



Termos & Condições

*Versão: 7.0 / Entrada em
vigor:*

SPORT LISBOA E BENFICA

TERMS & CONDITIONS OF SALE

NOTICE - SPECIAL CONDITIONS FOR ACCESS AND PERMANENCE OF SPECTATORS TO SPORTS VENUES REGARDING THE IMPLEMENTATION OF HEALTH MEASURES DUE TO THE COVID-19 PANDEMIC

1. The tickets are nominal and non-transferable, so the data provided when obtaining them must correspond to those of the fans present at the stadium.
2. The use of mask is mandatory when entering the stadium and until leaving the stadium.
3. Acceptance of temperature measurement at the entrance of the stadium is mandatory (people with a temperature higher than 38 degrees will not be able to enter).
4. Hand hygiene at the entrance is mandatory.
5. It is mandatory to sit in the seat indicated on the ticket. Physical distance must be respected.
6. The purchase of food must be made exclusively through electronic payment (ATM).
7. It is mandatory to always comply with the DGS indications in force.
8. Failure to comply with these conditions of access and/or permanence implies the prohibition of access or expulsion from the sports venue without the right to reimbursement of the ticket value.

For more information on the measures described above, you may contact Benfica through the e-mail: linhabenfica@slbenfica.pt

1. OBJECT

- 1.1. These Terms & Conditions of Sale ("T&C") apply to users ("Users") of the slbenfica.pt website ("Site"), as well as of any other computer platforms made available by Benfica, such as other applications available for use on computers, tablets, cell phones, or other devices ("Platforms"), namely to any transactions of commercial nature carried out through the Site or the Platforms.



- 1.2.** The purchase of any product and/or service on the Site or Platforms implies the acceptance of these T&C, as well as Benfica's [Terms of Use](#), [Privacy Policy](#), and [Cookies Policy](#).
- 1.3.** For the purposes of these T&C, the expression "Benfica" means and includes, unless expressly stated otherwise, all legal entities that, at any time, integrate and compose the Benfica Group, namely, Sport Lisboa e Benfica Clube, NIPC 500276722; Sport Lisboa e Benfica – Futebol, SAD, NIPC 504882066; Sport Lisboa e Benfica SGPS, S.A. NIPC 505270048; Sport Lisboa e Benfica – Multimédia, S.A., NIPC 505564424; Benfica TV, S.A. NIPC 508517494; Benfica FM, S.A. NIPC 514631228; Benfica Estádio – Construção e Gestão de Estádios, S.A., NIPC 505813378; Parque do Benfica – Sociedade Imobiliária, S.A., NIPC 506807410; Clínica do SLB, Unipessoal, Lda. NIPC 508205360; Sport Lisboa e Benfica – Seguros, Mediação de Seguros, Lda. NIPC 508797404; Identiperímetro Sociedade Imobiliária, S.A. NIPC 508992770; Red Up Sports, Lda. NIPC 514395931; Fundação Benfica NIPC 509259740. All headquartered at Estádio Sport Lisboa e Benfica, Avenida Eusébio da Silva Ferreira, 1500-313, Lisboa.
- 1.4.** These T&C apply to all Users regardless of their nationality or place of residence.

2. MEMBER REGISTRATION

- 2.1.** Sport Lisboa e Benfica is the associative entity responsible for admitting proposals for new members and for dealing with all matters related to these, as well as for merchandising the Club's official products, fixing the fees for amateur sports, the Solução Família and the Mais Vantagens Program.
- 2.2.** Sport Lisboa e Benfica clarifies that membership is made through online registration or by acquiring a voucher, which is currently valued at € 20.00 (subject to SLB's discretionary revision), either in the physical store or in the Site. The value of the fee will depend on the age and address of the member, under the club's articles of association.
- 2.3.** All members who wish to resign can do so in the physical store or by sending an email to dep.socio@slbenfica.pt with the resignation request (which will be addressed immediately).
- 2.4.** From the moment of resignation, the former member will no longer receive any correspondence from Benfica.

3. BENFICA PRODUCTS AND SERVICES



- 3.1.** Sport Lisboa e Benfica - Futebol S.A.D. is the entity responsible for selling tickets for football matches and for selling the Red Pass.
- 3.2.** Benfica Estádio - Construção e Gestão de Estádio, S.A. is the entity responsible for operating the Cosme Damião Museum, for selling the Red Pass Premium and for the tours/visits to Estádio da Luz.
- 3.3.** Sport Lisboa e Benfica is the entity responsible for the sale of official Benfica products and for providing loyalty programs, such as the Family program and the Mais Vantagens program. Each of these programs is governed by its own terms and conditions, available for consultation on the website pages dedicated to each of them.

4. SALE OF GOODS, SERVICES, OR CONTENT

- 4.1.** In cases where it is possible through the Site or Platforms for the User to purchase goods, services, and/or content, the rules set out in this and the following section and in the applicable legislation shall apply.
- 4.2.** It is the customer's responsibility to always confirm the data on the order form and to keep a copy of the order form containing the transaction data.
- 4.3.** If desired, the User can select the One Click Buy button and the purchase form will be pre-filled with the data provided by the User at the time of registration. The User must confirm the accuracy of these details before completing the purchase.
- 4.4.** The presentation of a document proving the discount may be required, namely at the access to the venue, and when purchasing tickets.
- 4.5.** Information related to the products that appear on the Site may contain typographical errors or be inaccurate and may not be complete or updated. Sport Lisboa e Benfica reserves the right to correct all errors, inaccuracies, or omissions, and to change or update information at any time without prior notice.
- 4.6.** If the error referred to in the previous number is related to the price of a certain product, Sport Lisboa e Benfica has the right to refuse or cancel such orders regardless of whether they have already been confirmed and the sale has been charged to the Customer, and a credit will be issued to the Customer's account or the refund of the amount will be processed in the same method in which the purchase was made.



- 4.7.** If Sport Lisboa e Benfica has overcharged concerning any product, Sport Lisboa e Benfica will reimburse the Customer for the difference between the amount that has been charged and the correct price of the product in question.

5. CONCLUSION OF THE CONTRACT

- 5.1.** The acquisition of goods, services, and/or contents through the Site and the Platforms is based on the conclusion of purchase and sale contract, which is celebrated through the Site and/or the Platforms by electronic means, in Portuguese, English, French or Spanish, depending on the User's choice, who assumes the status of customer.
- 5.2.** The conclusion of the contract depends on the prior identification of the customer, which is why the customer must provide the data required at the time of the order, with the completion of the fields marked as mandatory. The data required to complete a particular purchase may vary depending on the product to be purchased.
- 5.3.** After the confirmation of the order and/or the payment, an order number will be generated, which will be kept by Benfica, together with the customer's data, for 12 months after the order has been made. During this period the customer can access this data through his myBenfica account or by contacting Benfica's support line (707 200 100).

6. IDENTITY AND CONTACT DETAILS OF THE SUPPLIER; ESSENTIAL CHARACTERISTICS OF THE GOODS, SERVICES, AND/OR CONTENT

The identity and address of the, as well as the essential features of the goods, services, or content offered for sale and their respective price, are made available on the Site and the Platforms used by the customer in the acquisition of the respective good, service, or content.

7. CORRECTING ERRORS IN THE ORDER

- 7.1.** The correction of errors in customer's orders can only take place if the order has not yet been shipped.
- 7.2.** Should the customer wish to correct the order, he/she should request this correction by sending an email to linhabenfica@slbenfica.pt.
- 7.3.** The validity of the request for correction depends on confirmation of reception, in writing, from Benfica.



8. SHIPPING COSTS

- 8.1.** Delivery of orders is subject to payment by the customer of shipping costs that are in force at the time of the order and taking into account the method of transport and weight of the order.
- 8.2.** Shipping prices include VAT at the legal rate in force.
- 8.3.** In the case of shipments to countries outside the European Union, these are subject to the payment of customs duties determined by the country of destination, which is the customer's sole responsibility.
- 8.4.** In case the order is sent back to Benfica due to lack of payment of the customs fees for which the is responsible, the customer shall bear the reshipping costs.

9. PAYMENT AND DELIVERY METHODS. WARRANTIES

- 9.1.** The acquisition of products, services, and/or contents by the User is performed with safety, through Benfica's secure server which, to this end, encrypts all information sent.
- 9.2.** The secure connection between the User's browser and Benfica's server is established based on a technology named "secure server software" (SSL), using digital certificates issued by Multicert/Digicert.
- 9.3.** Depending on the type of product, service or content ordered the following payment methods will be made available: credit card (Visa Mastercard, Eurocard or AmericanExpress), ATM, Paypal, MBWAY, MBNET, or Utrust.
- 9.4.** If the payment is made by credit card, the User when filling out the purchase form and in order to ensure the security of the process, will have to enter the number and expiration date of his credit card and a three-digit security code, located on the back of the credit card, entitled "CVV". SLB will not have access to this data, and the User will be forwarded, through a secure and private channel. This online payment gateway may be owned by the company Adyen or by Redunigre, both of which use the highest security and existing standards in handling the same information: Verified By Visa and MasterCard Secure Code.
- 9.5.** The payment authorization is returned in real-time to Benfica from the credit card issuing bank in order to prevent fraud.
- 9.6.** With regard to recurrent payments, Users may opt for direct debit by filling out the SEPA form that will be made available to them in due time.



- 9.7.** When sending orders, the terms defined in the following link apply:
<https://www.slbenfica.pt/pt-pt/loja/encomendas/portes-de-envio>.
- 9.8.** If the products are not received and for that reason are returned to Benfica, the customer may pick up the products ordered at Benfica's headquarters within a maximum of 60 days, on business days between 9.30 am and 1 pm, provided that he/she presents the respective order form and a valid identification document.
- 9.9.** Alternatively, the customer can, within the same period, contact Benfica via e-mail, sending an e-mail to linhabenfica@slbenfica.pt, communicating the address to which the products in question should be reshipped.
- 9.10.** The reshipment of the products is conditioned to the prior payment, through the payment means indicated in this section, of the shipping costs, whose estimate will be given to the customer, and the presentation of the order form and a valid identification document by the customer.
- 9.11.** After the maximum period of 60 days, without the customer having requested reshipment, the products are considered abandoned by the customer, and Benfica reserves the right to destroy them or dispose of them as it sees fit.
- 9.12.** The products offered for sale benefit from the warranty periods indicated and/or to which the respective manufacturer is subject.
- 9.13.** The countdown of the warranty period applicable to the products will start at the moment of the first expedition by Benfica to the address indicated by the customer. Any reshipment does not imply re-counting the warranty period, where the warranty may have expired upon reshipment.
- 9.14.** Once the warranty period has expired, Benfica declines all responsibility for any defect or nonconformity that the products may have.

10. EXCHANGES AND RETURNS

- 10.1.** For information regarding the terms applicable to Exchanges and Returns the User shall consult SLB's Exchange and Return Policy available at <https://www.slbenfica.pt/pt-pt/loja/encomendas/trocas-e-devolucoes>.

11. VALIDITY OF THE OFFER OR CONTRACTUAL PROPOSAL

- 11.1.** The offers or contractual proposals made available by Benfica are valid until the order is confirmed by Benfica.



11.2. In case the customer opts for ATM payment method, the offer or contractual proposal will be valid until the moment of payment, within a maximum period of 48 hours, except in case tickets orders whose maximum term is 24h.

12. SECONDARY MARKET AND RED PASS SHARING

12.1. The secondary market is a feature available only to RED PASS members, and only upon management's decision.

12.2. To join the secondary market you must have your cell phone number updated in your membership form.

12.3. The secondary market will not be applicable in the following situations:

- a) RED PASS is shared;
- b) members with outstanding fees;
- c) members with outstanding RED PASS payments;
- d) RED PASS elasticity has been performed;
- e) if the feature is not available for the zone of the stadium where the member has his/her RED PASS;
- f) only applicable to matches that are included in the RED PASS;
- g) if the RED PASS is located in sectors 9, 10, 11, 12,13, 27 or 28 of floor 0;
- h) In the case of members with a RED PASS Vitalício (lifetime), they will not be able to use the secondary market in matches in which they should be the ones to activate the RED PASS.

12.4. After the confirmation of the adhesion to the secondary market, the seat becomes available for sale in the official channels of SL Benfica, and Benfica does not commit itself that the seat will be sold.

12.5. The member may recover the seat if it is still free.

12.6. The sale and recovery of seats are limited to 2 (two) requests per match.

12.7. The percentage attributed to the member through the sale of the seat is defined by Benfica's administration, being the amount converted into a balance in the member's virtual wallet, being the member able to redeem that balance in various types of Benfica's official products and services.

12.8. The member who has the official Benfica App may also choose to share his RED PASS, under the terms made available in the APP.



13. NOTIFICATIONS/ALERTS

- 13.1.** When a registered User does not complete his order, an email will be sent to the User with an alert so that the User does not miss the opportunities associated with the purchase of products and/or services selected and pending in the User's virtual cart, namely by informing the expiration date of the opportunity associated with the product and/or service.
- 13.2.** When the User places an order through the Site or the Platforms, an e-mail will be sent to the e-mail address indicated by the User confirming the placing of the order.
- 13.3.** If the order is pending payment, an email or SMS will be sent to the contacts indicated by the User at the time of the order so that the User may proceed the payment.
- 13.4.** When the User has opted for the physical collection method at any of the points created for this purpose, an e-mail or SMS will be sent to the contacts indicated by the User at the time of the order, informing that the order is already available for pick-up at the selected pick-up point.
- 13.5.** Additionally, if the User has requested, the User will be sent communications regarding the availability of stock of a product the User has selected or the availability of a service.
- 13.6.** Benfica will also issue a notice, for those who have requested it, in which Benfica issues a notice of the opening of the ticket office for a certain match.
- 13.7.** Benfica will send an e-mail to the RED PASS holders notifying that, for a specific match, there will be a sale option on the secondary market and/or the possibility of sharing through the App.
- 13.8.** In case the member chooses to sell on the secondary market, Benfica will send an SMS about the sale status (if it was sold, and consequently the value credited on the member's virtual wallet, or if it was not sold), as well as an SMS to validate if the member intends to put the seat up for sale.
- 13.9.** If the member chooses to share the RED PASS through Benfica's official App, Benfica will also send an e-mail to the address of the person who will use the ticket (address provided by the member) to confirm the sharing.

14. OBLIGATIONS OF THE USER

- 14.1.** In the use of the Platforms and the Contents, the user undertakes to:



- a) Read these T&C in their entirety, including the Privacy Policy and Cookie Policy, as well as the Terms of Use;
- b) When registering on the Site and the Platforms, whether for creating a user account or for acquiring any Benfica product, services, and/or content, only provide true and updated information;
- c) To acknowledge and respect the rights of third parties, including other users, and the rights of Benfica, namely in what concerns industrial property and copyrights over the Site, the Platforms, and the Content;
- d) Not to adopt conducts that conflict with the law, especially those that constitute violations of the rights of others and offenses against the good name, image, reputation, and prestige of any person, whether individuals or companies, namely Benfica and other users;
- e) To assume responsible behavior and to always act in good faith, both towards Benfica and towards the other users;
- f) Do not design and use any technological tools or measures, either through computer programming or use of pre-existing software, intended or capable of damaging, modifying or totally or partially eliminating Platforms, Content or inherent technology to its proper functioning, as well as those that can allow unauthorized access to the Contents or any content reserved, whether related to Benfica or other users.

14.2. The sale or transfer to third parties, by any means not official of SLB or not expressly provided for in the conditions of official products of SLB, of tickets purchased through the Platforms, will result in the cancellation of the tickets.

14.3. The violation of the provisions of this clause by the User may determine its civil and/or criminal liability and, consequently, the obligation to compensate for the damages caused and its punishment with a fine or imprisonment under the terms of the law.

15. INTELLECTUAL PROPERTY

Unless otherwise noted, Benfica owns industrial property rights and copyrights for all Content, which are protected under the general terms of law and by national and international legislation related to intellectual property and computer crime.



16. PRIVACY POLICY AND PERSONAL DATA

For information on how Benfica processes your personal data, please consult the [Privacy Policy](#).

17. COOKIES POLICY

For more information about the cookies used by Benfica, please consult our [Cookies Policy](#).

18. LIABILITY

18.1. Benfica does not assume any responsibility for damages resulting from eventual situations of impossibility, delay, suspension, or interruption in access to the Site and to the Platforms and/or Contents due to technical failures or other reasons.

18.2. In any case, the User acknowledges and accepts that:

- a) In terms of privacy and protection of personal data, Benfica's obligations to the User, as data subject, are obligations of means (and not of result), which is why, when accessing the Site, Platforms and Contents, the User accepts the risks inherent to such activity in the digital and electronic environment, namely unauthorized third party intrusion and the dissemination of malicious software (computer viruses) and the possible compromise of information and personal data, from the illegitimate access to it, through its appropriation, adulteration and/or disclosure, until its elimination;
- b) Benfica does not guarantee that the Site, Platforms, Content, Goods or Services fulfill or can satisfy any user's needs or expectations;
- c) Benfica does not guarantee that any computer or human error that obstructs the availability or the correct functioning of the Site and Platforms or, also, access to all or any of the Contents shall be obligatorily corrected by Benfica and, within a given period;
- d) No advice or information obtained by the user through the Site and Platforms and/or the Contents can create any guarantee that is not expressed in these conditions, nor can it be the basis of any decision made by the user, whose consequences, if negative or may be imputed to Benfica;
- e) The Platforms, especially the Site, are accessible through a public electronic communications network susceptible of use by several users and, as such, subject to



computer overloads, for which Benfica does not guarantee the provision without interruptions, loss of information, or delays in such situations or force majeure;

- f) Benfica is not responsible to the User for any damages suffered by the User and/or third parties resulting from the use or impossibility of the use of the Platforms and/or the Content, due to delays, interruptions, errors, and suspensions of communications and loss of information in that sequence that originate in factors beyond its control and shall not be imputable to it, in particular, any deficiencies or failures caused by the communications network or communications services provided by third parties, the computer system, the modems, the connection software or any computer viruses or arising from the downloading of files infected or containing viruses or other properties that may affect the terminal equipment of the User, in particular when the user does not install the appropriate software to protect access, as well as in situations of unpredictable overload of the computer systems.
- g) Benfica is not responsible towards the User for any damages suffered by the User and/or third parties that may arise from technical failures of capture, visualization, or use that are not imputable to Benfica or resulting from the obsolescence of the Contents;
- h) Benfica is not responsible towards the User for any damage suffered by the User and/or third parties that may arise from any unauthorized use of Benfica servers and/or all information and data contained therein, for the correctness, timeliness, or veracity of the information contained in the Contents, nor for any errors, deficiencies or inaccuracies in the Contents and any damage that any errors, deficiencies, or inaccuracies of the Contents may cause to the User.

19. COMMUNICATIONS AND NOTIFICATIONS

19.1. Without prejudice of the other forms of communication foreseen in these T&C, all the notifications addressed to the User, including any alterations to the Terms of Use, will be made to the e-mail address indicated by the User upon registration.

19.2. In case the User intends to contact Benfica, he may do so through the e-mail address linhabenfica@slbenfica.pt or by contacting the Benfica support line (707 200 100).



19.3. The User undertakes to communicate to Benfica any change regarding the User's electronic address. Failure to comply with this obligation determines that any amendment to the same is ineffective to Benfica, and that all notifications by Benfica to the User are made under the terms outlined in 19.1.

20. FINAL PROVISIONS

- 21.** Should any of the provisions of these T&C be declared non-existent, void, or ineffective, or be annulled, this will not affect the validity or effectiveness of the remaining clauses, which will remain fully in force.
- 22.** To all questions regulated by these T&C , it is applicable the Portuguese Law.
- 23.** In case of dispute, in the interpretation and application of these T&C and, in the interpretation and execution of the contracts concluded through the Platforms, the competent court is the district of Lisbon, with express waiver of any other, without prejudice to the application of mandatory laws.

23.2. To download these T&C click [here](#).

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