



UNFAIR CONTRACT TERMS

With reference to the general conditions of sale (hereinafter, the “GCS”) of Veneranda Fabbrica del Duomo di Milano, with registered office in 20122 Milan, Via C. M. Martini, 1, tax code and VAT number 01989950157, telephone number +39 02 361691 and email info@duomomilano.it (hereinafter, “VFD”), as integrated in the appendix related to the “CLASSIC PANETTONE, COLOMBA AND BIG BAG VOUCHER” (hereinafter, the “**Supplementary Appendix to the GCS**”), and to the unfair contract terms provided therein (hereinafter, the “**Unfair Contract Terms**”), concerning the customer (hereinafter, singularly the “**Customer**” and jointly the “**Customers**”) and related to (a) the purchase of various types of entrance ticket to the visitable areas of Milan Duomo monumental complex— that is the Milan Duomo Cathedral, the Aquilonare Sacristy, the Baptistry of San Giovanni alle Fonti archaeological area, the Crypt of Saint Charles, the Milan Duomo Museum, the Milan Duomo Rooftops, the Baptistry of Santo Stefano, the Church of Santa Maria Annunciata in Camposanto, the Church of San Gottardo in Corte in the Royal Palace, the Archive-Library and the Candoglia Quarries (hereinafter, jointly the “**Monumental Complex**”)—as well as the type of entrance ticket to Milan Duomo Cathedral, the Archaeological Area, the Milan Duomo Rooftops with ascent on foot, the Milan Duomo Museum and the Veneranda Biblioteca Ambrosiana (hereinafter, the “**Ticket**”) and/or (b) the purchase, also alongside a Ticket and in combination with other Services, as better defined below, (i) of an ultimate “augmented reality” experience, through multimedia glasses and their related accessories (hereinafter, the “**Smartglasses**”), through which a visit itinerary of inside Milan Duomo and the archaeological area below has been created that allows the Customer to become acquainted with and experience the history as well as to discover some details about Milan Duomo and related “spotlighted objects” through 3D reconstructions and “augmented reality” videos, as better provided in the GCS (hereinafter, the “**Augmented Reality Experience**”) or (ii) an interactive edutainment experience, which takes place in the Church of San Gottardo in Corte in the Royal Palace through “virtual reality” that allows the Customer, using a “virtual reality” visor, together with its accessories (hereinafter, the “**Candoglia Virtual Reality Visor**”), to digitally visit and discover the history of the Candoglia Quarry and the marble processing, and to have online, multiuser sessions in immersive 3D scenarios with avatars and voice chats, the uploading of media files, including 3D files, by users to utilise in the sessions, as better provided in the GCS (hereinafter, the “**Candoglia Virtual Reality Experience**”), or (iii) a service that offers the Customer, through subscription, access to a platform by inserting the Access Code, as better defined in the GCS, in the reserved area of the Website, as better defined below, to view live stream images of the skyline of the city of Milan taken using a webcam placed on the Main Spire of Milan Duomo Cathedral, at the base of the Madonnina, as better described in the GCS (hereinafter, the “**Madonnina Webcam Service**”) and/or (c) the purchase of the Milan Duomo Card (hereinafter, the “**Duomo Card**”), together with the digital content related to the Duomo Card (hereinafter, the “**Duomo Card Digital Content**”) and the benefits attributed to the Customer as better described on the Website, as defined below, (hereinafter, the “**Benefits**”) (hereinafter, the Ticket, Augmented Reality Experience, Candoglia Virtual Reality Experience, Madonnina Webcam Service, Duomo Card, Duomo Card Digital Content and Benefits are singularly the “**Service**” and jointly the “**Services**”) which may be carried out, according to the provisions of the GCS for each Service and/or Customer, (i) at one of the authorised ticket offices (hereinafter, the “**Ticket Offices**”); (ii) online from the website www.duomomilano.it (hereinafter, the “**Website**”); (iii) through authorised VFD resellers, indicated in the list published on the Website; the Customer expressly acknowledges and accepts that (i) by clicking the “Unfair Contract Terms” box; (ii) at the time of purchase in the Ticket Offices, declares, pursuant to and for the purposes referred to in Artt. 1341 and 1342 of the Italian Civil Code, to have read the Unfair Contract Terms, contained in the GCS and reported here below, to have fully understood their content and to specifically accept them, any exception to this is hereby withdrawn by the Customer:

- 1., numbers 1.2, 1.3, 1.4, 1.5, 1.6, 1.7 (Object): *“1.2 With reference to the Ticket, Augmented Reality Experience and Candoglia Virtual Reality Experience, the GCS and the related unfair contract terms must be accepted by the Customer (i) at the time of purchase in the Ticket Offices, as defined below, since they are available, and therefore fully knowable 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 the unfair contract terms provided therein, and, together with the subsequent order confirmation sent by VFD to the Customer (hereinafter, the “OC”), will constitute the Contract, subject to successful completion of the payment. 1.3 With*



reference to the Madonnina Webcam Service, the GCS and the related unfair contract terms must be accepted by the Customer, on the Website together with the Order, that may consist of a 12-month or 20-minute subscription, by clicking and/or flagging the boxes that are specifically and separately provided with reference to the GCS and the unfair contract terms provided therein, subject to successful completion of the payment, thus finalising the Contract as provided for pursuant to Art. 2.5.6. 1.4 With reference to the Duomo Card, the GCS and the related unfair contract terms must be accepted online by the Client, 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 the unfair contract terms provided therein, subject to successful completion of the payment, thus finalising the Contract as provided for pursuant to Art. 2.6.6. 1.5 Without prejudice to what is indicated in the previous Art. 1.1, these GCS will also regulate, with reference to the Duomo Card and the Madonnina Webcam Service, the hypothesis of non-supply or lack of conformity of the Duomo Card Digital Content and/or the Madonnina Webcam Service with respect to the Contract, for which the Customer, as a consumer as indicated in the following Art. 2.1.2., has the right to a legal guarantee pursuant to Artt. 135 octies–135 vicies ter of the Consumer Code, as defined below, according to the principle indications supplied in the following Art. 5., with which VFD, in compliance with the Consumer Code, as defined below, supplies the Customer with precise and correct information in this regard as well as a reminder to the Customer regarding its existence (hereinafter, the “Duomo Card Digital Content and Digital Service Conformity Guarantee”). 1.6 The Customer, by accepting the GCS, declares, for him/herself and his/her assignees, to have read, understood well and expressly accept and, likewise, undertakes, for him/herself and his/her assignees and pursuant to Art. 1381 of the Italian Civil Code, to have read and be acquainted with the “Rules of Conduct and Access Regulations for the Milan Duomo Monumental Complex” (hereinafter, the “Regulations”) published at the following address <https://www.duomomilano.it/en/regulations/regulation/>, which constitute an integral and substantial part of the Contract, with the express indemnity of VFD for any conduct, even omissive, and/or damage, including to health, that could be caused, in any way whatsoever, to things and/or people and/or to the Monumental Complex by the Customer, any exception to this is hereby withdrawn by the Customer. 1.7 VFD reserves the right, at any time and at its sole discretion, to make any modifications and/or variations to that which is published on the Website and/or available at the Ticket Offices, as defined below, to the Ticket—including any new Ticket sales rates—the Augmented Reality Experience, the Candoglia Virtual Reality Experience, the Madonnina Webcam Service and the Duomo Card (without prejudice to the provisions of the following Art. 5.13 with reference to the Duomo Card Digital Content and Madonnina Webcam Service), to the Benefits and to the Regulations, as well as to make any modifications and/or variations to these GCS and the related unfair contract terms, without any obligation of prior notice. It is the responsibility of the Customer to consult what is published by VFD at the aforementioned address <https://www.duomomilano.it/en/regulations/regulation/> and/or is affixed in the Ticket Offices, as defined below, both prior to proceeding with the purchase of the Services and prior to accessing the Monumental Complex, with the express indemnity of VFD from any and all claims and/or requests, for any reason whatsoever, made by the Customer.”;

— 2. (Description of Services)

- 2.1., numbers 2.1.3., 2.1.4., 2.1.5., 2.1.6. (Description of Services – General Regulations): “2.1.3. In the event that the Order is placed on the Website by an agency and/or other intermediary of the consumer and/or by authorised VFD resellers, the list of which can be found on the Website, the latter undertake, for themselves and their assignees, to make known these GCS and apply them in full with respect to the consumer, expressly indemnifying VFD from any and all claims made by the consumer, for any reason whatsoever, it also being understood, any exception to this is hereby withdrawn as regards VFD, that in such a case, no voucher and/or discount code, of any kind, can be validly entered and used by the agency and/or other intermediary of the consumer and/or authorised VFD resellers but only by the consumer, a natural person and holder of the credit card and/or other enabled electronic payment system used at the time of purchase, who directly purchases, according to the methods set out in these GCS, the Ticket—also together with the Augmented Reality Experience and/or Candoglia Virtual Reality Experience—and for an exclusively personal use of the Ticket—also together with the Augmented Reality Experience and/or Candoglia Virtual Reality Experience. 2.1.4. For the Services, VFD, upon the Customer’s request, having completed the purchasing procedure and verified the successful payment by the Customer, will issue the related invoice, it being understood that the same



must be requested by the Customer: - in the Ticket Offices, as defined below, prior to carrying out the purchase; - on the Website, by flagging the specific box at the time of the Order, following registration by the Customer during the check-out phase. In the event of failure to register and request an invoice at the time of the Order, it will not be possible to accept requests to issue an invoice made subsequently by the Customer; As regards the above, it is understood that verification of the correctness and completeness of the invoice details is the exclusive and full responsibility of the Customer. Any problems resulting from the insertion of data communicated by the Customer is the exclusive responsibility of the Customer, with VFD having no obligation to verify and/or assume responsibility in this regard. 2.1.5. VFD reserves the right, at any time and at its sole discretion, to apply daily limitations to the purchase quantities of each type of Ticket and/or for each account and/or for each browser session, including, by way of example but not limited to, indicating the maximum number of each type of Ticket that the Customer, including through an agency and/or other intermediary and/or authorised VFD reseller, can purchase for each transaction and/or in relation to each type of Ticket to be purchased, it being understood that VFD will have the right to block accounts that carry out activities contrary to the provisions of these GCS, any exceptions to this are hereby withdrawn by the Customer. 2.1.6. During the visit pursuant to the Ticket and/or Augmented Reality Experience and/or Candoglia Virtual Reality Experience, the Customer may rent the Smartglasses and/or Candoglia Virtual Reality Visor and/or the Set, as defined below (hereinafter, jointly the “**Systems**”), by going to the collection point indicated in the booking confirmation and following the instructions that will be provided by the personnel appointed by VFD, it being understood that failure to follow the instructions provided, the Customer will not be able to rent the Systems, any exception to this is hereby withdrawn.”;

• 2.2. (Description of Services – Ticket):

- 2.2.2. numbers ii., v., vi., vii., ix., x., xiii.: “With specific reference to all Ticket types [...] ii. the price corresponds to that which is written on the Ticket itself, without prejudice to the fact that pre-sale commissions may be applied. All prices are free of VAT (Art. 10 of Presidential Decree 633/1972), with the exception of the paid Ticket for concerts and shows. For the purposes of issuing a free, agreed-discount or reduced-price Ticket, the Customer must present an identity document (with reference to Schools and Parishes, where evidence of the name(s) of the person(s) entitled to the agreement must also be provided on the relevant letter-headed paper) and pass (disabled or military corps to which the person belongs, having the right to the agreed discount), to prove the necessary requirements to the personnel responsible for this verification. The badge/pass holder must be present at the time of collecting the free Ticket and must follow the instructions and operating procedures provided by personnel in the Ticket Offices. Each badge/pass grants the right to one free ticket for each day of visit, it being understood that the free Ticket is strictly personal and non-transferable to third parties. The Customer undertakes not to transfer, sell or exchange the free Ticket, nor to make it available to third parties either for a fee or free of charge. Use by a person other than the legitimate beneficiary may result in access being denied. The pricing policies for the definition of free, agreed-discount or reduced-price categories are defined at the sole discretion of VFD or stipulated through specific conventions with Institutions and Associations; v. the Ticket, if not stamped, is valid exclusively on the date selected for the visit, while the cumulative Tickets (Fast-Track Pass, Combo Lift/Stairs, Duomo Pass Lift/Stairs, Culture Pass and Duomo+Museum) are valid exclusively for the date selected for the visit and the following day, without prejudice to the provisions of the following Art. x., and are valid for one single access to the places included in the price of the Ticket itself; the cumulative Ticket for Milan Duomo Cathedral, Archaeological Area, Milan Duomo Museum, Milan Duomo Rooftops with ascent on foot and Veneranda Biblioteca Ambrosiana is valid exclusively on the date selected for the visit and the following 2 (two) days, without prejudice to the following Art. x., and is valid for one single access to the places included in the price of the Ticket itself; vi. without prejudice to what is indicated in Art. v. above, the Customer has the right to modify the visit date selected with the purchase of the Ticket (hereinafter, the “Date Change”), it being understood that the Date Change can be requested exclusively (i) by and no later than 3 (three) months following the date of purchase of the Ticket, (ii) up to 1 (one) working day prior to the date selected for the visit at the time of purchasing the Ticket, (iii) by the Customer who purchased the Ticket and (iv) for the entire



content and all parties indicated in the Ticket, it being understood that in violation of and beyond these terms, the Date Change cannot be made; vii. the Date Change will take place according to the following methods: 1. the Customer will send the Date Change request to VFD, within the terms set out in the previous Art. vi., via email to the following address info@duomomilano.it or by filling out the online form at the following link <https://ticket.duomomilano.it/en/contattaci/>; 2. within 15 (fifteen) days, VFD will send the Customer a communication, to the same email address from which it received the Date Change request, with which it can alternatively: (a) accept the Date Change request, without prejudice to what is indicated in the following Art. viii. 1.; (b) decline the Date Change request proposing, where possible, a new solution to the Customer for the date indicated by the same as part of the Date Change (hereinafter, "New Ticket Solution"), it being understood that failure of the Customer to receive and/or read the aforementioned communication at the email address received by VFD, for any reason whatsoever, cannot be attributed to VFD in any way; 3. in the case described in Letter (a) of Point 2. above, the Customer will no longer be able to request a new Date Change from VFD, any exception to this is hereby withdrawn by the Customer; 4. in the case described in Letter (b) of Point 2. above, the Customer, by and no later than 7 (seven) days of receiving the communication from VFD, must send VFD a communication via email containing, alternatively: - acceptance of the New Ticket Solution, without prejudice to what is indicated in the following Art. viii. 2.; in this case what is described in Point 3. above applies; - proposal of a new date for the Date Change, in compliance with the terms of the previous Art. vi.; in this case the regulations described in the current Art. vii. apply, without prejudice to compliance with the terms indicated in the previous Art. vi., it being understood that in the event of failure to send the communication by the Customer, for any reason whatsoever, by and no later than the aforementioned deadline, the Ticket originally purchased will remain valid exclusively for the date selected during purchase of the Ticket and a Date Change cannot be made, with the express exclusion of any and all liability of VFD in this regard, for any reason whatsoever, and the Customer waives the right to make any and all claims and/or requests, for any reason whatsoever (such as, by way of example but not limited to, compensation and/or reimbursement), with reference to the Ticket even if the date selected when purchasing the Ticket has already elapsed; ix. the Customer is required to arrive at the entrance indicated on the Ticket to begin the security checks. For the Duomo Pass, Combo Lift/Stairs, and Combo Stairs and Pinacoteca Ambrosiana, the time chosen refers to entrance to the Milan Duomo Rooftops; for the Culture Pass and Duomo+Museum, the time chosen refers to entrance to the Cathedral; if the Customer arrives outside the indicated time, within a limit of 30 (thirty) minutes—either before or after—without prejudice to the opening hours of the Monumental Complex to the public, entrance may be denied, at the full discretion of the VFD personnel on duty, for organisational reasons, any exception to this is hereby withdrawn; x. the times, visit routes and the opening hours of the points of sale may undergo variations, delays and/or limitations due to extraordinary and/or organisational needs of the Monumental Complex and/or of VFD or in the event of bad weather or the presence of Causes of Force Majeure, as defined below; only in the event of total impediment of access to the Monumental Complex due to extraordinary and/or organisational needs of the Monumental Complex and/or of VFD or in the event of bad weather, will VFD refund the price of the Ticket via payment gateway or bank transfer, deducting the amount of the pre-sale commission that will remain definitively acquired by VFD, any exception to this is hereby withdrawn by the Customer; xiii. should the Ticket be purchased from unauthorised third-party sellers, or be stolen, counterfeited, illegible (for reasons not attributable to VFD), copied or obtained in violation of these GCS, the Customer will be prohibited from entering the Monumental Complex or, if already inside, will be accompanied to the exit by personnel in charge.”;

- 2.2.3., number i.: “With specific reference to the “Fast-Track” Ticket” i. It can be purchased on an exclusively seasonal basis; the calendar of the Service will be defined each year by VFD and communicated on the Website. Outside the guaranteed time slot for the Service, the Customer can access the Monumental Complex according to the normal opening hours by following the normal entry routes, without prejudice to what is provided in the previous Art. 2.2.2. ix.”;
- 2.2.4., number i.: “With specific reference to the “Duomo & Ambrosiana” Ticket” i. It can be



- purchased exclusively at the Ticket Offices managed by VFD and/or from the Website;”;*
- 2.3., numbers 2.3.2., 2.3.3., 2.3.4., 2.3.5., 2.3.6., 2.3.7., 2.3.8., 2.3.10. (Description of Services – Augmented Reality Experience): “2.3.2. *at the time of purchasing the Augmented Reality Experience, according to the methods set out in Art. 2.3.1. above, the Customer must indicate, within the time slot chosen with reference to the Ticket, also the time slot of the Augmented Reality Experience, amongst those which result as available, it being understood that (i) the Customer must arrive at the place where the Smartglasses can be rented, located at the dedicated desk inside Milan Duomo Cathedral, 10 (ten) minutes prior to the starting time of the selected time slot, during which the personnel appointed by VFD will be able to carry out the activities referred to in the following Art. 2.3.4.; (ii) rental of the Smartglasses and the carrying out of the Augmented Reality Experience are guaranteed in the booked time slot; in the event of delay, including within the 15 (fifteen) minutes following the time indicated at the time of purchase, the rental of the Smartglasses and the carrying out of the Augmented Reality Experience will nonetheless finish at the established time, as better clarified below; should the delay be 15 (fifteen) minutes or more than the time indicated at the time of purchase, the rental of the Smartglasses and the carrying out of the Augmented Reality Experience will be considered cancelled, without prejudice to VFD’s right to retain the amount paid by the Customer at the time of purchasing the Augmented Reality Experience, any exception to this is hereby withdrawn; (iii) in the event that the Customer, during the Augmented Reality Experience, wishes and/or needs to interrupt the Augmented Reality Experience, the rental of the Smartglasses and the carrying out of the Augmented Reality Experience will nonetheless finish at the established time, it being understood that the Customer hereby renounces any claim and/or request, such as, by way of example, even reimbursement, for any reason whatsoever, regarding the Augmented Reality Experience; 2.3.3. should the Smartglasses fail to be returned, are lost, tampered with, broken and/or damaged, even partially, attributable to the Customer who used the Smartglasses, a maximum penalty of €100.00 (one hundred/00 euros) will be applied, to be paid in cash or by electronic payment at the end of Augmented Reality Experience in the Ticket Offices or by bank transfer within 30 (thirty) days, any exception to this is hereby withdrawn by the Customer and with the express waiver of the Customer to advance any claim and/or request, for any reason whatsoever, in this regard; 2.3.4. the Augmented Reality Experience lasts for a total of 20 minutes, including transfer from one point to another along the itinerary, is structured along a 5-stage route and is in 5 languages (Italian, English, German, French and Spanish) that the Customer can carry out in full autonomy guided by the Smartglasses through the instructions that are provided via both audio and video, it being understood that at the time of rental of the Smartglasses, the personnel appointed by VFD (i) provides for the sanitisation of the Smartglasses and choice of visiting options (language settings and user profile); (ii) shows an explanatory video in relation to the use of the Smartglasses and the carrying out of the Augmented Reality Experience, always available during the Augmented Reality Experience, and gives the Customer a map which can also be consulted in electronic format on the Customer’s smartphone, representing the route relating to the Augmented Reality Experience, with visual instructions of the various stages and the technical and health warnings when using the Smartglasses and when carrying out the Augmented Reality Experience that the Customer, by accepting these GCS, expressly undertakes to comply with, expressly indemnifying VFD from any and all damages that may arise to the Customer and/or to third parties and/or to Milan Duomo as a result of the Customer’s failure to comply with the warnings; (iii) provides any useful information to the Customer in relation to the Smartglasses and the Augmented Reality Experience; 2.3.5. use of the Smartglasses and the Augmented Reality Experience by the Customer is subject to specific requirements in relation to age and physical or health conditions and must be carried out with adequate prudence and caution on the part of the Customer and, in any case, in such a way as to avoid putting the Customer and/or third parties and/or Milan Duomo at risk and/or in dangerous situations. The Customer must respect the common rules of caution and in particular must comply with the general provisions of these GCS, in the informative documents given to the Customer by the personnel appointed by VFD and/or in the explanatory videos shown to the Customer by the personnel appointed by VFD, on the signs and/or information totems located in the Ticket Offices and inside Milan Duomo. The Customer must furthermore scrupulously comply with the indications regarding use of the Smartglasses, as per the instructions given by the personnel appointed by VFD and/or represented in the explanatory*



videos shown to the Customer and/or in the informative documents given to the Customer and/or on the signs and/or information totems located in the Ticket Offices and inside Milan Duomo; 2.3.6. the Customer must abstain from taking part in the Augmented Reality Experience in the event that the characteristics of the Augmented Reality Experience itself, as described by the personnel appointed by VFD and/or as highlighted in these GCS and/or in the informative documents supplied by the personnel appointed by VFD and/or in the explanatory videos shown to the Customer by the personnel appointed by VFD and/or on the signs and/or information totems located in the Ticket Offices and inside Milan Duomo, are deemed by the Customer to be inadequate to one's personal and physical characteristics; 2.3.7. the Customer, by accepting these GCS, expressly declares (i) to hold VFD harmless and indemnify VFD from any and all damage and/or prejudice, caused to him/herself and/or to third parties and/or to Milan Duomo, related, directly and/or indirectly, to the illegitimate use and/or however improper use of the Smartglasses made available as part of the Augmented Reality Experience; (ii) to be aware that use of the Smartglasses and the carrying out of the Augmented Reality Experience must take place under psycho-physical conditions of complete health and well-being; (iii) to be aware that the Smartglasses and the Augmented Reality Experience involve a significantly stimulating experience, including emotional and sensorial; (iv) to be aware that, at the time of using the Smartglasses and carrying out the Augmented Reality Experience, there must be no physical and/or mental and/or emotional conditions that could make their use dangerous, prevent or even just advise against the use of the Smartglasses and/or the Augmented Reality Experience, such as, by way of example but not limited to, pregnancy, permanent or temporary disability, the intake of narcotic substances and/or alcohol and/or medication, the presence of pathologies such as photosensitivity, photophobia, claustrophobia, labyrinthitis, vertigo, cardiovascular problems, hypertension, heart disease, presence of a heart bypass and/or pacemaker, epilepsy, psychotic disorders, of any kind and/or nature; (v) to be aware that use of the Smartglasses and the carrying out of the Augmented Reality Experience may cause problems, even temporary, such as, by way of example but not limited to, nausea and/or vertigo and/or dizziness, hereby renouncing to advance any claim, for any reason whatsoever, against VFD; 2.3.8. access to the Augmented Reality Experience is permitted to the Customer who is an adult or a minor who is between 10 and 18 years of age; in the latter case, the original signature of the person exercising parental responsibility or the guardian on the consent form is required, also in relation to the provisions of the previous Artt. 2.3.5., 2.3.6. and 2.3.7., available in the Ticket Offices or on the Website, with delivery, at the time of renting the Smartglasses, to the personnel appointed by VFD, of the original consent form together with a copy of a valid ID document of the person exercising parental responsibility or the guardian. It is understood that the person exercising parental responsibility or the guardian and/or the accompanying adult will be liable for any damage caused by the aforementioned minors. Access to the Augmented Reality Experience is not permitted under any circumstances to Customers under 10 (ten) years of age; 2.3.10. the clauses provided for the Ticket referred to in the previous Artt. 2.2.2. ii., iii., iv., v., vi., vii., viii., ix., x., xiii., 2.2.3. i. and 2.2.4. i. are applied, *mutatis mutandis*, to the Augmented Reality Experience.”;

- 2.4. numbers 2.4.2., 2.4.3., 2.4.5., 2.4.6., 2.4.7., 2.4.8., 2.4.9., 2.4.11., 2.4.12. (Description of Services – Candoglia Virtual Reality Experience): “2.4.2. at the time of purchasing the Candoglia Virtual Reality Experience, according to the methods set out in Art. 2.4.1. above, the Customer must indicate, within the time slot chosen with reference to the Ticket, also the time slot of the Candoglia Virtual Reality Experience, amongst those which result as available, it being understood that (i) the Customer must arrive at the entrance to the Milan Duomo Museum 20 (twenty) minutes before the starting time of the selected time slot, so as to arrive at the rental place of the Candoglia Virtual Reality Visor, located inside the Church of San Gottardo in Corte in the Royal Palace, 10 (ten) minutes in advance, during which the personnel appointed by VFD will be able to carry out the activities referred to in the following Art. 2.4.5.; (ii) rental of the Candoglia Virtual Reality Visor and the carrying out of the Candoglia Virtual Reality Experience are guaranteed in the booked time slot; in the event of delay, the rental of the Candoglia Virtual Reality Visor and the carrying out of the Candoglia Virtual Reality Experience will be considered cancelled, without prejudice to VFD's right to retain the amount paid by the Customer at the time of purchasing the Candoglia Virtual Reality Experience, any exception to this is hereby withdrawn; (iii) in the event that the Customer, during the Candoglia Virtual Reality



Experience, wishes and/or needs to interrupt the Candoglia Virtual Reality Experience, the rental of the Candoglia Virtual Reality Visor and the carrying out of the Candoglia Virtual Reality Experience will nonetheless finish at the established time, it being understood that the Customer hereby renounces any and all claims and/or requests, such as, by way of example, even reimbursement, for any reason whatsoever, regarding the Candoglia Virtual Reality Experience; 2.4.3. once the Candoglia Virtual Reality Experience has ended, the Candoglia Virtual Reality Visor will be collected by the personnel appointed by VFD. Should the Candoglia Virtual Reality Visor fail to be returned, is lost, tampered with, broken and/or damaged, even partially, attributable to the Customer who used the Candoglia Virtual Reality Visor, a maximum penalty of €100.00 (one hundred/00 euros) will be applied, to be paid in cash or by electronic payment at the end of the Candoglia Virtual Reality Experience in the Ticket Offices or by bank transfer within 30 (thirty) days, any exception to this is hereby withdrawn by the Customer and with the express waiver of the participant of the Customer to advance any claim and/or request, for any reason whatsoever, in this regard. All the aforementioned systems are sanitised before and after each use and disposable earphones provided; 2.4.5. at the time of renting the Candoglia Virtual Reality Visor, the personnel appointed by VFD (i) will sanitise the Candoglia Virtual Reality Visor; (ii) provide oral information related to use of the Candoglia Virtual Reality Visor and participation in the Candoglia Virtual Reality Experience and show a document containing the technical and health warnings regarding the use of the Candoglia Virtual Reality Visor and participation in the Candoglia Virtual Reality Experience, which the Customer, by accepting these GCS, expressly undertakes to respect, indemnifying VFD from any and all damage that may be caused to the Customer and/or third parties and/or the Church of San Gottardo in Corte in the Royal Palace in connection with failure on the part of the Customer to respect these warnings; (iii) provide any useful information to the Customer in relation to the Candoglia Virtual Reality Visor and the Candoglia Virtual Reality Experience; 2.4.6. use of the Candoglia Virtual Reality Visor and the Candoglia Virtual Reality Experience by the Customer is subject to specific requirements in relation to age and physical or health conditions and must be carried out with adequate prudence and caution on the part of the Customer and, in any case, in such a way as to avoid putting the Customer and/or third parties and/or Church of San Gottardo in Corte in the Royal Palace at risk and/or in dangerous situations. The Customer must respect the common rules of caution and in particular must comply with the general provisions of these GCS, in the informative documents given to the Customer by the personnel appointed by VFD and/or on the signs and/or information totems located in the Church of San Gottardo in Corte in the Royal Palace. The Customer must furthermore scrupulously comply with the indications regarding use of the Candoglia Virtual Reality Visor, as per the instructions given by the personnel appointed by VFD and/or in the informative documents given to the Customer and/or on the signs and/or information totems located in the Church of San Gottardo in Corte in the Royal Palace; 2.4.7. the Customer must abstain from taking part in the Candoglia Virtual Reality Experience in the event that the characteristics of the Candoglia Virtual Reality Experience itself, as described by the personnel appointed by VFD and/or as highlighted in these GCS and/or in the informative documents supplied by the personnel appointed by VFD and/or on the signs and/or information totems located in the Church of San Gottardo in Corte in the Royal Palace, are deemed by the Customer to be inadequate to one's personal and physical characteristics; 2.4.8. the Customer, by accepting these GCS, expressly declares (i) to hold VFD harmless and indemnify VFD from any and all damage and/or prejudice, caused to him/herself and/or to third parties and/or to the Church of San Gottardo in Corte in the Royal Palace, related, directly and/or indirectly, to the illegitimate use and/or however improper use of the Candoglia Virtual Reality Visor made available as part of the Candoglia Virtual Reality Experience; (ii) to be aware that use of the Candoglia Virtual Reality Visor and the carrying out of the Candoglia Virtual Reality Experience must take place under psycho-physical conditions of complete health and well-being; (iii) to be aware that the Candoglia Virtual Reality Visor and the Candoglia Virtual Reality Experience involve a significantly stimulating experience, including emotional and sensorial; (iv) to be aware that, at the time of using the Candoglia Virtual Reality Visor and carrying out the Candoglia Virtual Reality Experience, there must be no physical and/or mental and/or emotional conditions that could make their use dangerous, prevent or even just advise against the use of the Candoglia Virtual Reality Visor and/or the Candoglia Virtual Reality Experience, such as, by way of example but not limited to, pregnancy,



permanent or temporary disability, the intake of narcotic substances and/or alcohol and/or medication, the presence of pathologies such as photosensitivity, photophobia, claustrophobia, labyrinthitis, vertigo, cardiovascular problems, hypertension, heart disease, presence of a heart bypass and/or pacemaker, epilepsy, psychotic disorders, of any kind and/or nature; (v) to be aware that use of the Candoglia Virtual Reality Visor and the carrying out of the Candoglia Virtual Reality Experience may cause problems, even temporary, such as, by way of example but not limited to, nausea and/or vertigo and/or dizziness, hereby renouncing to advance any claim, for any reason whatsoever, against VFD; 2.4.9. access to the Candoglia Virtual Reality Experience is permitted to the Customer who is an adult or a minor who is between 10 and 18 years of age; in the latter case, the original signature of the person exercising parental responsibility or the guardian on the consent form is required, also in relation to the provisions of the previous Artt. 2.4.6., 2.4.7. and 2.4.8., available in the Ticket Offices or on the Website, with delivery, at the time of renting the Candoglia Virtual Reality Visor, to the personnel appointed by VFD, of the original consent form together with a copy of a valid ID document of the person exercising parental responsibility or the guardian. It is understood that the person exercising parental responsibility or the guardian and/or the accompanying adult will be liable for any damage caused by the aforementioned minors. Access to the Candoglia Virtual Reality Experience is not permitted under any circumstances to Customers under 10 (ten) years of age; 2.4.11. the Customer, by accepting the GCS, expressly acknowledges and accepts that the qualitative performance of the Candoglia Virtual Reality Visor is limited to the requisites of the Candoglia Virtual Reality Visor itself, which guarantees a frame rate of at least 72 frames per second; 2.4.12. the clauses provided for the Ticket referred to in the previous Artt. 2.2.2. ii., iii., iv., v., vi., vii., viii., ix., x., xiii., 2.2.3. i. and 2.2.4. i. are applied, *mutatis mutandis*, to the Candoglia Virtual Reality Experience.”;

- 2.5., numbers 2.5.4., 2.5.6., 2.5.7., 2.5.8., 2.5.9., 2.5.10., 2.5.11., 2.5.12., 2.5.13., 2.5.14. (Description of Services – Madonnina Webcam Service): “2.5.4. purchase is made through the compilation, by the Customer, of a specific form found on the Website and through the successful sending of the online Order to VFD, subject to successful payment of the Madonnina Webcam Service Price, which the Customer is obliged to fully make, also in the case of indication and choice by the Customer of the 12-month subscription, via the electronic payment system indicated on the Website, once the Order has been completed and subject to full acceptance of these GCS and the unfair contract terms contained therein; 2.5.6. the Contract will be considered finalised at the time of acceptance by the Customer, through the double clicking of the Contract online and, separately, of the specific unfair contract terms in compliance with Artt. 1341–1342 of the Italian Civil Code and by the simultaneous sending of the online Order to VFD, subject to successful completion of the payment to be made on the Website by the Customer; 2.5.7. all expenses connected to the use of the Madonnina Webcam Service will be fully borne by the Customer, given that the Madonnina Webcam Service Price only concerns access to the Madonnina Webcam Service, while, by way of example but not limited to, the costs relating to an internet line and/or telephone line and/or service charges imposed by the issuer of the payment method chosen by the Customer and indicated on the Website and/or any other communication and/or access costs will be charged separately to the Customer by his/her provider(s), with the exclusion of any and all liability of VFD in this regard; 2.5.8. the validity of the Madonnina Webcam Service Access Code varies depending on the type of option chosen during the purchasing phase of the Madonnina Webcam Service, that is to say i) single use valid exclusively for a maximum and continuous duration of 20 minutes starting from the insertion of the Access Code by the Customer in the reserved area of the Website and for 1 (one) device only (by way of example but not limited to PC and/or tablet and/or smartphone); ii) multi-use subscription valid exclusively for a maximum duration of 365 days starting from the insertion of the Access Code by the Customer in the reserved area of the Website and for 1 (one) device only (by way of example but not limited to PC and/or tablet and/or smartphone); 2.5.9. without prejudice to the provisions of Art. 2.5.8. above, the Access Code, if not immediately used by the Customer due to the Customer’s sole fault and/or culpability, will remain valid for a maximum duration of 8 (eight) months following purchase. Once this deadline has elapsed, even in the event of non-use by the Customer due to the Customer’s sole fault and/or culpability, the Access Code will be deemed to have expired, without prejudice to VFD’s right to definitively and fully withhold the Madonnina Webcam Service Price paid by the Customer, any exception to this is hereby withdrawn by the Customer



and with the Customer's express renunciation to make any claim and/or request, for any reason whatsoever, in this regard; 2.5.10. once the Access Code has been received via email from VFD, the Customer (i) must keep it safe, (ii) must not transfer it and/or share it and/or make it accessible in any way to others, as it is strictly personal and (iii) may only use it on one device at a time (by way of example but not limited to PC, tablet and/or smartphone); 2.5.11. it is the Customer's responsibility to ensure possession and maintenance of the device (by way of example but not limited to PC, tablet and/or smartphone) and/or any apparatus used to access to the Madonnina Webcam Service; 2.5.12. it is absolutely forbidden to copy and/or record and/or save, on any medium, the video images related to the Madonnina Webcam Service and/or in any case all or part of the Madonnina Webcam Service as well as disseminate, by means of any medium (physical and/or digital), the video images related to the Madonnina Webcam Service and/or in any case all or part of the Madonnina Webcam Service, such as to redirect, reshare, retransmit, capture in streaming or otherwise distribute all or part of the Madonnina Webcam Service to others; it is understood that in the event of violation, the Customer will be charged a penalty of €100.00 (one hundred euros/00), any exception to this is hereby withdrawn, which must be paid via bank transfer to the bank account details that will be communicated by VFD; 2.5.13. the Customer acknowledges the fact that the Madonnina Webcam Service, being linked to the correct functioning of a webcam installed on the Main Spire of Milan Duomo, at the base of the Madonnina, is provided in the state in which it is currently found, without further guarantees with respect to what is indicated in the following Art. 4., and therefore VFD is not responsible, in any capacity, to the Customer, any exception to this is hereby withdrawn, in the event of total or partial and/or bad functioning and/or suspension and/or interruption and/or unavailability in the provision of the Madonnina Webcam Service determined, by way of example but not limited to, Causes of Force Majeure, as defined below, tampering or interference, even illicit, by third parties on the Customer's devices; misuse of the Madonnina Webcam Service by the Customer; malfunctioning and/or erroneous configuration of the devices used by the Customer; insufficient bandwidth or lack of adequate speed of the access service, as well as events not attributable to VFD and/or failure by the Customer to comply with the obligations provided for in the GCS and the Contract; 2.5.14. the quality of the transmission of the Madonnina Webcam Service images may vary from computer to computer and from device to device and may depend on a variety of circumstances, such as, by way of example but not limited to, the place in which the Customer is located and the speed of the internet connection.”;

- 2.6., numbers 2.6.6., 2.6.7., 2.6.8. (Description of Services – Duomo Card): “2.6.6. the Contract will be considered finalised at the time of acceptance by the Customer, through the double clicking of the Contract online and, separately, of the specific unfair contract terms in compliance with Artt. 1341–1342 of the Italian Civil Code and by the simultaneous sending of the online Order to VFD, subject to successful completion of the Duomo Card Price payment to be made on the Website by the Customer; 2.6.7. the Duomo Card, including the Duomo Card Digital Content and the Benefits, is valid until 31 December of the year in which the Duomo Card is purchased; 2.6.8. without prejudice to the provisions of Art. 2.6.7. above, the virtual tour of the Monumental Complex, included in the Duomo Card Digital Content, will be accessible to the Customer online, by entering the identification code of the Duomo Card Digital Content sent to the Customer with the OC, for a duration of 72 (seventy-two) hours.”;
- 3., numbers 3.1, 3.2 (Sensory Tables): “3.1 The Customer may rent, free of charge and in accordance with the provisions of Art. 2.1.6., a set of sensory tables, consisting of 1 or more sensory tables and at the request of the Customer, created by VFD in collaboration with the Institute for the Blind (hereinafter, the “Set”), to be used exclusively in the Milan Duomo Museum and in Milan Duomo Cathedral, upon presentation of a specific request to the reception personnel appointed by VFD and located at the entrance to the Milan Duomo Museum. The Set must be returned at the end of the visit to the Milan Duomo Museum and Milan Duomo Cathedral to the personnel appointed by VFD. Each set is sanitised before and after each use; 3.2 should the Set fail to be returned, is lost, tampered with, broken and/or damaged, even partially, attributable to the Customer, a maximum penalty of €100.00 (one hundred/00 euros) will be applied, to be paid in cash or by electronic payment at the end of use in the Ticket Offices or by bank transfer within 30 (thirty) days, any exception to this is hereby withdrawn by the Customer and with the express waiver of the Customer to advance any claim and/or request, for any reason whatsoever, in this regard.”;
- 4., numbers 4.1, 4.2, 4.3 (Causes of Force Majeure (hereinafter, “Causes of Force Majeure”): “4.1 Force



Majeure means the occurrence of an event or circumstance that prevents a party from performing one or more of its obligations pursuant to the Contract, if and to the extent that the party affected by the impediment demonstrates: a) that such an impediment is beyond its reasonable control; and b) that it could not reasonably be foreseen at the time of the conclusion of the Contract; c) that the effects of the impediment could not reasonably be avoided or overcome by the interested party. 4.2 In the absence of evidence to the contrary, it is presumed that the following events endured by one party satisfy conditions a) and b) of the previous Art. 4.1, while the party will only have to prove condition c) of the previous Art. 4.1: - war (declared or not), hostility, invasion, acts of a foreign enemy, extensive military mobilisation, within the Italian State and/or the Municipality of Milan and/or in the place of residence and/or home and/or offices of the Customer; - civil war, riot, 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 in the place of residence and/or home and/or offices of the Customer; - currency or trade restrictions, embargoes, sanctions, between the country of residence and/or home and/or offices of the Customer and the Italian State; - acts of authority, legitimate or illegitimate (including those connected to the Covid-19 epidemic), compliance with laws or government orders, regulations, expropriation, confiscation of assets, requisition, nationalisation, in any case having as their subject and/or concerning the Monumental Complex; - plague, epidemic and/or pandemic (including Covid-19), natural catastrophes or extreme natural events inside the Municipality of Milan and/or the in the place of residence and/or home and/or offices of the Customer; - explosion, fire, destruction of equipment, prolonged suspension of transport, telecommunications or energy inside the Monumental Complex and/or the place of residence and/or home and/or offices of the Customer; - generalised social conflicts, in particular boycott, strike, occupation of the Monumental Complex; - the complete closure of the Monumental Complex for liturgical events at the Monumental Complex or upon indications from Public Security Authorities. 4.3 VFD, in the event of Causes of Force Majeure, is exonerated from the obligation to fulfil its contractual obligations and from any responsibility for damage or other contractual remedy 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 purchase of the Services, the provisions of these GCS will apply.”;

- 5., numbers 5.2, 5.3, 5.4, 5.5, 5.6, 5.8, 5.9, 5.10, 5.11, 5.12, 5.13 (Duomo Card Digital Content and Digital Services Guarantee of Conformity): “5.2 Lack of conformity means the case in which the Duomo Card Digital Content and/or the Madonnina Webcam Service does/do not comply with the Contract. The guarantee, pursuant to Artt. 135 octies–135 vicies ter of the Consumer Code, for which VFD, in compliance with the Consumer Code, provides a reminder to the Customer regarding its existence, applies within the terms of the law to the Duomo Card Digital Content and/or the Madonnina Webcam Service which has/have not been provided in light of the Contract or manifest(s) or present(s) lack of conformity with the Contract in the period of time during which the Duomo Card Digital Content and/or the Madonnina Webcam Service must be supplied pursuant to the Contract, including incorrect integration of the Duomo Card Digital Content and/or the Madonnina Webcam Service into the Customer’s digital environment, exclusively in the event in which the Duomo Card Digital Content and/or the Madonnina Webcam Service is/are integrated by VFD or under its responsibility or the incorrect integration of the Duomo Card Digital Content and/or the Madonnina Webcam Service by the Customer derives from a lack of integration instructions provided by VFD to the Customer. 5.3 VFD will keep the Customer informed on a biannual basis of the available updates, including security ones, necessary in order to maintain compliance with the Duomo Card Digital Content and/or the Madonnina Webcam Service with the Contract and undertakes to provide them to the Customer in the period of time during which the Duomo Card Digital Content and/or the Madonnina Webcam Service must be provided in accordance with the Contract, it being understood that VFD is not responsible for a lack of conformity resulting from the lack of the relevant updates, in the event that, subject to the adequate and correct information to the Customer of the availability of the update, the installation instructions and the consequences of failure to install, the Customer does not install, within a reasonable time, or erroneously installs the updates provided by VFD. 5.4 There is no lack of conformity if, at the time of conclusion of the Contract, the Customer was specifically informed of the fact that a particular characteristic of the Duomo Card Digital Content and/or the Madonnina Webcam Service deviated from the requisites subject of the conformity provided for by the Consumer Code and the Customer has expressly and separately accepted this deviation at the time of conclusion of the Contract. 5.5 VFD reserves the right to verify the actual failure to supply the Duomo Card Digital Content and/or the Madonnina Webcam Service or the effective existence of



the lack of conformity of the Duomo Card Digital Content and/or the Madonnina Webcam Service in the Contract reported by the Customer. 5.6 In the event of a lack of conformity being found in the Duomo Card Digital Content and/or the Madonnina Webcam Service, the action aimed at asserting the lack of conformity is statute barred, in any case, within 26 (twenty-six) months from the last act of supply. 5.8 It is specified that proof of purchase (invoice and/or OC with proof of the relative payment) of the Duomo Card and/or Madonnina Webcam Service must be attached to the communication, otherwise it will not be possible to activate the legal guarantee of conformity of the Duomo Card Digital Content and/or the Madonnina Webcam Service provided for in the Consumer Code. 5.9 In the event of failure to supply the Duomo Card Digital Content and/or the Madonnina Webcam Service, reported according to the aforementioned methods, VFD will indicate the deadline within which it will supply the Duomo Card Digital Content and/or the Madonnina Webcam Service to the Customer; in the event of VFD's failure to supply the Duomo Card Digital Content and/or the Madonnina Webcam Service within the aforementioned deadline, the Customer will have the right, pursuant to Art. 135 septiesdecies of the Consumer Code, to request the termination of the Contract and a refund of the part of the Duomo Card Price and/or Madonnina Webcam Service Price corresponding to the period in which the Duomo Card Digital Content and/or the Madonnina Webcam Service did not conform to the Contract; the refund will be made within 14 (fourteen) days from the communication in which the Customer informs VFD of the desire to exercise the right to terminate the Contract and with the same payment method used by the Customer, unless the Customer, in the communication in which he/she informs VFD of the desire to exercise the right to terminate the Contract, indicates a different method for the refund and without VFD having to bear any expense relating to the reimbursement. 5.10 In the event of a lack of conformity of the Duomo Card Digital Content and/or the Madonnina Webcam Service, reported according the aforementioned methods, VFD will offer the Customer, pursuant to Art. 135 octiesdecies of the Consumer Code, the restoration of the conformity of the Duomo Card Digital Content and/or the Madonnina Webcam Service, within a reasonable period, without charging expenses or without notable inconvenience to the Customer, unless the requested remedy is impossible or imposes disproportionate costs to VFD, taking into account all the circumstances pursuant to Art. 135 octiesdecies of the Consumer Code. 5.11 Alternatively, VFD will offer the Customer, pursuant to Artt. 135 octiesdecies and 135 noviesdecies of the Consumer Code, a reduction of the Duomo Card Price and/or Madonnina Webcam Service Price, proportional to the decrease in value of the Duomo Card Digital Content and/or the Madonnina Webcam Service and for the period in which the Duomo Card Digital Content and/or the Madonnina Webcam Service did not conform to the Contract, or the termination of the Contract, except in the case in which the lack of conformity is minor, with refund of the part of the Duomo Card Digital Content and/or the Madonnina Webcam Service corresponding to the period in which the Duomo Card Digital Content and/or the Madonnina Webcam Service did not conform to the Contract; the refund will be issued within 14 (fourteen) days from the communication in which the Customer informs VFD of the desire to exercise the right to terminate the Contract and with the same payment method used by the Customer, unless the Customer, in the communication in which he/she informs VFD of the desire to exercise the right to terminate the Contract, indicates a different method for the refund and without VFD having to bear any expense relating to the reimbursement. 5.12 Upon termination of the Contract, VFD will have the right to prevent any further use of the Duomo Card Digital Content and/or the Madonnina Webcam Service by the Customer, in particular making the Duomo Card Digital Content and/or the Madonnina Webcam Service with the relative Access Code inaccessible or by deactivating the relative user account, and the Customer undertakes, for him/herself and his/her assignees, to not use the Duomo Card Digital Content and/or the Madonnina Webcam Service and to not make it/them available to third parties. 5.13 VFD has the right to modify the Duomo Card Digital Content and/or the Madonnina Webcam Service, in addition to what is necessary to maintain compliance of the same in the Contract, also in the case of updating the files contained therein, improvement of the relative quality, content maintenance and modification, without additional costs for the Customer and informing the Customer with adequate notice of the method and time in which the modification will take place by email; the Customer, if such modification negatively effects use of the Duomo Card Digital Content and/or the Madonnina Webcam Service or access to the same by the Customer, unless such negative consequences are negligible, has the right to withdraw from the Contract free of charge within 30 (thirty) days from the date in which the information is received or, if later, from the moment in which the Duomo Card Digital Content and/or the Madonnina Webcam Service is/are modified by VFD, except in the case that VFD allows for, without additional costs, the keeping of the Duomo Card Digital



Content and/or the Madonnina Webcam Service without modifications, without prejudice to conformity of the Duomo Card Digital Content and/or the Madonnina Webcam Service in the Contract.”;

— 6. (Right of Withdrawal)

- 6.2., numbers 6.2.1., 6.2.2. (Right of Withdrawal – Ticket): *“6.2.1. Pursuant to Art. 59, Paragraph 1, Letter n) of the Consumer Code, the right of withdrawal referred to in Artt. 52 et seq. of the Consumer Code does not apply to transactions carried out through the Website. The Customer, in fact, acknowledges that since the Contract concerns products and services relating to free time to be provided on a specific date or within a specific period of execution, the right of withdrawal referred to in Art. 52 of the Consumer Code does not apply; 6.2.2. without prejudice to the provisions for the Date Change and New Ticket Solution, the Ticket is not modifiable or refundable in any way, not even in the event that the Customer decides not to carry out the visit for personal reasons, such as, by way of example but not limited to, organisational reasons and/or related to waiting times.”;*
- 6.3., numbers 6.3.1., 6.3.2. (Right of Withdrawal – Augmented Reality Experience and Candoglia Virtual Reality Experience): *“6.3.1. Pursuant to Art. 59, Paragraph 1, Letter n) of the Consumer Code, the right of withdrawal referred to in Artt. 52 et seq. of the Consumer Code does not apply to transactions carried out through the Website. The Customer, in fact, acknowledges that since the Contract concerns products and services relating to free time to be provided on a specific date or within a specific period of execution, the right of withdrawal referred to in Art. 52 of the Consumer Code does not apply; 6.3.2. without prejudice to the provisions of Artt. 2.3.9. and 2.4.10, the price paid at the time of purchase of the Augmented Reality Experience and the Candoglia Virtual Reality Experience cannot be modified or refunded in any way, not even in the event that the Customer decides not to carry out the Augmented Reality Experience and the Candoglia Virtual Reality Experience for personal reasons, such as, by way of example but not limited to, organisational reasons.”;*
- 6.4., numbers 6.4.1., 6.4.2., 6.4.3., 6.4.4., 6.4.5., 6.4.6. (Right of Withdrawal – Madonnina Webcam Service): *“6.4.1. Without prejudice to the provisions of the following Art. 6.4.4., the Customer, only and exclusively in the case in which he/she qualifies as a “consumer” pursuant to and for the purposes of the Consumer Code and these GCS, from the date of conclusion of the Contract according to the provisions of Art. 2.6.6., has a period of 14 (fourteen) days to withdraw from the same (hereinafter, the “Withdrawal Period”), without having to provide any reason and without having to incur costs different from those provided for in Art. 56, Paragraph 2 and Art. 57 of the Consumer Code, declaring, for him/herself and his/her assignees, to have been fully informed by VFD about the terms, conditions and procedures for exercising the right of withdrawal in accordance with Art. 54, Paragraph 1 of the Consumer Code. The notice of withdrawal can be sent to VFD by email to buyer@duomomilano.it; 6.4.2. following the withdrawal exercised within the terms and methods set out in Art. 6.4.1. above, VFD will re-credit the Customer, through the same payment method used by the Customer at the time of purchasing the Madonnina Webcam Service, unless the Customer expressly agrees otherwise and on condition that any costs as a consequence of the refund are not incurred, the Madonnina Webcam Service Price, within 14 (fourteen) days from the date of receiving the notice of withdrawal. It is understood that, in the absence of withdrawal within the aforementioned terms, VFD will definitively retain the Madonnina Webcam Service Price regardless of the actual use of the Madonnina Webcam Service by the Customer; 6.4.3. in view of exercising the right of withdrawal in accordance with the above, VFD will have the right to block any further use of the Madonnina Webcam Service by the Customer, in particular making the Madonnina Webcam Service with its related Access Code inaccessible and by deactivating the relative user account, and the Customer undertakes, for him/herself and his/her assignees, not to use the Madonnina Webcam Service and not to make it available to third parties; 6.4.4. pursuant to Art. 59 Paragraph 1, Letter l) of the Consumer Code, the Customer having expressly, for him/herself and his/her assignees, (i) consented, through the forwarding of the completed Order form and certifying the payment of the Madonnina Webcam Service Price, at the beginning of the execution of the Contract and (ii) accepted through the forwarding by VFD of the OC and Access Code for the Madonnina Webcam Service that the Contract has been fully executed by VFD, the Customer expressly declares, for him/herself and his/her assignees, to accept the loss of the right of withdrawal in the event of receipt by the Customer of the OC and the Access Code, sent by VFD, prior to the Withdrawal Period; 6.4.5. the provisions of the previous Art. 5.13 with reference to the modification by*



VFD of the Madonnina Webcam Service remain unchanged; 6.4.6. no refund of the Madonnina Webcam Service Price shall be provided under any circumstances should the Customer renounce the contents of the Madonnina Webcam Service.”;

- *6.5., numbers 6.5.1., 6.5.2., 6.5.3., 6.5.4. (Right of Withdrawal – Duomo Card): “6.5.1. Pursuant to Art. 59, Paragraph 1, Letter n) of the Consumer Code, the right of withdrawal referred to in Artt. 52 et seq. of the Consumer Code does not apply to transactions carried out through the Website. The Customer, in fact, acknowledges that since the Contract concerns products and services relating to free time to be provided on a specific date or within a specific period of execution, the right of withdrawal referred to in Art. 52 of the Consumer Code does not apply. Furthermore, the Contract concerns a Service which the Customer uses at the time of purchase; 6.5.2. without prejudice to what is indicated in the previous Art. 6.5.1., pursuant to Art. 59, Paragraph 1, Letter o) of the Consumer Code, given that the start of the execution of the Contract coincides with the forwarding of the completed Order form certifying payment of the Duomo Card Price, and the Customer having expressly, for him/herself and his/her assignees, consented at the start of the execution of the Contract in the aforementioned terms, the Customer expressly declares, for him/herself and his/her assignees, to accept the loss of the right of withdrawal, subject to confirmation by VFD by forwarding the OC and the availability to access the Duomo Card Digital Content, with which it confirms to the Customer the aforementioned express consent and relative acceptance; 6.5.3. the provisions of Art. 5.13 above remain unchanged with reference to modification by VFD of the Duomo Card Digital Content; 6.5.4. no refund and/or replacement of the Duomo Card Price, service charges and any shipping costs shall be provided under any circumstances should the Customer renounce the Duomo Card Digital Content and/or, in any case, the contents of the Duomo Card.”;*
- *8., numbers 8.1, 8.2, 8.3 (Applicable Law – Competent Court): “8.1 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. 8.2 For anything not expressly indicated in these GCS, the Consumer Code and Italian Civil Code will apply. 8.3 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 and/or has its registered office or has elected domicile will be competent.”.*

The Customer also expressly acknowledges and accepts that, according to the methods indicated above, declares, pursuant to and for the purposes of Artt. 1341 and 1342 of the Italian Civil Code, to have also read the Unfair Contract Terms, contained in the supplementary appendix to the GCS and reported here below, to have fully understood their content and to specifically accept them, any exception to this is hereby withdrawn by the Customer:

- *1., numbers 1.1, 1.2 (Voucher): “1.1 The Customer, upon purchasing the Duomo Classic Panettone, Colomba or Big Bag will be able to find inside the same a Voucher which allows him/her to obtain, according to the methods described in Point 1.2 below, 2 (two) free “Combo Lift” tickets (hereinafter, singularly the “**Free Ticket**”), it being expressly understood that each Free Ticket: (i) is valid for 2 (two) people; (ii) grants 2 (two) entrances only for visiting the Milan Duomo Rooftops with ascent by lift, Milan Duomo Cathedral and Milan Duomo Museum; (iii) is valid exclusively on the day chosen for the visit according to the methods described in these GCS and the unfair contract terms contained therein, to which reference is made in full (hereinafter, the “**Date**”), without prejudice to the regulations relating to the Date Change and the New Ticket Solution, as defined in the GCS and the unfair contract terms contained therein, to which full reference is made, any exception is hereby withdrawn by the Customer against VFD. 1.2 Without prejudice to what is indicated in Art. 1.1 above, the Vouchers, which cannot be converted into money, must be used by the Customer exclusively according to the following methods, and in particular, to obtain the Free Ticket, the Customer must alternatively: (i) personally go to the Ticket Offices and physically present the original Voucher, it being expressly understood that failure to physically present, in whole or in part, the original Voucher, for any reason whatsoever, or the presentation, in full or in part, of a copy of the same, in any format, physical and/or digital, will make it impossible for the Customer to obtain the Free Ticket, any exception to this is hereby withdrawn against VFD; (ii) indicate the Date on the Website and insert the code shown on the Voucher in the dedicated section “Do you have a Voucher?”.”;*
- *2., numbers 2.1, 2.2, 2.3, 2.4 (Period of validity and use of the Voucher): “2.1 The Vouchers relating to the Duomo Classic Panettone may be used by the Customer, for the purposes described in Art. 1.1 above, from 31 October 2024 to 31 October 2025 only, it being understood that the Date may not be later than 31 December*



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2025, any exception is hereby withdrawn by the Customer, it being expressly understood that after the 31 October 2025 deadline, each Voucher will cease be effective and/or useable and the Customer will definitively lose the related rights, any exception to this is hereby withdrawn by the Customer against VFD. 2.2 The Vouchers relating to the Colomba may be used by the Customer, for the purposes described in Art. 1.1 above, from 31 March 2025 to 31 March 2026 only, it being understood that the Date may not be later than 31 December 2026, any exception is hereby withdrawn by the Customer, it being expressly understood that after the 31 March 2026 deadline, each Voucher will cease be effective and/or useable and the Customer will definitively lose the related rights, any exception to this is hereby withdrawn by the Customer against VFD. 2.3 The Vouchers relating to the Big Bag may be used by the Customer, for the purposes described in Art. 1.1 above, from 1 April 2025 to 31 October 2028 only, it being understood that the Date may not be later than 31 December 2028, any exception is hereby withdrawn by the Customer, it being expressly understood that after the 31 October 2028 deadline, each Voucher will cease be effective and/or useable and the Customer will definitively lose the related rights, any exception to this is hereby withdrawn by the Customer against VFD. 2.4 VFD is a third-party and unrelated to any hypothesis regarding loss and/or theft and/or destruction, in whole or in part, of the Voucher, it being expressly understood that: (i) in such hypotheses, the Customer will definitively lose the rights referred to in Art. 1.1 above; (ii) the Voucher is not replaceable nor can another Voucher be issued to the Customer, any exception to this is hereby withdrawn by the Customer against VFD.”;

Milan, July 28th, 2025

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