN and listed on the 2026 EAC ticketing portal.

Order form : Available only to leagues, committees affiliated with the FFN, it allows you to make a specific ticket request.

Category : Main characteristic of a given seat in a ticketing system, allowing it to be identified on the geographical and physical map of the CAO MGP.

Ticket owner : Any natural person in lawful possession of a ticket, including the purchaser and the ticket holder.

Ticket holder : Natural person to whom the ticket(s) are transferred in accordance with Article 6 of the T&Cs. The companion of the disabled person referred to in Article 3 et seq. of the T&Cs below is also considered, where applicable, as a ticket holder.

Purchase Price: Subject to Article 4 below, the purchase price including tax of the Ticket(s) allocated by the FFN in accordance with the T&Cs.

Centre Aquatique Olympique Métropole du Grand PARIS (CAO MGP) : Official venue of the 2026 EAC where the competition will take place and including all areas to which access is subject to presentation of a ticket. The official venue of the 2026 EAC, as of the date of publication of the Terms and Conditions, is the CAO MGP (361 Av du Président Wilson, 93200 Saint Denis).

CAO MGP rules of procedure: The CAO MGP rules of procedure define all the rules that ticket holders present at the event site must comply with. (Available soon)

Regulations: Laws and regulations in force in France, the statutes and regulations of the FFN concerning the 2026 EAC, and the internal regulations of the CAO MGP.

Session: Programming period for 2026 EAC taking place during the day or in the evening, during which access to CAO MGP is possible upon presentation of a ticket.

The session program and 2026 EAC schedule are provisional and are provided for informational purposes only.

Seat: Corresponding to the number printed on the ticket and the physical seat in the CAO MGP where the ticket holder must sit.

Article 1 : Purpose

The purpose of these Terms and Conditions is to define the conditions under which each individual or legal entity agrees to purchase one or more tickets granting them access to the 2026 EAC Competition Session, organized by the FFN, taking place from July 31 to August 16, 2026, in Saint-Denis at the CAO MGP, as referenced on the ticket purchased.

Article 2 : Scope of application

These Terms and Conditions apply to all ticket orders, whether individual or in packs, giving access to the 2026 EAC sessions offered by the FFN. They apply to any individual or legal entity placing an order via the online ticketing site, or as part of a contract concluded with the FFN (hospitality, partnerships, distribution of packages, media rights, etc.) including the provision of tickets. The validation of any order implies unreserved acceptance of these Terms and Conditions.

No special conditions shall prevail over these T&Cs, unless expressly agreed in writing in advance by the FFN. Any contrary conditions, in particular those arising from the buyer's terms and conditions of purchase, shall be deemed unenforceable against the FFN. Any order or purchase of tickets implies the buyer's (or holder's) full and complete acceptance of these T&Cs. This acceptance is confirmed by checking the box provided for this purpose on the order form or online form. Otherwise, the order cannot be processed.

The Buyer declares that they have the legal capacity, or where applicable the necessary authorizations, to enter into a purchase contract.

The use of a ticket to access the CAO MGP constitutes irrevocable acceptance of the site's Internal Regulations by its holder. In the event of any contradiction or ambiguity between the T&Cs, the rules of procedure of the AO MGP, and any other contractual document, the T&Cs shall prevail.

Article 3 : Sales Rules Overview

3.1: Sales period

Tickets will be on sale from June 27, 2025, to August 16, 2026. Prices and categories can be viewed on the ticketing platform, accessible via the FFN official website. CAO MGP seating plans are provided for informational purposes only. Tickets will be sold, subject to availability, by category and price.

3.2 : Order type

Children aged 5 and under on the date of the event, accompanied by an adult with a ticket, are entitled to free admission upon presentation of proof of identity.

3.3 : Obligation of the Buyer

The buyer must provide accurate contact and payment information, ensure that sufficient funds are available in their account at the time of payment, and keep their personal data up to date, particularly for ticket delivery purposes.

By confirming the order online, the buyer accepts the T&Cs and the conclusion of the contract electronically, in accordance with Article 1127-2 of the Civil Code.

No right of withdrawal applies, in accordance with Articles L.221-28 et seq. of the Consumer Code.

3.4 : Ticket Allocation

Valid tickets are processed in order of arrival and subject to availability. Online orders are recorded in real time, but seats will be allocated a few days before the competition, according to the following criteria: category, type, and quantity of tickets. The purchaser will be informed of the outcome of their order by phone or email.

Any order that does not comply with these rules may be refused by the FFN without further processing, which the buyer acknowledges and accepts.

Article 4 : Ticket Sales

4.1 : Prices and payment methods

Prices are displayed on the 2026 EAC ticket office website. They are quoted in euros, including tax. Tickets can be paid for by credit card or bank transfer (only via the order form). E-cards or virtual cards are not accepted as a method of payment.

The FFN is offering its licensees reduced-price tickets from June 27 until July 26, 2025.

4.2 : Specific conditions

Any payment incident will automatically invalidate the order. The entire ticketing structure for the 2026 EAC is located in France, so additional fees and/or exchange rates may be added to the purchase price communicated by the FFN depending on the geographical location of the purchasers' bank. Tickets remain the property of the FFN until the actual and final payment of the amounts due for said tickets has been recorded. In the event of non-payment for orders placed via purchase order, which is not remedied by actual and final payment within seven business days of notification of said non-payment to the purchaser, the FFN reserves the right to cancel its Tickets for one or more Sessions and, where applicable, to terminate the contract concluded with the FFN as of right, without any further formalities being necessary. Only in the case of a buyer who is a legal entity or acting in connection with its professional activity, it is specified that in the event of non-payment, the buyer shall be liable to the FFN for late payment interest at a rate equal to three (3) times the legal interest rate in force in France, calculated on a daily basis from the due date until the actual and final collection of the sums due, and a lump sum compensation of forty (40) euros for the collection costs incurred by the FFN.

For any information about payment methods, please send your request to the following address : ticketing.eac2026@ffnatation.fr

Article 5 : Getting Tickets

E-tickets will be sent out starting in May 2026 and must be downloaded by the purchaser via their personal account created for the purposes of their order on the ticketing website and, where applicable, transferred to the ticket holder.

Article 6 : Specific conditions of use for Tickets

6.1 : Prohibitions

The resale/offer to resell or exchange/offer to exchange tickets, even free of charge, is strictly prohibited, as is advertising for resale. This prohibition does not apply to the resale of tickets by a purchaser to a holder within their private circle. In the case of a purchase made for one or more ticket holders belonging to the buyer's private circle, the transaction may take place if and only if the buyer attends the session and resells his or her ticket(s) on a personal basis and at a price not exceeding the purchase price, and on condition that the ticket holder accepts the T&Cs.

It is prohibited to carry out any promotional or commercial activity in relation to tickets without the prior written consent of the FFN. Consequently, and in particular, in the absence of a signed contract or tacit agreement with the FFN prior to any promotional activity related to ticketing for the 2026 EAC, it is prohibited to :

- For any purchaser, ticket holder, or other third party to engage in advertising or promotions related to the FFN and the 2026 EAC or any session of the 2026 EAC;
- For any purchaser or ticket holder to display commercial messages on any medium brought onto the venue, including on their clothing;
- For any ticket holder to carry out promotional activities for any brand whatsoever;
- To use tickets in connection with any promotion, advertising, fundraising, auction, raffle, for commercial or non-commercial purposes;
- Use tickets as prizes (or part of a prize) in any contest, competition, game of chance (promotional), lottery, or raffle;
- Combine and sell tickets as part of a package of goods or services (e.g., hospitality services).

Any behavior by a ticket holder that violates Article 6 of the Terms and Conditions will result in the cancellation of their tickets for one or more Sessions and, where applicable, the automatic termination of the contract with the FFN without further formalities.

In such a situation, the purchaser may be refused entry to the sites (or even expelled if necessary), may not be reimbursed for their ticket(s), and may be prosecuted by the FFN in accordance with applicable legislation.

The foregoing provisions are without prejudice to any other action that the FFN may take to obtain compensation for the damage suffered.

6.2 : E-Tickets

The e-ticket is only valid for the session indicated on it. It is non-refundable and cannot be exchanged.

The FFN accepts no responsibility for any anomalies that may occur when printing the e-ticket.

6.3 : Access to CAO MGP

Access to CAO MGP will be granted at the time indicated on the ticket and is subject to compliance with CAO MGP's specific internal regulations.

All spectators must have their ticket to access the CAO MGP site. They will be asked to present their valid ticket and ID so that their identity can be verified if necessary. The ticket will be scanned and recorded by the computer system at the event site. The ticket holder agrees to undergo security pat-downs to access the CAO MGP. Any luggage will also be inspected. Items prohibited by the CAO MGP rules and regulations will be refused, seized, and confiscated. Anyone refusing to submit to these checks, searches, and inspections will be refused entry or escorted off the premises without being entitled to any refund of the ticket. Access to the stands is only possible upon presentation of the ticket. The ticket holder must sit in the seat assigned to them, which corresponds to the references printed on their ticket.

Article 7 : Safety and expected behavior of the Buyer within the CAO MGP facility

By holding the ticket, the holder acknowledges that they have read and agree to comply with and enforce without reservation these Terms and Conditions, the CAO MGP rules of procedure, and the laws and regulations relating to safety in sports venues, in particular Articles L.332-3 to L.332-16 of the French Sports Code. Any person present on the site who is guilty of one of the offences defined in these articles shall be liable, in addition to fines and imprisonment, to an additional penalty of prohibition from entering or going near a stadium. It is strictly forbidden to access areas closed to the public or reserved for accredited persons. Ticket holders must remain in the category corresponding to their ticket.

It is strictly forbidden for any ticket holder attending one of the sessions or present within the CAO MGP venue to collect, store, distribute, communicate, publish, deliver and/or make available to any person or organization whatsoever, by any means whatsoever and from the event site, free of charge or for a fee, any data, statistics, information, or facts related to the progress of any ongoing event (including, but not limited to, live results, warnings given to athletes by referees, refereeing errors, injuries, etc.) of which they become aware. In the event of a violation of the prohibition set forth in this article, the offender is liable to immediate exclusion from the CAO MGP. The FFN reserves the right to take legal action or other measures against the offender. It is also strictly forbidden within the perimeter of the event to express, distribute, or display objects or messages that may infringe on the rights of others, including, but not limited to, racist, homophobic, hateful, xenophobic,

sexist, religious, political, or other messages. No Ticket holder is authorized to attend a Session if they have previously been excluded. No Ticket holder is authorized to attend a Session if they are an "excluded spectator." Spectators are excluded if they do not comply with all or part of the Terms and Conditions.

Article 8 : Image rights and visual and audio recording

8.1 : Image Rights of Ticket Holders

All ticket holders are informed that they may be photographed and/or filmed by FFN teams and/or any third party authorized by the FFN (including, but not limited to, media operators—television crews, photographers, print and online journalists, etc. –, official partners/suppliers of the 2026 EAC and/or the FFN, etc.).

Consequently, the ticket holder expressly and graciously authorizes the capture of their image by any means and the use of their image on all media (press, posters, flyers, digital, analog, etc., without limitation on quantity) and for all types of distribution (television, cinema, exhibitions, websites, social networks, etc.), by the FFN and/or by any third party authorized by the latter (including, but not limited to, the decentralized bodies of the FFN, media operators—television crews, photographers, print and online journalists, etc., official partners/suppliers of the 2026 EAC and/or the FFN, etc.), for any purpose, including commercial purposes, as well as during the television broadcast of the 2026 EAC. This authorization is valid for worldwide use and for the entire legal duration of copyright protection for the media mentioned above. The purchaser of one or more tickets guarantees to the FFN that they have informed the ticket holders of the terms of this article, as well as the legal guardians of any minor ticket holders, and have obtained their prior consent.

8.2 Visual and audio recording

It is strictly prohibited to broadcast and/or make available to the public, live or recorded, in whole or in part, whether free of charge or for a fee, any sound recording and/or moving image captured by any means, for any type of public access, regardless of the mode of broadcast (Internet, radio, television, mobile phones, data storage devices, or any other current and/or future media), without the prior and express authorization of the FFN.

This prohibition applies in particular, but is not limited to :

- any recording and/or broadcasting and/or making available and/or incorporation of still or moving images and/or sound recordings captured within the CAO MGP premises, on online file-sharing community sites or platforms, in digital publication media, or in any visual and/or audio work or production (films, documentaries, etc.);
- any recording and/or broadcasting and/or making available, regardless of the access or mode of broadcasting, of any still or moving image or series of still or moving images that are promotional and/or commercial, abusive or excessive in nature, or that are contrary to public decency or public order;
- any recording and/or broadcasting and/or making available of images of the 2026 EAC events, regardless of the Category and on any competition track whatsoever;
- any recording and/or broadcasting and/or making available of images of training sessions organized within the CAO MGP premises throughout the duration of the 2026 EAC;
- any recording and/or broadcasting and/or making available and/or incorporation of still or moving images and/or sound recordings captured within the CAO MGP premises, on online file-sharing community sites or platforms, in digital publication

media, or in any visual and/or audio work or production (films, documentaries, etc.)
;

- any recording and/or broadcasting and/or making available, regardless of the access or mode of broadcasting, of any still or moving image or series of still or moving images that are promotional and/or commercial, abusive or excessive in nature, or that are contrary to public decency or public order;
- any recording and/or broadcasting and/or making available of images of the 2026 EAC events, regardless of the Category and on any competition track whatsoever;
- any recording and/or broadcasting and/or making available of images of training sessions organized within the CAO MGP premises throughout the duration of the 2026 EAC;
- any recording of competition tracks;
- any live broadcasts or studio recordings, even if recorded, from the CAO MGP venue;
- any creation, from any image captured, on any medium whatsoever, of a magazine or specific program whose main or secondary purpose is the 2026 EAC;
- any communication relating to the use of images captured during the 2026 EAC;
- any use of all or part of the images captured within the CAO MGP stadium for promotional purposes (trailers, etc.);
- the act of associating and/or linking any image captured within the stadium to the brands, logos, and distinctive signs of the 2026 EAC and the FFN directly or indirectly associating all or part of the images captured within the CAO MGP with any brand and/or name, whether commercial or not, particularly in the context of sponsorship (advertising or other).

In the event of a violation of the prohibitions set forth in this article, the FFN reserves the right to take action against the offender.

Article 10 : Limitation of Seller's Responsibility

11.1 Loss, theft, or destruction of Tickets

The purchaser is required to check the tickets and the purchase confirmation upon receipt of the confirmation email. No subsequent claims will be accepted. Lost, stolen, or destroyed tickets will not be refunded, returned, or exchanged.

11.2 Damage caused by the Spectator

Ticket holders will be held responsible for any damage, direct or indirect, that they may cause while attending the competition venues.

11.3 Personal belongings

The federation declines all responsibility for damage of any kind that may be caused to items, objects, or equipment brought by ticket holders.

Article 11 : Storage of personal data

The FFN undertakes to process and store all personal information entrusted to it in accordance with the provisions of Law No. 78-10 of January 6, 1978 "Data Protection Act" and solely for the purpose of organizing and managing the events it organizes and in order to keep the bearer informed of FFA news and to give them priority access to offers of goods and services related to the activities of the FFA and its partners. The Carrier is informed that he has the right to access, rectify, and delete this information in accordance with the aforementioned Law No. 78-17 of January 6, 1978.

To exercise this right, he simply needs to send a request by email : ticketing.eac2026@ffnatation.fr.

The FFN undertakes to process the request within a reasonable period of time.

It should also be noted that, pursuant to Article L.332-1 of the French Sports Code: "In order to contribute to the safety of sporting events, the organizers of such events may refuse or cancel the issuance of tickets to such events or refuse access to persons who have contravened or are contravening the provisions of the general terms and conditions of sale or the internal regulations relating to the safety of such events.

To this end, organizers may establish automated processing of personal data relating to the breaches set out in the penultimate paragraph of this article, under conditions set by decree of the Council of State after a reasoned opinion has been issued and published by the National Commission for Information Technology and Civil Liberties."

If the purchaser has agreed to their personal data being processed by the FFN or transferred to its partners for commercial prospecting purposes by ticking the corresponding box on the online form or order form, they may subsequently object to this at any time.

The personal data provided in the online form or order form is stored and processed through the ticketing platform in accordance with the ticketing platform's privacy policies.

Article 12 : Force majeure

The FFN shall not be held liable for any failure to perform, late performance, or imperfect performance of its obligations due to a force majeure event as defined in Article 1218 of the Civil Code, which may result in the total cancellation, partial cancellation, partial or total postponement of the 2026 EAC, or the organization of the 2026 EAC behind closed doors or with reduced capacity (taking into account the normal capacity of the competition venues), thereby forcing it to cancel all or part of the tickets ordered for the 2026 EAC. For all intents and purposes, force majeure shall include any endemic diseases, epidemics, and pandemics, as well as any decisions taken by governmental, public, administrative, or judicial authorities to combat them, which are binding on the FFN and have an impact on the organization of the 2026 EAC.

In the event of a session being postponed, the original ticket remains valid for attendance at the session on the new date set by the FFN.

Article 13 : Resolution of the contract and refund

The cancellation due to force majeure of all or part of the tickets ordered under 2026 EAC will result in the automatic termination of the contract between the FFN and the purchasers of the canceled tickets. Cancelled tickets may be refunded up to their purchase price (excluding administrative fees). The purchaser, whether an individual or an authorized representative of a legal entity, will receive a refund for their ticket on the credit card used for the purchase, at a date and according to terms that will be communicated at a later date by the FFN. If payment was not made by credit card, if the credit card is no longer valid, or if it is not possible to proceed with the refund by this means for any reason, the purchaser will contact the FFN to provide the means of payment to which the refund should be made. The ticket will be refunded as soon as possible according to the means of payment provided to the FFN.

Article 14 : Credit note

The FFN reserves the right to offer, in lieu of a refund of the ticket price, a credit note for an amount equal to the purchase price of the canceled tickets (including administrative fees), which may be used under the conditions described below, unless otherwise provided by law.

Where applicable, reimbursement of the price of canceled tickets may not be requested during the entire period referred to in the last paragraph of this article.

If the FFN wishes to offer a credit note in lieu of reimbursement of the price of canceled tickets, the purchasers concerned will be informed within thirty (30) days of the termination of the sales contract. The information will specify the amount of the credit note, as well as the conditions regarding its validity period and duration.

Where applicable, within three (3) months of notification of the termination of the contract, purchasers whose tickets have been canceled will be offered a new service allowing them to use the credit note, of the same nature and category as the service provided for in the terminated contract, at a price not exceeding that of the service provided for in the said contract, and giving rise to no price increase other than those that may result from the purchase of associated services.

The persons concerned will be informed of the period during which they may accept the FFN's proposal. This period will take effect from the date of receipt of the FFN's proposal and may not in any event exceed eighteen (18) months. If no contract is concluded for the new service at the end of the validity period determined by the FFN, the FFN will refund all payments made for the purchase of the canceled tickets.

Article 15 : Non-compliance with the Terms and Conditions

Without prejudice to any other action, any breach by the purchaser or ticket holder of any provision of the T&Cs shall render the offender liable to cancellation of the order or sale.

Any violation by the purchaser of the provisions of the T&Cs may result in the immediate cancellation of their order, as of right and without formalities, at the purchaser's sole expense. In this case, the purchaser will be refused entry to the CAO MGP premises and will not be entitled to claim any refund or compensation.

Any violation by the purchaser or ticket holder of any of the provisions of the T&Cs and/or the CAO MGP rules of procedure while on the premises of the CAO MGP may result in their expulsion from the Site. Expulsion will automatically result in the confiscation of the offending person's ticket. No refund or compensation will be paid.

In the event that the offender has purchased or is in possession of one or more tickets for several 2026 EAC sessions following their expulsion, the FFN reserves the right to cancel said tickets.

The fact that the FFN does not invoke a violation by the purchaser or ticket holder of one of the provisions of the T&Cs shall not be interpreted as a waiver by the FFN of its right to invoke said violation at a later date.

Article 16 : Miscellaneous

Prior to the first Session, the FFN reserves the right to modify these T&Cs if necessary in order to ensure the smooth running of the Sessions.

If any provisions of these T&Cs are deemed unenforceable, illegal, or inapplicable by any court, regulatory body, or competent authority, all other provisions of the T&Cs shall remain in full force and effect.

The T&Cs have been written in French. They will be available on the 2026 EAC ticketing platform or via the address : ticketing.eac2026@ffnatation.fr

The Terms and Conditions are also available in English. In the event of any contradiction or doubt as to interpretation, the French version of these T&Cs shall prevail.

The purchaser undertakes to inform each ticket holder of the provisions of these T&Cs and the CAO MGP rules. The purchaser also guarantees to the FFN that no legal action will be taken in relation to these documents.

Article 17 : Applicable law and jurisdiction

These Terms and Conditions are subject to French law. In the event of any contradiction or ambiguity between the Terms and Conditions, the CAO MGP Rules of procedure, the Spectator Health Protocol (if applicable), or any other contractual document, the T&Cs shall prevail.

Any dispute relating to their enforceability, validity, interpretation and/or execution and, more generally, any dispute relating to the sale of tickets shall be submitted to the French courts.

Pursuant to Articles L 611-1 and R 612-1 et seq. of the French Consumer Code relating to the amicable settlement of disputes: when a consumer has submitted a written complaint to a professional and has not received a satisfactory response or any response within two months, they may submit their complaint free of charge to the consumer ombudsman. The mediator must be notified within a maximum period of one year from the initial complaint.

Any requests for information regarding the ticket sales process should be directed to customer service, which can be contacted by email at the following address : ticketing.eac2026@ffnatation.fr