

UNFAIR CONTRACT TERMS

With reference to the general conditions of sale (hereinafter, “GCS”) as supplemented by the appendix relating to the “PANETTONE CLASSICO, PANETTONE TRE CIOCCOLATI, COLOMBA AND UOVO DI PASQUA VOUCHER” (hereinafter, the “**Supplementary Appendix to the GCS**”), and the unfair contract terms provided therein (hereinafter, the “**Unfair Contract Terms**”) relating to the user (hereinafter, individually, the “**User**” and, jointly, the “**Users**”) or to the groups, as described in the CGS, organised with the presence of a guide and/or accompanying person and/or tour leader who explains and illustrates the history, art and architecture attractions of the Historical Complex, as defined below, and equipped with a dedicated microphone transmitter system (hereinafter, individually, the “**Group**” and, jointly, the “**Groups**”) (hereinafter, the User/Users and the Group/Groups are jointly referred to as the “**Customer**”) and relating to (a) the purchase of the various types of access tickets to the visitable areas of the Milan Duomo historical complex – namely the Milan Duomo Cathedral, the Aquilone Sacristy, the Baptistery of San Giovanni alle Fonti archaeological area, the Milan Duomo Museum, the Milan Duomo Rooftops, the Baptistery of Santo Stefano, the Church of Santa Maria Annunciata in Camposanto, the Church of San Gottardo in Corte di Palazzo Reale, the Archive-Library, and the Candoglia Quarries (hereinafter, jointly the “**Historical Complex**”) – as well as of the type of ticket to access the Milan Duomo Cathedral, the Milan Duomo Museum and the Veneranda Biblioteca Ambrosiana (hereinafter, jointly, the “**Ticket**”) and/or (b) the purchase of the Milano Duomo Card (hereinafter, the “**Duomo Card**”), together with the digital content relating to the Duomo Card (hereinafter, the “**Duomo Card Digital Content**”), the benefits attributed by it to the Customer as better described on the Website, as defined below, (hereinafter, the “**Benefits**”) and any gadgets provided for each Duomo Card in the context of the Benefits (hereinafter, the “**Gadgets**”) and/or (c) the booking and the purchase of guided tours for Groups, carried out both in person and virtually (hereinafter, individually, the “**Guided Tour**” and, jointly, the “**Guided Tours**”) (hereinafter, the Ticket, Duomo Card, Duomo Card Digital Content, Benefits, Gadgets and Guided Tours are individually the “**Service**” and, jointly, the “**Services**”) which can be made, according to what is provided in the GCS for each Service and/or Customer, (i) at one of the enabled ticket offices (hereinafter, the “**Ticket Offices**”); (ii) online from the website www.duomomilano.it (hereinafter, the “**Website**”); (iii) through parties authorised to sell by VFD, indicated in the list provided on the Website; (iv) by filling in the Form, as defined in the CGS, the Customer acknowledges and expressly accepts that (i) by clicking the box named “Unfair Contract Terms”; (ii) at the time of purchase at the Ticket Offices; (iii) by double signing the Form, declares, pursuant to articles 1341 and 1342 of the Italian Civil Code, to have read the Unfair Contract Terms, contained in the GCS and reported below, to have fully understood their content and to specifically accept them, and the Customer cannot raise any exception:

- 1.2 (Object): *“With reference to the Ticket, the GCS and the related unfair contract terms must be accepted by the Customer (i) at the time of the purchase at the Ticket Offices, as defined below, since they are available, and therefore fully accessible by the Customer; (ii) online, on the website www.duomomilano.it (hereinafter, the “Website”), together with the order (hereinafter, the “Order”), by clicking and/or flagging the boxes that are specifically and separately provided with reference to the GCS and to the unfair contract terms provided therein, and, together with the subsequent order confirmation sent by VFD to the Customer (hereinafter, the “OC”), they will constitute the Contract, subject to successful completion of the payment.”;*
- 1.3 (Object): *“With reference to the Duomo Card, the GCS and the related unfair contract terms must be accepted by the Customer online, on the Website, together with the Order, by clicking and/or flagging the boxes that are specifically and separately provided with reference to the GCS and to the unfair contract terms provided therein, subject to successful completion of the payment, and in this way the Contract will be finalised pursuant to art. 2.6 d).”;*
- 1.4 (Object): *“With reference to the Guided Tour, the GCS and the related unfair contract terms must be accepted by the Group (i) with reference to Small Groups, Large Groups, Third-Party Groups and Scheduled Groups With Fixed Starting Time, as defined below, online, on the Website, together with the Order, by clicking and/or flagging the boxes that are specifically and separately provided with reference to the GCS and to the unfair contract terms provided therein, and, together with the subsequent OC sent by VFD to the Group, they will constitute the Contract, subject to successful completion of the payment; (ii) with reference to Educational Groups, as defined below, by double signing the form for acknowledgement and full acceptance of the GCS and of the related unfair contract terms (hereinafter, the “Form”), and, together with the subsequent Booking confirmation, as defined below, sent by VFD to the Group, they will constitute the Contract, subject to successful completion of the payment.”;*
- 1.5 (Object): *“Without prejudice to the provisions of art. 1.1 above, these GCS also govern, with reference to the Duomo Card, the situation where a non-supply or any defects of conformity of the Duomo Card Digital Content with the Contract occur, for which the Customer, as a consumer as set out in art. 2.2 below, has the right to a legal warranty pursuant to articles 135 octies – 135 vicies ter of the Italian Consumer Code, as defined below, following the main directions provided by art. 4 below, by which VFD gives the Customer precise and correct information in this respect (hereinafter, the “Duomo Card Digital Content Conformity Warranty”).”;*

- 1.6 (Object): *“The Customer, by accepting these GCS, declares to have read, know well, and expressly accept the “Rules of conduct and access regulations for the Historical Complex of Milan Duomo” (hereinafter, the “Regulations”) and “Veneranda Fabbrica del Duomo di Milano guidelines for the prevention and control of Covid-19” (hereinafter, the “Guidelines”) published at the following address <https://www.duomomilano.it/en/rules/>, which constitute an integral and substantial part of the Contract, and VFD is expressly indemnified with regard to any action or failure to act, and/or any damage, including health damage, that might be caused by the Customer to things and/or persons and/or to the Historical Complex, for any reason, and VFD is expressly indemnified, and the Customer cannot raise any exception.”;*
- 1.7 (Object): *“VFD reserves the right, at any time and at its entire discretion, to make any changes and/or variations to what is published on the Website and/or what is available at the Ticket Offices, as defined below, to the Ticket, the Duomo Card, (without prejudice to the provisions of art. 4.13 below having regard to the Duomo Card Digital Content), the Benefits, the Gadgets, the Guided Tours, the Regulations and the Guidelines, without any prior notice. It is the Customer’s responsibility to consult the information published by VFD at the aforementioned address <https://www.duomomilano.it/en/rules/> and/or on display at the Ticket Offices, as defined below, both before purchasing the Services and before accessing the Historical Complex, with VFD being expressly indemnified against any and all claims and/or requests, for any reason, formulated by the Customer.”;*
- 2.3 (Description of the Services): *“In the event that the Order is placed for the consumer on the Website by an agency and/or other intermediary and/or by the authorised reseller of VFD, the list of which can be found on the Website, these latter undertake, for themselves and their beneficiaries, to make known and to fully apply these GCS to the consumer, thereby expressly indemnifying VFD from any and all claims made by the consumer, for any reason whatsoever. It remains also understood, and no exception can be raised against VFD, that, in such a case, no voucher and/or discount code, of any nature, can be validly entered and used by the agency and/or other intermediary of the consumer and/or the authorised reseller of VFD. A voucher and/or discount code can be validly used and entered only by the consumer, the natural person holding the credit card and/or any other enabled system of electronic payment that is used at the time of purchase, who directly purchases the Ticket according to the methods indicated in these GCS, or directly makes the Booking, as defined below, for the Guided Tour according to the methods indicated in these GCS, and the Ticket and/or the Guided Tour are for a personal use only.”;*
- 2.5, letter b., numbers v., vi., vii., viii, ix., x., xiii. (Description of the Services): *“2.5 With reference to the Ticket: [...] b) with reference to all types of Ticket: [...] the Ticket, if not validated, is valid exclusively for the date chosen for the visit, while combined tickets are valid exclusively for 3 (three) days, without prejudice to the provisions of art. ix. below, from the date chosen for the visit and are valid for one single access to the areas included in the Ticket’s tariff; without prejudice to the provisions of art. v. above, the Customer is entitled to change the date of visit selected upon purchasing the Ticket (hereinafter, the “Date Change”), it being understood that the Date Change can be requested exclusively (i) no later than 3 (three) months after the date of purchase of the Ticket, (ii) until 1 (one) business day before the date of visit selected upon purchasing the Ticket, (iii) by the Customer who purchased the Ticket and (iv) for the entire content and for all the persons indicated in the Ticket, it being understood that infringement or expiry of such terms will make it impossible to make the Date Change; the Date Change will take place according to the following methods: 1. the Customer will send the request for the Date Change to VFD, according to the terms referred to in art. vi. above, by e-mail to the address info@duomomilano.it or by filling in the online form at the link <https://ticket.duomomilano.it/contattaci/>; 2. within 15 (fifteen) days, VFD will send to the Customer a communication, to the same e-mail address from which VFD received the request for the Date Change, by which it can alternatively: (a) accept the request for the Date Change, without prejudice to the provisions of art. viii. 1. below; (b) reject the request for the Date Change by proposing, where possible, a new solution to the Customer for the date indicated by the Customer with respect to the Date Change (hereinafter, the “New Ticket Solution”), it being understood that VFD cannot be held responsible, for any reason, for the failure of the Customer to receive and/or read the said communication at the e-mail address received by VFD, for any reason whatsoever; 3. if the scenario described in letter (a) of point 2. above occurs, the Customer will no longer be able to request a new Date Change to VFD, and no exception can be raised by the Customer; 4. if the scenario described in letter (b) of point 2. above occurs, the Customer, no later than 7 (seven) days from the reception of the communication of VFD, must send to VFD an e-mail communication, containing alternatively: - the acceptance of the New Ticket Solution, without prejudice to the provisions of art. viii. 2. below; in such a case, the provisions of point 3. above apply; - a proposal of a new date for the Date Change, in compliance with the terms referred to in art. vi. above; in such a case, the set of rules referred to in this art. vii. apply, without prejudice to the compliance with the terms referred to in art. vi. above, it being understood that if the Customer fails to send the communication, for any reason whatsoever, by the aforesaid deadline, the Ticket initially purchased will remain valid exclusively on the date selected upon purchasing the Ticket, and the Date Change cannot be made, and any responsibility of VFD in this respect, for*

- any reason, is expressly excluded, and the Customer waives future claims and or requests, for any reason (i.e. by way of example, but not limited to, for compensation and/or reimbursement), with regard to the Ticket, even if the date selected upon purchasing the Ticket is already exceeded; viii. without prejudice to the correct performance of all the activities described in articles vi. and vii. above, according to the terms provided therein:
1. the Date Change, having as its subject the same type of Ticket, will be available free of charge, it being understood that in the event that, at the moment of the Date Change, VFD has released a new pricelist providing for a price increase for the same type of Ticket, VFD will not require that the Customer supplements the price paid upon purchasing the Ticket;
 2. the New Ticket Solution, having as its subject a different type of Ticket, will be fee-paying. In such case, (a) where the price for the different type of Ticket of the New Ticket Solution is higher than the price of the purchased Ticket, upon sending the communication of acceptance of the New Ticket Solution, as referred to in art. vii. 4. above, the Customer must pay the difference of price to VFD by credit card or at the cash desk on the day of the visit, it being understood that in case of total or partial failure to receive the payment, for any reason whatsoever, the purchase of the New Ticket Solution will not be considered finalised and therefore only the Ticket on the date indicated at the time of purchase will be valid, and no exception can be raised by the Customer, and any responsibility of VFD in this respect, for any reason, is expressly excluded, and the Customer waives future claims and/or requests, for any reason (including, by way of example but not limited to, for compensation and/or reimbursement), with regard to the Ticket, also in the event that the date selected upon purchasing the Ticket is already exceeded; (b) where the price for the different type of Ticket of the New Ticket Solution is lower than the price of the purchased Ticket, VFD will have full right to definitively withhold the entire price of the Ticket paid by the Customer at the time of purchase, and the Customer expressly waives future claims and/or requests, for any reason, in this respect;
 - ix. the Customer is required to be present at the access gate indicated on the Ticket to start security checks. For tickets of the type *Duomo Pass*, the selected time refers to the entrance of the climb to the Milan *Duomo Rooftops*; for tickets of the type *Culture Pass*, Milan *Duomo* and Milan *Duomo Museum*, Milan *Duomo*, Milan *Duomo Museum* and the *Veneranda Biblioteca Ambrosiana*, the selected time refers to the entrance to the Cathedral; if the Customer arrives outside the indicated time, with a tolerance of 30 minutes – before/after – without prejudice to the Historical Complex opening hours to the public, the entrance can be denied, at the absolute discretion of VFD’s staff on duty, due to organisational needs, and no exception can be raised by the Customer;
 - x. the hours, visiting routes, and opening hours of the points of sale may be subject to variations, delays and/or limitations due to liturgical services, following indications from the Public Security Authorities, for extraordinary and/or organisational needs of the Historical Complex and/or of VFD or in case of adverse weather conditions and/or due to Force Majeure Causes, as defined below; in these cases, the Customer is not entitled to a refund, any exception to this is now withdrawn;
 - xiii. if the Ticket is purchased from third parties that are not authorised for sale, or if the Ticket is stolen, counterfeit, unreadable (for reasons not attributable to VFD), copied, or obtained in violation of these GCS, the Customer will be denied entry to the Historical Complex or, if already inside, will be escorted out by the staff in charge;”;
- 2.6, letters d), e), g) (Description of the Services): “2.6 With reference to the Duomo Card: [...] d) the Contract is considered finalised upon acceptance by the Customer, by the double clicking of the Contract online and, separately, of the specific unfair contract terms in compliance with articles 1341-1342 of the Italian Civil Code, and by simultaneously sending the online Order to VFD, subject to successful completion of the payment of the Duomo Card Price to be made on the Website by the Customer; e) any import duties and customs fees will be charged to the Customer when the Duomo Card purchased, together with the Gadgets, reaches the country of destination as indicated by the Customer. These costs will be borne by the Customer and may vary from State to State; g) in the case of shipment of the Duomo Card and Gadgets, VFD cannot be held responsible for any delays; express delivery times are indicative and in no way binding on VFD, which uses couriers, according to the methods and timings of the carrier in charge, on account of the distance in kilometres, the Customer’s availability, and/or as specified in the transport conditions;”;
 - 2.7, letters a) i. 3.,4.,5.,6.,7.,8., a) ii. 2.,3.,4.,5.,6., b), c), d), e), f), h), i), j) (Description of the Services): “2.7 With reference to Guided Tours: a) Groups are required to book the date and time slot of the Guided Tour (hereinafter, the “Booking”), which can be made according to the methods described below: i. with reference to Small Groups, Large Groups, Scheduled Groups with Fixed Starting Time and Third-Party Groups, as defined below: 3. the Booking can be made exclusively online, by accessing the dedicated section on the Website and filling in, directly on the Website, the form available therein, with possibility to choose the day, time slot and to book the technology for the visit to the Historical Complex, subject to prior i) acceptance of the data processing pursuant to art. 13 of the GDPR (General Data Protection Regulation 2016/679); ii) express acceptance of these GCS and of the related unfair contract terms according to the methods referred to in art. 1.4 (i) above; 4. the Booking is valid after completion of the guided procedure on the Website, subject to successful completion of the payment and reception of the OC. VFD reserves the right to change, at their absolute discretion, at any time, due to organisational needs and extraordinary circumstances of any nature, the possibility of Booking in specific time

slots or timetable slots, and no exception can be raised in this respect; 5. Large Groups and Educational Groups With Fixed Starting Time must present themselves at the meeting point communicated by VFD no later than 15 minutes before the time indicated in the Booking; Small Groups must present themselves at the meeting point communicated by VFD no later than 5 minutes before the time indicated in the Booking; in case of delay, participation in the Guided Tours cannot be guaranteed and the amounts already paid by the Participant, as defined below, will be withheld, and the Participant will not be entitled to any reimbursement or compensation, any exception to this is now withdrawn; 6. in the event of a variation for a decrease in the number of Participants, as defined below, the Ticket of the absent Participants, as defined below, will not be refunded, but will be valid for the day indicated on the Booking and for the following 2 days; 7. in the event of a variation for an increase in the number of Participants, as defined below, the correct number of Participants, as defined below, must be communicated, for Small Groups and/or Large Groups, within and no later than 2 (two) consecutive business days before the day of the Booking, to the Guided Tours Office via e-mail at tour@fabbricaservizi.it, who can approve or not the variation, it being understood that the variation will undergo the related adjustment of the rates to be paid in advance of the date of the Guided Tour; 8. with reference to Scheduled Groups with Fixed Starting Time, please note that the minimum number of persons required for correctly creating the Group is set at the absolute discretion of VFD from time to time according to the organisational needs of VFD and/or of the Historical Complex, and no exception can be raised against VFD; in case of failure to reach the minimum number set as defined above, at the discretion of each person, the rules on Booking Change, as defined below, will apply or, in the alternative, the Contract will be automatically terminated and, as a consequence, the Booking will be cancelled and the amount paid at the time of Booking by the single person will be returned by VFD, by crediting the said amount to the credit card used at the time of Booking; ii. with reference to Educational Groups, as defined below: 2. the Booking can be made exclusively according to the following methods: (i) sending by the Educational Group of a Booking request for the Guided Tour to the e-mail address didattica@duomomilano.it for school groups and to the e-mail address artefede@duomomilano.it for religious groups (hereinafter, the "Request"); (ii) once the Request is received, VFD will send, to the same e-mail address from which VFD received the Request, the Form, it being understood that in case of failure by VFD to forward the Form, the Request should be considered rejected; (iii) once the Form is received, the Educational Group must fill in completely the Form, according to the methods laid down therein, by giving, at the same time, the consent to data processing pursuant to art. 13 of the GDPR (General Data Protection Regulation 2016/679) and by declaring to have read, understood and accepted in full the GCS, the Guidelines, the Regulations and the unfair contract terms according to the methods laid down in the Form, and must send the completed Form to VFD at least 10 (ten) business days before the date of the Guided Tour; (iv) once the completed Form is received, VFD will send the Educational Group, to the same e-mail address from which VFD received the completed Form, the confirmation of the Booking and of the total price to be paid, it being understood that the failure by the Educational Group to receive and/or read the said communication at the e-mail address received by VFD, for any reason whatsoever, cannot be attributed, on any grounds whatsoever, to VFD; (v) once the Booking confirmation is received, and in any event at least 7 (seven) business days before the date subjected to Booking confirmation by VFD, the Educational Group must make the payment by bank transfer, by sending a copy of the payment order to the e-mail address didattica@duomomilano.it for school groups and to the e-mail address artefede@duomomilano.it for religious groups; public bodies requesting an electronic invoice with issuance of the CIG will make the payment according to the methods indicated in the invoice, it being understood that in case of failure to receive payment, in full or in part, for any reason whatsoever, the Contract will be automatically terminated and, as a consequence, the Booking will be cancelled; 3. the Booking is valid against forwarding of the Booking confirmation by VFD as referred to in point 2. (iv) above, subject to successful completion of the payment. VFD reserves the right to change, at their absolute discretion, at any time, due to organisational needs and extraordinary circumstances of any nature, the possibility of Booking in particular time slots or timetable slots, and no exception can be raised in this respect; 4. the Educational Groups must be present at the meeting point communicated by VFD within and no later than 15 minutes prior to the time indicated in the Booking; in case of delay, the participation to the Guided Tours cannot be guaranteed and the amounts already paid by the Participant, as defined below, will be withheld, and the Participant will not be entitled to any refund or compensation, and no exception can be raised in this regard; 5. in the event of a variation for a decrease in the number of Participants, as defined below, the Ticket of the absent Participants, as defined below, will not be refunded, but will be valid on the day indicated in the Booking and for the 2 subsequent days; 6. in the event of a variation for an increase in the number of Participants, for the Educational Groups, the correct number of Participants, as defined below, must be communicated within and no later than 2 (two) consecutive business days prior to the day of the Booking, to the Educational Services Office, via e-mail to the address didattica@duomomilano.it, who can approve or not the variation, it being understood that the variation will undergo the related adjustment of the rates to be paid in advance of the date of the visit; b) the booked Groups

are entitled to enter from the dedicated gate and have a priority on the Users, exclusively for the simultaneous access by the Participants, as defined below; in case of deferred access, the priority right will not be guaranteed, and no exception can be raised in this regard; c) the Guided Tours are guaranteed in the booked time slot; in case of a delay up to 30 minutes compared to the time of the Booking, the Guided Tours will in any case end at the agreed time; in case of a delay of 30 minutes or more compared to the time of the Booking, the Guided Tours will be considered cancelled, without prejudice to the right of VFD to withhold the amount paid by the Group at the time of the Booking, and no exception can be raised in this regard; d) without prejudice to the provisions of lett. a) above, the Group, to the exception of Third-Party Groups, is entitled to change the date and time slot of the Guided Tour selected at the time of Booking (hereinafter, the "Booking Change"), it being understood that the Booking Change can be made exclusively (i) within and no later than 3 (three) months following the date of Booking, (ii) until 2 (two) consecutive business days before the date selected at the time of Booking, (iii) by the Group that made the Booking and (iv) for the entire content and for all the participants in the Group which is the subject of the Booking it being understood if such terms are violated or expire, the Booking Change cannot be made; e) the Booking Change will take place according to the following methods: 1. the Group will send the request for Booking Change to VFD, according to the terms referred to in lett. d) above, to the same e-mail address from which the Group received the OC and/or the Booking confirmation; 2. within 15 (fifteen) days VFD will send a communication to the Group, to the same e-mail address from which VFD received the request for Booking Change, by which it can alternatively: (a) accept the request for Booking Change, without prejudice to the provisions of lett. f) 1. below; (b) reject the request for Booking Change by proposing, where possible, a new solution to the Group for the date indicated by the Group with respect to the Booking Change (hereinafter, the "New Booking Solution"), it being understood that VFD cannot be held responsible, for any reason, for the failure of the Customer to receive and/or read the said communication at the e-mail address received by VFD, for any reason whatsoever; 3. if the scenario described in letter (a) of point 2. above occurs, the Group will no longer be able to request a new Booking Change to VFD, and no exception can be raised by the Group; 4. if the scenario described in letter (b) of point 2. above occurs, no later than 7 (seven) days from receiving the communication of VFD, the Group must send VFD an e-mail communication containing alternatively: - the acceptance of the New Booking Solution, without prejudice to the provisions of lett. f) 2. below; in such a case, the provisions of point 3. above apply; - a proposal for a new date for the Booking Change, in compliance with the terms referred to in lett. d) above; in such a case, the set of rules referred to in this lett. e) will apply, without prejudice to the compliance with the terms referred to in lett. d) above, it being understood that in the event of a failure by the Group to send the communication, for whatsoever reason, by the aforesaid deadline, the Guided Tour initially booked will remain only valid on the date and in the time slot selected at the time of Booking and the Booking Change cannot be made, and any liability of VFD in this respect, for any reason, is expressly excluded, and the Group waives future claims and requests, for any reason, (such as, by way of example but not limited to, for compensation and/or reimbursement), with regard to the Booking, even in the event that the date and time selected for the Guided Tour are already exceeded; f) without prejudice to the correct performance of all the activities referred to in letters d) and e) above, under the terms laid down therein and in compliance with the following terms: 1. the Booking Change, having as its subject the same type of Guided Tour, will be available for free; 2. the New Booking Solution, having as its subject a different type of Guided Tour the price of which is higher than the price of the type of Guided Tour booked, will be fee-paying. In such a case the Group, upon sending the communication of acceptance of the New Booking Solution, as referred to in lett. e) 4. above, must pay to VFD, according to the same methods of payment used for the Booking of the Guided Tour, the difference of price, it being understood that in case of failure to receive the payment, in full or in part, for any reason whatsoever, the New Booking Solution will not be considered finalised and therefore only the Guided Tour on the date and in the time slot indicated upon Booking will remain valid, and no exception can be raised by the Group, and any liability of VFD in this regard, for any reason, is expressly excluded, and the Group expressly waives future claims and/or requests, for any reason, (such as, by way of example but not limited to, for compensation and/or reimbursement), with regard to the Booking, even in the event that the date and time selected for the Guided Tour are already exceeded; h) the Complimentary Audio Guide must be returned at the end of the Guided Tour to the staff appointed by VFD. In case of failure to return, loss of or tampering with, fault, including partial, of the Complimentary Audio Guide attributable to the Participant and/or the Customer who used the Complimentary Audio Guide, a penalty of € 90.00 (ninety/00 euro) will be imposed, payable according to the methods by which the Booking was made, and the Participant and/or Customer cannot raise any exception, and the Participant and/or Customer expressly waive future claims and/or requests, for any reason whatsoever, in this respect; i) with specific reference to school Groups, which are part of the Educational Groups, VFD, for certain specific Guided Tours, can provide each Participant with a Tablet for use during that specific Guided Tour, which must be returned at the end of the Guided Tour to the staff appointed by VFD. In case of failure to return, loss of or tampering with, fault, including partial, of the Tablet attributable to the

Participant, a penalty of € 150.00 (one hundred and fifty/00 euro) will be imposed payable according to the methods by which the Booking was made, and the Participant cannot raise any exception, and the Participant expressly waives future claims and/or requests, for any reason whatsoever, in this respect; j) with reference to online Guided Tours: i. in the case of online events, no refund is provided in the event of technical or connection problems not attributable to VFD; ii. in the case of online events, it is absolutely forbidden to record the event on any medium and disclose, by means of any medium (physical and/or digital), images or videos taken through participation in the event.”;

- 3. Causes of force majeure (hereinafter, the “Causes of Force Majeure”): “3.1 By Causes of Force Majeure, it is meant the occurrence of an event or circumstance that prevents one party from performing one or more of its obligations in accordance with the Contract, if and to the extent that the party affected by the impediment proves: a) that such impediment is beyond their reasonable control; and b) that it could not reasonably have been foreseen at the time of the conclusion of the Contract; c) that the effects of the impediment could not reasonably have been avoided or overcome by the interested party. 3.2 In the absence of proof to the contrary, it is assumed that the following events endured by a party satisfy conditions a) and b) of art. 3.1 above, while that party will only have to prove the presence of condition c) of art. 3.1 above: - war (declared or not), hostility, invasion, acts by a foreign enemy, extensive military mobilisation, within the Italian State and/or the Municipality of Milan and/or the Customer’s place of residence and/or home; - civil war, rioting, rebellion, revolution, military force or usurpation of power, insurrection, acts of terrorism, sabotage, or piracy, within the Italian State and/or the Municipality of Milan and/or the Customer’s place of residence and/or home; - currency or trade restrictions, embargoes, sanctions between the Customer’s place of residence and/or home and the Italian State; - acts of authority, legitimate or illegitimate (including those related to the Covid-19 pandemic), observance with government laws or orders, regulations, expropriation, confiscation of assets, requisition, nationalisation, in any case involving and/or concerning the Milan Duomo Historical Complex; - plagues, epidemics and/or pandemics (including that of Covid-19), natural disasters or extreme natural events, within the Italian State and/or the Municipality of Milan and/or the Customer’s place of residence and/or home; - explosions, fires, destruction of equipment, prolonged suspension of transport, telecommunications or energy, within the Municipality of Milan and/or the Customer’s place of residence and/or home; - generalised social conflicts, such as in particular boycotts, strikes, occupation, concerning the Historical Complex; - liturgical events within the Historical Complex or on the recommendation of Public Security Authorities. 3.3 VFD, in the event of Causes of Force Majeure, is exonerated from the obligation to fulfil its contractual obligations and from any liability for damages or other contractual remedies for non-fulfilment, starting from the moment in which the event inhibits the fulfilment of the contractual obligations, it being expressly understood that, with reference to the Booking and/or purchase of the Services, the provisions in these GCS will apply.”;
- 4. (Duomo Card Digital Content Conformity Warranty): “[...] 4.2 A defect of conformity means the situation where the Duomo Card Digital Content does not conform with the Contract. The warranty applies in accordance with the law to the Duomo Card Digital Content that has not been supplied pursuant to the Contract or has any defects of conformity with the Contract in the period of time during which the Duomo Card Digital Content must be supplied pursuant to the Contract, including an erroneous integration of the Duomo Card Digital Content in the digital environment of the Customer, exclusively in situations where the Duomo Card Digital Content is integrated by VFD or under its responsibility or if the erroneous integration of the Duomo Card Digital Content by the Customer arises from a lack of instructions for integration by VFD to the Customer. 4.3 VFD will keep the Customer informed, on a six-month basis, of the updates available including security ones, necessary to keep the conformity of the Duomo Card Digital Content with the Contract, and undertakes to provide them to the Customer in the period of time during which the Duomo Card Digital Content must be supplied pursuant to the Contract, it being understood that VFD will not be responsible for any defect of conformity arising from the lack of the relevant update where, after the Customer receives appropriate and correct information concerning the availability of the update, the instructions for installation and the consequences of the non-installation, the Customer fails to install, within a reasonable time, or install erroneously the updates provided by VFD. 4.4. There is no defect of conformity if, at the moment of conclusion of the Contract, the Customer has been specifically informed that a peculiar feature of the Duomo Card Digital Content deviated from the objective requirements of conformity set forth by the Consumer Code and the Customer has expressly and separately accepted such deviation at the moment of conclusion of the Contract. 4.5 VFD reserves the right to verify the actual non-supply of the Duomo Card Digital Content or the actual existence of the defect of conformity of the Duomo Card Digital Content with the Contract reported by the Customer. 4.6 If a defect of conformity of the Duomo Card Digital Content is found, the action to rely on the defect of conformity becomes statute barred, in any event, within 26 (twenty-six) months from the date of the last act of supply. 4.8 To report a non-supply or a defect of conformity of the Duomo Card Digital Content, the Customer must send a communication via e-mail to the following address info@duomomilano.it. 4.9 Please note that the communication must have as attachment a

copy of the proof of purchase of the Duomo Card (receipt), otherwise it will be impossible to enforce the legal warranty of conformity of the Duomo Card Digital Content provided by the Consumer Code. 4.10 In case of non-supply of the Duomo Card Digital Content, reported according to the aforesaid methods, VFD will indicate the deadline by which it will supply the Duomo Card Digital Content to the Customer; in case of non-supply of the Duomo Card Digital Content by VFD by the aforesaid deadline, the Customer will have the right, under art. 135 septiesdecies of the Consumer Code, to request the termination of the Contract and the reimbursement of the portion of the Duomo Card Price corresponding to the period during which the Duomo Card Digital Content has failed to conform with the Contract; the reimbursement will be made within 14 (fourteen) days of the communication by which the Customer informs VFD of its willingness to exercise the right to terminate the Contract and according to the same method of payment used by the Customer, except where the Customer, in the communication by which it informs VFD of its willingness to exercise the right to terminate the Contract, indicates a different method for the reimbursement. 4.11 In case of defect of conformity of the Duomo Card Digital Content reported according to the aforesaid methods, VFD will offer the Customer, pursuant to art. 135 octiesdecies of the Consumer Code, that the conformity of the Duomo Card Digital Content be restored, within an appropriate deadline and without surcharge, unless the requested remedy is objectively impossible or imposes costs on VFD which are excessively unreasonable, taking into account all the circumstances under art. 135 octiesdecies of the Consumer Code. 4.11 In the alternative, VFD will offer the Customer, under artt. 135 octiesdecies and 135 noviesdecies of the Consumer Code, the reduction in the Duomo Card Price, proportionate to the decrease in the value of the Duomo Card Digital Content and for the period during which the Duomo Card Digital Content has failed to conform with the Contract, or the termination of the Contract, unless where the defect of conformity is mild, with the reimbursement of the portion of the Duomo Card Price corresponding to the period in which the Duomo Card Digital Content has failed to conform with the Contract; the reimbursement will be made within 14 (fourteen) days of the communication by which the Customer informs VFD of its willingness to exercise the right to terminate the Contract and according to the same method of payment used by the Customer, except where the Customer, in the communication by which it informs VFD of its willingness to exercise the right to terminate the Contract, indicates a different method for the reimbursement. 4.12 Following the termination of the Contract, VFD will have the right to prevent any further use of the Duomo Card Digital Content by the Customer, particularly by making the Duomo Card Digital Content inaccessible or by disabling the related user account, and the Customer undertakes, for itself and its assignees, not to use the Duomo Card Digital Content and not to make it available to third parties. 4.13 VFD has the right to modify the Duomo Card Digital Content, further to what is necessary to keep the conformity of the Duomo Card Digital Content with the Contract, also in case of updates to the files contained therein and improvement of the related quality, with no additional costs to the Customer and by informing the Customer with reasonable notice on the method and the moment in which the modification is made via e-mail; the Customer, where the said modification negatively impacts on the use of the Duomo Card Digital Content or on the access thereto by the Customer, unless such negative consequences are negligible, has the right to withdraw from the Contract free of charge within a term of 30 (thirty) days of the date of receipt of the information or, if subsequent, from the moment in which the Duomo Card Digital Content has been modified by VFD, unless if VFD has accepted that, with no additional costs, the Customer keeps the Duomo Card Digital Content without the modification, without prejudice to the conformity of the Duomo Card Digital Content with the Contract.”;

- 5. (Right of Withdrawal – Booking Cancellation): “5.1 With reference to the Ticket: a) pursuant to art. 59, paragraph 1, lett. n) of the Consumer Code, the right of withdrawal referred to in art. 52 et seq. of the Consumer Code is not applicable to transactions made via the Website. The Customer, in fact, acknowledges that since the Contract relates to products and services relating to leisure time to be provided on a specific date or within a specific period of execution, the right of withdrawal pursuant to art. 52 of the Consumer Code is not applicable; b) without prejudice to the provisions on the Date Change and the New Ticket Solution, the Ticket cannot be changed or refunded in any way, even in the event that the Customer decides not to make the visit for personal reasons, such as, by way of example and not limited to, organisational reasons and/or related to waiting times. 5.2 With reference to the Duomo Card: a) pursuant to art. 59, paragraph 1, lett. n) of the Consumer Code, the right of withdrawal referred to in artt. 52 et seq. of the Consumer Code is not applicable to transactions made via the Website. The Customer, in fact, acknowledges that since the Contract relates to products and services relating to leisure time to be provided on a specific date or within a specific period of execution, the right of withdrawal pursuant to art. 52 of the Consumer Code is not applicable. Furthermore, the Contract relates to a service that the Customer uses at the moment of purchase; b) pursuant to art. 59, paragraph 1, lett. o) of the Consumer Code, the Customer, by submitting the completed Order form and certifying the payment of the corresponding purchase of the Duomo Card, expressly waives the right of withdrawal pursuant to artt. 52 et seq. of the Consumer Code, as the Contract is executed following receipt by the Consumer of the OC and availability of access to the digital content; c) this shall be without prejudice to the provisions of art. 4.13 above with regard

to any modification by VFD to the Duomo Card Digital Content; d) the refund and/or replacement of the Duomo Card, price, service fees, and any shipping costs is not foreseen under any circumstances in the event that the Customer waives the content of the Duomo Card. 5.3 With reference to Guided Tours organised by VFD: a) VFD may cancel the Booking, at its sole discretion for liturgical needs, including extraordinary ones, urgent and undelayable maintenance/restoration works at the Historical Complex and/or for other organisational needs of VFD, as well as due to atmospheric agents and/or Causes of Force Majeure, which make impossible the opening, access and/or viability of the area covered by the Booking. In all the aforementioned cases, VFD will alternatively propose to the Group: i) to reschedule the Booking for a future date to be determined, in any case within 12 (twelve) months following the date of the Booking, or ii) to proceed with a 100% refund of the total amount paid; b) with specific reference to Small Groups and Scheduled Groups with Fixed Starting Time, the Group, after completing the Booking, can cancel the Booking by sending, within the terms laid down below, an e-mail to the address tour@fabbricaservizi.it, for tourist groups or to didattica@duomomilano.it for families, it being understood that, if the cancellation takes place: i) from the date of Booking to 4 (four) free consecutive days prior to the date of the Booking, 100% of the total amount paid will be refunded; ii) from 3 (three) free consecutive days prior to the date of the Booking to the day of the visit or on the date of the Booking, or if the Group does not show up, no refund will be given; c) with specific reference to Large Groups and Educational Groups, the Group, after completing the Booking, can cancel the Booking by sending, within the terms laid out below, an e-mail to tour@fabbricaservizi.it for Large Groups and to didattica@duomomilano.it for Educational Groups, it being understood that, if the cancellation takes place: i) from the date of Booking to 6 (six) free consecutive days prior to the date of the Booking, 100% of the total amount paid will be refunded; ii) between 5 (five) and 4 (four) free consecutive days prior to the date of the Booking, a penalty of 50% will be applied and 50% of the total amount paid will be refunded, excluding service charges of 6%, where applicable; iii) from 3 (three) free consecutive days prior to the date of the Booking to the day of the Booking or on the day of the Booking, or if the Group does not show up, no refund will be given.”;

- 7. (Applicable Law): “7.1 The GCS are governed by Italian law and must be interpreted according to the Italian language, the official language (and prevailing over other languages) of the Contract between VFD and the Customer. 7.2 For anything not expressly indicated in these GCS, the Consumer Code and Italian Civil Code apply. 7.3 For any dispute in any way connected to the Contract concluded between VFD and the Customer, according to these GCS, the court of the place where the Customer resides or has elected domicile will be competent.”.

The Customer also acknowledges and expressly accepts that, according to the procedures indicated above, declares, pursuant to and for the purposes of articles 1341 and 1342 of the Civil Code, to have also read the Unfair Contract Terms, contained in the Supplementary Appendix to the GCS and reported below, to have fully understood their content and to specifically accept them, and no exception can be raised by the Customer:

- 1.1 (Voucher) “Upon purchasing the Panettone Classico del Duomo or the Panettone Tre Cioccolati (hereinafter, jointly, the “Panettoni”), the Customer will find a Voucher within them that allows to obtain, according to the methods described in point 1.4 below, n. 2 (two) free “Culture Pass” tickets (hereinafter, individually, the “Free Culture Pass Ticket”), being expressly understood that each Free Culture Pass Ticket: (i) is valid for 1 (one) single person; (ii) entitles to 1 (one) only access for the visit to the Milan Duomo, the archaeological area of the Baptistery of San Giovanni alle Fonti, the Milan Duomo Museum and the Church of San Gottardo in Corte di Palazzo Reale and exhibitions, if any; (iii) is valid for 3 (three) days from the date chosen for the visit according to the methods described in the GCS and the unfair contract terms provided for therein to which reference is made in full (hereinafter, the “Chosen Date”), without prejudice to the rules concerning the Date Change and the New Ticket Solution, as defined in the GCS and in the unfair contract terms provided therein, to which reference is made in full, and no exception can be raised by the Customer against VFD.”;
- 1.4 (Voucher) “Without prejudice to the provisions of artt. 1.1, 1.2 and 1.3 above, the Vouchers, which cannot be converted into cash, must be used by the Customer exclusively in the following ways and in particular, to obtain the Free Culture Pass Ticket, the Customer must alternatively: (i) go personally to the Ticket Offices by physically presenting the original of the Voucher, it being expressly understood that the full or partial failure to physically submit the original of the Voucher, for any reason, or the submission of a full or partial reproduction of the same, in any format, physical and/or digital, will make it impossible for the Customer to obtain the Free Culture Pass Ticket, and no exception can be raised against VFD; (ii) indicate the Date Chosen on the Website and enter the code shown on the Voucher in the dedicated section “Have you got a voucher?”.”;
- 2.1 2.1 (Validity Period and Use of the Voucher) “The Vouchers related to the Panettoni may be used by the Customer, for the purposes described in art. 1.1 above, only from 31 October 2022 to 31 October 2023, it being expressly understood that, after the deadline of 31 October 2023, each Voucher will have no validity and/or possibility of use and the Customer will permanently lose the related rights, and no exception can be raised by the Customer

against VFD.”;

— 2.3 (Validity Period and Use of the Voucher) *“VFD is third and unrelated to any hypothesis of total or partial loss and/or theft and/or destruction, of the Voucher, being expressly understood that: (i) in such cases, the Customer will permanently lose the rights referred to in art. 1.1; (ii) the Voucher is not replaceable nor can another Voucher be issued to the Customer, and no exception can be raised by the Customer against VFD.”.*

Milan, March 14th 2023

Veneranda Fabbrica del Duomo di Milano