GENERAL CONDITIONS OF SALE

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GENERAL CONDITIONS

1. Object

1.1 These general conditions of sale (hereinafter, "**GCS**") of Veneranda Fabbrica del Duomo di Milano, with its registered office in 20122 Milan, Via C. M. Martini, 1, tax code and VAT number 01989950157, telephone number +39 02 61691 and email *info@duomomilano.it* (hereinafter, "**VFD**"), represent the contractual conditions which, accepted by the customer (hereinafter, singularly the "**Customer**" and jointly the "**Customers**"), will govern the contract between VFD and the Customer (hereinafter, the "**Contract**"), as indicated in the following Artt. 1.2, 1.3 and 1.4 relating to (a) the purchase of the various types of entrance tickets to the visitable areas of Milan Duomo Monumental Complex—that is the Milan Duomo Cathedral, the Sacristies, the Baptistery of San Giovanni alle Fonti archaeological area, the Crypt of Saint Charles, 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 in the Royal Palace, the Archive-Library and the Candoglia Quarries (hereinafter, jointly the "**MonumentalComplex**")—as well as the type of entrance ticket to the 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 together with the Ticket and in combination with the other Services, as better defined below, (*i*) of an ultimate "augmented reality" experience, through multimedia glasses and their related accessories (hereinafter, the "**Augmented Reality Visor**"), through which a visit itinerary of inside Milan Duomo Cathedral 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 Cathedral and related "spotlighted objects" through 3D reconstructions and "augmented reality" videos, as better defined below (hereinafter, the "**Augmented Reality Experience**") or (*ii*) of 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 below (hereinafter, the "**CandogliaVirtual Reality Experience**"), or (*iii*)of an immersive virtual reality experience inside Milan Duomo Cathedral that allows the Customer to independently enjoy the aforementioned virtual reality content through a dedicated LBE-type (Location-Based Entertainment) station, as better described below (hereinafter, the "**Duomo History VR Experience**"), using a virtual reality visor together with accessories (hereinafter, the "**Duomo History Visor**), and/or (c) the purchase of the Milan Duomo Card (hereinafter, the "**DuomoCard**"), together with the digital content included in the Duomo Card (hereinafter, jointly 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, Duomo History VR Experience, Duomo Card, Duomo Card Digital Content and Benefits are singularly the "**Service**" and jointly the "**Services**").

1.2 With reference to the Ticket, Augmented Reality Experience,Candoglia Virtual Reality Experience and Duomo History VR 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 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.

1.4 Without prejudice to what is indicated in the previous Art. 1.1, these GCS will also regulate, with reference to the Duomo Card, the hypothesis of non-supply or lack of conformity of the Duomo Card Digital Content 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

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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**").

1.5 The Customer, by accepting the GCS, declares, for himself and his assignees, to have read, understood well and expressly accept and, likewise, undertakes, for himself and his 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.

1.6 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 Duomo History VR Experience and the Duomo Card (without prejudice to the provisions of the following Art. 5.13 with reference to the Duomo Card Digital Content), 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.

1.7 The Customer can purchase one or more Services, it being fully understood that, without prejudice to the provisions of Art. 1.1 above, the clauses specifically referring to the Service(s) that are not the subject of the purchase will not apply between VFD and the Customer.

1.8 The Services are provided by VFD in conformity with the GCS applicable to each of them.

2. Description of Services

2.1. General Regulations

2.1.1. Each of the Services has been created by VFD in favour of the Customer who is (i) a "consumer" pursuant to Article 3, Paragraph 1, Letter a) of the Consumer Code (Legislative Decree N. 206 of 6 September 2005 and subsequent amendments and additions) (hereinafter, the "**Consumer Code**"), "), as better specified in Art. 2.1.2. below, or (ii) a legal person, to which the provisions of the Consumer Code will not apply, but rather the provisions of the Italian Civil Code.

2.1.2. By the term "consumer", it is intended any natural person who purchases a Ticket, Augmented Reality Experience, Candoglia Virtual Reality Experience, Duomo History VR Experience, Duomo Card, Duomo Card Digital Content and Benefits, according to the methods indicated in these GCS for purposes not related to their commercial, entrepreneurial, artisanal or professional activity, if any. In this case, by expressly and unconditionally accepting these GCS, the Customer declares to purchase the Ticket and/or Augmented Reality Experience and/or Candoglia Virtual Reality Experience and/or Duomo History VR Experienceand/or Duomo Card and/or Duomo Card Digital Content and/or Benefits for purposes other than the aforementioned and undertakes to observe, in his relations with VFD, these GCS. With reference to the Customerwho is a consumer, each Service is provided in full compliance with the regulations of the Consumer Code, also in terms of distance selling regulated by Articles 94 et seq.

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 fullwith 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 Ticketand for an exclusively personal use of the Ticket.

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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 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 and/or Duomo History VR Experience, the Customer may rent the Augmented Reality Visor and/or the Candoglia Virtual Reality Visor and/or the Duomo History 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 respect the given instructions, the Customer will not be able to rent the Systems, any exception to this is hereby withdrawn.

2.2. Ticket

2.2.1. <u>Types of Ticket</u>

VFD provides two different types of Ticket: the Normal Ticket[1] and the "Fast-Track" Ticket[2].

2.2.2. <u>With specific reference to all Ticket types</u>

i. They can be purchased: (1) via the Website, by the Customer filling in a specific form present on the Website and via the subsequent sending of the online Order to VFD, subject to successful completion of the payment, once the Order is completed, and without prejudice to the full acceptance of these GCS and the unfair contract terms contained therein; (2) from one of the authorised ticket offices (hereinafter, the "**TicketOffices**"); (3) through subjects authorised by VFD to sell the Ticket, indicated in the list published on the Website;

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, discounted 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-

[1] Normal Ticket: the following Ticket categories are part of the Normal Ticket type: *i*) Duomo Pass Lift (grants entry to Milan Duomo Cathedral, Milan Duomo Museum, Milan Duomo Rooftops with ascent by lift, Baptistery of San Giovanni alle Fonti archaeological area), *ii*) Duomo Pass Stairs (grants entry to Milan Duomo Cathedral, Milan Duomo Museum, Milan Duomo Rooftops with ascent by stairs, Baptistery of San Giovanni alle Fonti archaeological area), *iii*) Rooftops with Ascent by Stairs, *iv*) Rooftops with Ascent by Lift, *v*) Milan Duomo Cathedral, *vi*) Milan Duomo Museum, *vii*) Baptistery of San Giovanni alle Fonti archaeological area, *viii*) Duomo+Museum, *ix*) Combo Stairs + Pinacoteca Ambrosiana (grants entry to Milan Duomo Cathedral, Archaeological Area, Milan Duomo Museum, Milan Duomo Rooftops with ascent by stairs, and Veneranda Biblioteca Ambrosiana), *x*) Combo-Lift (grants entry to Milan Duomo Cathedral, Milan Duomo Museum, Milan Duomo Rooftops with ascent by lift), *xi*) Combo-Stairs (grants entry to Milan Duomo Cathedral, Milan Duomo Museum, Milan Duomo Rooftops with ascent by stairs), *xii*) Duomo e Terrazze Lift(grants entry to Milan Duomo Cathedral and Milan Duomo Rooftops with ascent by lift), *xiii*) Duomo e Terrazze Stairs (grants entry to Milan Duomo Cathedral and Milan Duomo Rooftops with ascent by stairs), *xiv*) St. Charles Crypt (grants entry to the Crypt of Saint Charles Borromeo), *xv*) Culture Pass (grants entry to Milan Duomo Cathedral, Milan Duomo Museum, Baptistery of San Giovanni alle Fonti archaeological area, Church of San Gottardo in Corte in the Royal Palace and the Crypt of Saint Charles Borromeo. VFD reserves the right to introduce new types of Ticket and create ticket packages, also on a seasonal basis or for special events.

[2] "Fast-Track" Ticket: the following categories of Ticket belong to the "Fast-Track" type of Ticket: *i*) Fast-Track Rooftops (grants entry to the Milan Duomo Rooftops in "fast-track" mode) and *ii*) Fast-Track Pass A (grants access to the Milan Duomo Rooftops, Milan Duomo Museum and the Church of San Gottardo in Corte in "fast-track" mode, as well as entry from the far south façade door of Milan Duomo Cathedral and the Baptistery of San Giovanni alle Fonti archaeological area, the Crypt of Saint Charles Borromeo, as well as collection of the cape-like cover for entrance to Milan Duomo Cathedral from the dedicated entrance to the Milan Duomo Rooftops).

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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, discounted or reduced-price 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 Customer also acknowledges and accepts, for himself and his assignees, that in the event of a purchase online by a Customer who has the right to a free, discounted or reduced-price Ticket, it will not be possible to obtain any refund should such a request be made by the Customer following entry to the Monumental Complex and completing the relevant visit, any exception to this is hereby withdrawn by the Customer. The pricing policies for the definition of free, discounted or reduced-price categories are defined at the sole discretion of VFD or stipulated through specific conventions with Institutions and Associations;

iii. payment of the Ticket may be made (i) via credit card or other enabled electronic payment system through the Website or an authorised reseller's website. With reference to payment by redemption of a specific voucher, the Customer expressly acknowledges and accepts, for himself and his assignees, that, in light of the provisions contained in the supplementary appendix of the VFD GCS, it will not be possible for the Customer to obtain any refund while he may (a) proceed with a Date Change, as defined below, within the terms set out in the following Art. vi., or (b) obtain, exclusively in the event of a total impediment in accessing the Monumental Complex due to extraordinary and/or organisational needs of the Monumental Complex and/or VFD or bad weather, a voucher of equal value to the voucher used for payment of the Ticket, to be used on another date and in any case no later than 12 (twelve) months from the date of use selected for the initial voucher, via email by providing VFD with the Customer's email address; (ii) in cash or digitally (debit card, credit card and other enabled systems) or using the Culture Bonus and/or the Teacher Card at the Ticket Offices. With reference to payment using the Culture Bonus and/or Teacher Card, subject to the validity of the Culture Bonus and/or Teacher Card on the day of the visit covered by the Ticket, the Customer expressly acknowledges and accepts, for himself and his assignees, that the same is only possible on the same day of intended use of the Ticket, just as, only in the event of a total impediment in accessing the Monumental Complex due to extraordinary and/or organisational needs of the Monumental Complex and/or VFD or bad weather, it will not be possible for the Customer to obtain any refund, without prejudice to the possibility of the Customer obtaining, via email upon provision to VFD of the Customer's email address, a voucher of equal value to the Ticket purchased with the Culture Bonus and/or Teacher Card and, if this is not possible, of a Ticket from a higher price tier to the one purchased with the Culture Bonus and/or Teacher Card—any difference in value between the Ticket previously purchased using the Culture Bonus and/or Teacher Card and that of the voucher will be borne by VFD—to carry out the visit on another date and, in any case, no later than 12 (twelve) months following issue of the Ticket purchased with the Culture Bonus and/or Teacher Card;

iv. depending on the purchase channel used, the Ticket may be issued in the following formats: (1) in paper format, if bought from a TVM (Ticket Vending Machine) and/or one of the Ticket Offices; (2) in electronic format (downloadable voucher via email or other instruments), if bought through an authorised VFD reseller's website and/or the through the Website. The Customer may also request the sending of the Ticket via email, after the Customer having provided VFD with an email address, it being understood that failure of the Customer to receive and/or read the Ticket sent to the email address received by VFD, for any reason whatsoever, cannot be attributed to VFD in any way;

v. without prejudice to the provisions of the following Art. x, the Ticket, even if not validated, is valid (I) exclusively on the date selected by the Customer for the visit at the time of purchase and (II) for one single access (which must therefore take place in the date selected by the Customer at the time of purchase) to the places included in the price of the Ticket itself. The only exceptions to this are: (a) the Fast-Track Pass and Culture Pass Tickets, which allow the Customer to visit the Duomo Museum on the day following the date originally selected at the time of purchase—with the express exclusion of all other sites, which remain subject to the provisions set out in (I) and (II) above; and (b) the Combo Stairs + Pinacoteca Ambrosiana Ticket, which allows the Customer to visit, one time only, the Veneranda Biblioteca Ambrosiana within the 2 (two) days following the date originally selected at the time of purchase— with the express exclusion of all other sites, which remain subject to the provisions set out in (I) and (II) above;

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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 to 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, without prejudice to the exceptions set out in the preceding Art. v., 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;

viii. without prejudice to the correct fulfilment of all the activities described in the previous Artt. vi. and vii., according to the terms provided therein:
   1. the Date Change, having as its subject the same type of Ticket, will be free of charge, it being understood that in the event that, at the time of the Date Change, VFD has published a new tariff that brings with it an increase in price of the same type of Ticket, VFD will not require that the Customer supplement the price paid upon purchase of the Ticket;
   2. the New Ticket Solution, having as its subject a different type of Ticket, will be at a cost. In such case (a) where the price inherent to the different type of Ticket covered by the New Ticket Solution is higher than the price of the Ticket paid, the Customer must simultaneously communicate acceptance of the New Ticket Solution, referred to in Art. vii. 4. above, paying the difference in price to VFD by credit card or at the cash desk on the day of the visit, it being understood that in case of failure to receive, wholly and/or partially, the payment, for any reason whatsoever, the purchase of the New Ticket Solution will not be regarded as completed and will therefore remain valid exclusively the date of the Ticket indicated at the time of purchase, without prejudice to the exceptions set out in the preceding Art. v., any exception to this is hereby withdrawn by the Customer, with the express exclusion of any and all liability of VFD in this regard, in any capacity, and the Customer renounces 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 in the event where the date selected when purchasing the Ticket has already elapsed; (b) where the price inherent to the different type of Ticket covered by the New Ticket Solution is lower than the price

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of the Ticket paid, VFD will have the full right to definitively retain the full price of the Ticket, paid by the Customer at the time of purchase, the Customer hereby expressly renouncing to make any claim and/or request, for any reason whatsoever, in this regard;

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,Duomo and Terraces 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 Milan Duomo 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 in 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, taking into account the payment method used for the initial transaction—any bank charges directly related to the refund will be borne by VFD, it being understood that VFD may ask the Customer, who must agree, to indicate a different means through which to make the refund—, 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;

xi. the Ticket Offices authorised to sell Tickets are indicated below:
- "Ticket Office 1" and "TVM" (*Ticket Vending Machine*) in Piazza Duomo 14/A, Sala delle Colonne;
- "Ticket Office 2" and "TVM" (*Ticket Vending Machine*) in the Royal Palace – Piazza del Duomo, 12 inside the Milan Duomo Museum;
- "Group Ticket Office" in the temporary structure located externally in the fenced area on the south side of the Cathedral;
- "Audio Guide Desk" inside the Cathedral, Piazza Duomo snc;

xii. the opening times of the Ticket Offices follow the opening times of the Monumental Complex, while with regards to the closing times of the Ticket Offices, the Ticket Offices close 70 (seventy) minutes before the closing time of the Monumental Complex;

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. 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 timeslot 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;

ii. it grants access to a reserved security check lane and allows for the rapid arrival at the entrance to the Milan Duomo Rooftops with lower waiting times than the Customer who purchased the normal ticket, it being understood that all persons are subjected to the same safety rules and procedures.

2.2.4. With specific reference to the "Combo Stairs + Pinacoteca Ambrosiana" Ticket

i. It can be purchased exclusively at the Ticket Offices managed by VFD and/or from the Website;

ii. it grants access to Milan Duomo Cathedral, the Milan Duomo Museum, the Baptistery of San Giovanni alle Fonti and the Milan Duomo Rooftops by stairs and to the Veneranda Biblioteca Ambrosiana, located in Milan, Piazza Pio XI, 2, closed Wednesdays.

2.3. Augmented Reality Experience

2.3.1. It can be purchased, together with the Ticket as an additional Service: (1) from the Website, through completion by the Customer, during purchase of the Ticket, of an additional and specific form on the Website relating to the Augmented Reality Experience and through the subsequent sending of the overall online Order to VFD, subject to successful completion of the entire payment, once the Order has been completed, and without prejudice to the full acceptance of these GCS, the unfair contract terms contained therein and the warnings related to the

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Augmented Reality Experience; (2) at one of the Ticket Offices without prejudice to acceptance of these GCS, the unfair contract terms contained therein as indicated in Art. 1.2 (*i*) as well as the warnings related to the Augmented Reality Experience available at the Ticket Offices and, therefore, fully knowable by the Customer;

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 timeslot chosen with reference to the Ticket, also the timeslot 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 Augmented Reality Visor can be rented, located at the dedicated desk inside Milan Duomo Cathedral, 10 (ten) minutes prior to the starting time of the selected timeslot, 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 Augmented Reality Visorand the carrying out of the Augmented Reality Experience are guaranteed in the booked timeslot; in the event of delay, including within the 15 (fifteen) minutes following the time indicated at the time of purchase, the rental of the Augmented Reality Visorand 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 Augmented Reality Visorand the carrying out of the Augmented Reality Experience shall be considered cancelled, without prejudice to VFD's right to retain the amount charged to 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 Augmented Reality Visorand the carrying out of the Augmented 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, also reimbursement, for any reason whatsoever, regarding the Augmented Reality Experience;

2.3.3. should the Augmented Reality Visorfail to be returned, is lost, tampered with, broken and/or damaged, even partially, attributable to the Customer who used the Augmented 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 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 is available in multiple languages, as per the conditions specified during the booking phase, andlasts for a total of 20 minutes that the Customer can carry out in full autonomy guided by the Augmented Reality Visor through the instructions that are provided via both audio and video, it being understood that at the time of rental of the Augmented Reality Visor, the personnel appointed by VFD (i) provides for the sanitisation of the Augmented Reality Visorand choice of visiting options (language settings and user profile); (ii) shows an explanatory video in relation to the use of the Augmented Reality Visorand the carrying out of the Augmented Reality Experience, available throughout 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 Augmented Reality Visorand 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 Cathedral 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 Augmented Reality Visorand the Augmented Reality Experience;

2.3.5. use of the Augmented Reality Visorand 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 puttingthe 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. Furthermore, the Customer must scrupulously comply with the indications regarding use of the Augmented Reality Visor, 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 Cathedral;

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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 Cathedral, are deemed by the Customer to be inadequate to one's personal and physical characteristics. Please note that Customers who wear glasses can also participate in the Augmented Reality Experience, subject to an appropriate assessment by the Customer as to whether the Augmented Reality Experience is suitable or not in this respect, it being understood that should the Customer decide not to carry out and/or interrupt the Augmented Reality Experience for this reason, no refund shall be granted to the Customer, any exception to this is hereby withdrawn;

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 himself and/or to third parties and/or to Milan Duomo Cathedral, related, directly and/or indirectly, to the illegitimate use and/or however improper use of the Augmented Reality Visormade available as part of the Augmented Reality Experience; (ii) to be aware that use of the Augmented Reality Visor and participation in the Augmented Reality Experience must take place under psychological and physical conditions of complete health and well-being; (iii) to be aware that the Augmented Reality Visorand the Augmented Reality Experience involve a significantly stimulating experience, including emotional and sensorial; (iv) to be aware that, at the time of using the Augmented Reality Visorand participating in 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 Augmented Reality Visor 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 Augmented Reality Visor 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 Customers who are adults or minors between the ages of10 and 18 years of age; in the latter case, the original signature of the person exercising parental responsibility or the guardian 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 Augmented Reality Visor, to the personnel appointed by VFD, of the original consent form together a valid identity 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;

2.3.9. the Customer, during the Augmented Reality Experience, undertakes to promptly communicate to the personnel appointed by VFD any malfunctioning and/or problem in using the Augmented Reality Visor, it being understood that solely in the event that it is ascertained that the malfunctioning and/or problem in using the Augmented Reality Visor is not attributable to and/or the fault of the Customer, definitively preventing the application of the Augmented Reality Experience and no other Augmented Reality Visor is available, the Customer will have the right to a refund for the price corresponding to the purchase of the Augmented Reality Experience, without prejudice to compliance with the procedure referred to in the following Art. 7. and that the Customer expressly waives, in light of the refund, the right to make any further claims and/or requests in this regard. It is understood that, taking into account the payment method used for the initial transaction, any bank charges directly related to the refund will be borne by VFD, without prejudice to the fact that VFD may ask the User, who must agree, to indicate a different means through which to process the refund;

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. Candoglia Virtual Reality Experience

2.4.1. The Candoglia Virtual Reality Experience can be purchased, together with the Ticket as an additional Service: (1) from the Website, through completion by the Customer, during purchase of the Ticket, of an additional and specific form on the Website relating to the Candoglia Virtual Reality Experience and through the subsequent sending of the overall online Order to VFD, subject to successful completion of the entire payment, once the Order

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has been completed, and without prejudice to the full acceptance of these GCS, the unfair contract terms contained therein and the warnings related to the Candoglia Virtual Reality Experience; (2) at one of the Ticket Offices without prejudice to acceptance of these GCS, the unfair contract terms contained therein as indicated in Art. 1.2 (*i*) as well as the warnings related to the CandogliaVirtual Reality Experience available at the Ticket Offices and, therefore, fully knowable by the Customer;

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 timeslot chosen with reference to the Ticket, also the timeslot 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 timeslot, 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 CandogliaVirtual Reality Experience are guaranteed in the booked timeslot; in the event of delay, the rental of the Candoglia Virtual Reality Visor shall be considered cancelled, without prejudice to VFD's right to retain the amount charged to the Customer at the time of purchasing the CandogliaVirtual Reality Experience, any exception to this is hereby withdrawn; (iii) in the event that the Customer, during the CandogliaVirtual Reality Experience, wishes and/or needs to interrupt the CandogliaVirtual Reality Experience, the rental of the Candoglia Virtual Reality Visor and the carrying out of the CandogliaVirtual 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, also reimbursement, for any reason whatsoever, regarding the CandogliaVirtual 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;

2.4.4. the Candoglia Virtual Reality Experience lasts for a total of approximately 10 (ten) minutes and is structured and takes place, for each Customer, inside a specifically defined area inside the Church of San Gottardo in Corte in the Royal Palace, developing from an initial explorative phase, where the Customer can view a 3D representation of the Candoglia Quarry, reading information, listening to informative audio and being able to "collect" small 3D objects, and a second interactive and creative phase, where the Customer can carve digital marble with mock tools and methods, not realistic and easy to use;

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 the 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. Furthermore, the Customer must 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

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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. Please note that Customers who wear glasses can also participate in the Candoglia Virtual Reality Experience, subject to an appropriate assessment by the Customer as to whether the Candoglia Virtual Reality Experience is suitable or not in this respect, it being understood that should the Customer decide not to carry out and/or interrupt the Candoglia Virtual Reality Experience for this reason, no refund shall be granted to the Customer, any exception to this is hereby withdrawn;

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 himself 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 participation in the Candoglia Virtual Reality Experience must take place under psychological and 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 participating in 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 participation in 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 Customers who are adults or minors between the ages of 10 and 18 years of age; in the latter case, the original signature of the person exercising parental responsibility or the guardian 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 valid identity 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;

2.4.10. the Customer, during the Candoglia Virtual Reality Experience, undertakes to promptly communicate to the personnel appointed by VFD any malfunctioning and/or problem in using the Candoglia Virtual Reality Visor, it being understood that solely in the event that it is ascertained that the malfunctioning and/or problem in using the Candoglia Virtual Reality Visor is not attributable to and/or the fault of the Customer, definitively preventing the application of the Candoglia Virtual Reality Experience and no other Candoglia Virtual Reality Visors are available, the Customer will have the right to a refund for the price corresponding to the purchase of the Candoglia Virtual Reality Experience, without prejudice to compliance with the procedure referred to in the following Art. 7. and that the Customer expressly waives, in light of the refund, the right to make any further claims and/or requests in this regard. It is understood that, taking into account the payment method used for the initial transaction, any bank charges directly related to the refund will be borne by VFD, without prejudice to the fact that VFD may ask the User, who must agree, to indicate a different means through which to process the refund;

2.4.11. the Customer, by accepting these 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.

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2.5. Duomo History VR Experience

2.5.1. The Duomo History VR Experience can be purchased, together with the Ticket as an additional Service: (1) from the Website, through completion by the Customer, during purchase of the Ticket, of an additional and specific form on the Website relating to the Duomo History VR Experience and through the subsequent sending of the overall online Order to VFD, subject to successful completion of the entire payment, once the Order has been completed, and without prejudice to the full acceptance of these GCS, the unfair contract terms contained therein and the warnings related to the Duomo History VR Experience; (2) at one of the Ticket Offices without prejudice to acceptance of these GCS, the unfair contract terms contained therein as indicated in Art. 1.2 (*i*) as well as the warnings related to the Duomo History VR Experience available at the Ticket Offices and, therefore, fully knowable by the Customer;

2.5.2. at the time of purchasing the Duomo History VR 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 timeslot of the Duomo History VR Experience, amongst those which result as available, it being understood that (i) the Customer must arrive at the audio guide desk inside Milan Duomo Cathedral, the place of rental for the Duomo History Visor, 10 (ten) minutes before 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. 2.5.5.; (ii) rental of the Duomo History VR Visor and the carrying out of the Duomo History VR Experience are guaranteed in the booked time slot; in the event of delay, the rental of the Duomo History Visor shall be considered cancelled, without prejudice to VFD's right to retain the amount charged to the Customer at the time of purchasing the Duomo History VR Experience, any exception to this is hereby withdrawn; (iii) in the event that the Customer, during Duomo History VRExperience, wishes and/or needs to interrupt the Duomo History VRExperience, the rental of the Duomo History Visor and the carrying out of the Duomo History VRExperience 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, also reimbursement, for any reason whatsoever, regarding the Duomo History VR Experience;

2.5.3. once the Duomo History VR Experience has ended, the Duomo History Visor will be collected by the personnel appointed by VFD. Should the Duomo History Visor fail to be returned, is lost, tampered with, broken and/or damaged, even partially, attributable to the Customer who used the Duomo History 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 Duomo History VR 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;

2.5.4. the Duomo History VR Experience lasts for a total of approximately 15 (fifteen) minutes and involves enjoying some virtual reality stages through the Duomo History Visor in a dedicated location inside the Milan Duomo Cathedral near the audio guide desk;

2.5.5. at the time of renting the Duomo History Visor, the personnel appointed by VFD (i) will sanitise the Duomo History Visor; (ii) provide oral information related to use of the Duomo History Visor and participation in the Duomo History VR Experience and show a document containing the technical and health warnings regarding the use of the Duomo History Visor and participation in the Duomo History VR 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 Monumental Complex 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 Duomo History Visor and the Duomo History VR Experience;

2.5.6. use of the Duomo History Visor and the Duomo History VR 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 the Monumental Complex 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. Furthermore, the Customer must scrupulously comply with the indications regarding use of the Duomo History Visor, as per the instructions given by the personnel appointed by VFD and/or in the informative documents given to the Customer;

2.5.7. the Customer must abstain from taking part in the Duomo History VR Experience in the event that the characteristics of the Duomo History VR 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

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VFD, are deemed by the Customer to be inadequate to one's personal and physical characteristics. Please note that Customers who wear glasses can also participate in the Duomo History VR Experience, subject to an appropriate assessment by the Customer as to whether the Duomo History VR Experience is suitable or not in this respect, it being understood that should the Customer decide not to carry out and/or interrupt the Duomo History VR Experience for this reason, no refund shall be granted to the Customer, any exception to this is hereby withdrawn;

2.5.8. 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 himself and/or to third parties and/or to the Monumental Complex, related, directly and/or indirectly, to the illegitimate use and/or however improper use of the Duomo History Visor made available as part of the Duomo History VR Experience; (ii) to be aware that use of the Duomo History Visor and participation in the Duomo History VR Experience must take place under psychological and physical conditions of complete health and well-being; (iii) to be aware that the Duomo History Visor and the Duomo History VR Experience involve a significantly stimulating experience, including emotional and sensorial; (iv) to be aware that, at the time of using the Duomo History Visor and participating in the Duomo History VR 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 Duomo History Visor and/or the Duomo History VR 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 Duomo History Visor and participation in the Duomo History VR 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;

2.5.9. access to the Duomo History VR Experience is permitted to Customers who are adults or minors between the ages of 13 and 18 years of age; in the latter case, the original signature of the person exercising parental responsibility or the guardian is required, also in relation to the provisions of the previous Artt. 2.5.6., 2.5.7. and 2.5.8., available in the Ticket Offices or on the Website, with delivery, at the time of renting the Duomo History Visor, to the personnel appointed by VFD, of the original consent form together with a valid identity 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 Duomo History VR Experience is not permitted under any circumstances to Customers under 13 (thirteen) years of age;

2.5.10. the Customer, during the Duomo History VRExperience, undertakes to promptly communicate to the personnel appointed by VFD any malfunctioning and/or problem in using the Duomo History Visor, it being understood that solely in the event that it is ascertained that the malfunctioning and/or problem in using the Duomo History Visor is not attributable to and/or the fault of the Customer, definitively preventing the application of the Duomo History VRExperience and no other Duomo History Visors are available, the Customer will have the right to a refund for the price corresponding to the purchase of the Duomo History VR Experience, without prejudice to compliance with the procedure referred to in the following Art. 7. and that the Customer expressly waives, in light of the refund, the right to make any further claims and/or requests in this regard. It is understood that, taking into account the payment method used for the initial transaction, any bank charges directly related to the refund will be borne by VFD, without prejudice to the fact that VFD may ask the User, who must agree, to indicate a different means through which to process the refund;

2.5.11. 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 Duomo History VR Experience.

2.6. Duomo Card

2.6.1. The Duomo Card consists of a digital card, purchased by the Customer on the Website, which bestows the Duomo Card Digital Content and a series of Benefits (hereinafter, the "**Duomo Card Price**"), following the Order, to be carried out by the Customer on the Website, subject to successful payment of the related Duomo Card Price, as better clarified below;

2.6.2. in relation to the functionality of the Duomo Card Digital Content, the principal characteristics are indicated at the following links *https://www.duomomilano.it/en/guided-tour-and-incentive/milan-duomo-card/*. Please note that there are no particular technical and/or geographical restrictions in the use of the Duomo Card Digital Content, without prejudice to the necessity of the existence and correct functioning of an internet connection, which

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remains the responsibility of the Customer;

2.6.3. in relation to the compatibility and interoperability of the Duomo Card Digital Content, as far as VFD is aware, it should be noted that the Duomo Card Digital Content is able to function on the same PC and/or tablet and/or smartphone without causing software and/or hardware conflicts with other similar digital content and/or without causing any loss of functionality both for the Duomo Card Digital Content and similar digital content; in relation the interoperability of the Duomo Card Digital Content, please note that the Duomo Card Digital Content is able to function on different PCs and/or tablets and/or smartphones without causing software and/or hardware conflicts;

2.6.4. purchase is made on the Website, subject to successful payment of the Duomo Card Price, which the Customer undertakes to make, by credit card, once the Order has been completed and without prejudice to the full acceptance of these GCS and the unfair contract terms contained therein;

2.6.5. once the Order and the related payment of the Duomo Card Price have been received (subject to successful payment of the same), VFD will send the OC to the Customer, to the email address provided by the latter during online purchase, containing the description of the Duomo Card, the Benefits provided and the identification code of the Duomo Card (including that relating to the Duomo Card Digital Content), the summary of the costs incurred by the Customer (in particular relating to the purchase of the Duomo Card), these GCS together with the unfair contract terms provided therein accepted by the Customer, confirmation of prior consent and acceptance by the Customer of the loss of the right of withdrawal pursuant to Artt. 6.4.1. and 6.4.2.;

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 for 12 months from the date of purchase.

3. 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. Causes of Force Majeure (hereinafter, the "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;

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- 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. Duomo Card Digital Content and Digital Services Guarantee of Conformity

5.1 The clauses relating to the Duomo Card Digital Content and Digital Services Guarantee of Conformity specifically refer to the Duomo Card Digital Content, while for the components, including those relating to the supply of the Benefits through the Duomo Card, will not apply between VFD and the Customer.

5.2 Lack of conformity means the case in which the Duomo Card Digital Content does 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 which has not been provided in light of the Contract or manifests or presents lack 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 incorrect integration of the Duomo Card Digital Content into the Customer's digital environment, exclusively in the event in which the Duomo Card Digital Content is integrated by VFD or under its responsibility or the incorrect integration of the Duomo Card Digital Content 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 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 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 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 or the effective existence of the lack of conformity of the Duomo Card Digital Content 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, 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.

5.7 To report a lack of conformity or a defect in conformity of the Duomo Card Digital Content, the Customer must send communication by email to the following address *info@duomomilano.it*.

5.8 It is specified that proof of purchase (invoice and/or OC with proof of the relative payment) of the Duomo Card 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 provided for in the Consumer Code.

5.9 In the event of failure to supply the Duomo Card Digital Content, reported according to the aforementioned methods, VFD will indicate the deadline within which it will supply the Duomo Card Digital Content to the

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Customer; in the event of VFD's failure to supply the Duomo Card Digital Content 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 corresponding to the period in which the Duomo Card Digital Content 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 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, 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, 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, proportional to the decrease in value of the Duomo Card Digital Content and for the period in which the Duomo Card Digital Content 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 corresponding to the period in which the Duomo Card Digital Content 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 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 by the Customer, in particular making the Duomo Card Digital Content with the relative Access Code inaccessible or by deactivating the relative user account, and the Customer undertakes, for himself and his assignees, to not use the Duomo Card Digital Content and to not make it/them available to third parties.

5.13 VFD has the right to modify the Duomo Card Digital Content, 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 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 is modified by VFD, except in the case that VFD allows for, without additional costs, the keeping of the Duomo Card Digital Content without modifications, without prejudice to conformity of the Duomo Card Digital Content in the Contract.

6. Right of Withdrawal – Booking cancellation

6.1. *General Regulations*

6.1.1. VFD, in full conformity with the Consumer Code, informs the Customer of the terms, conditions and procedures to exercise the right of withdrawal or the cases of exclusion of the same.

6.2. *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. *Augmented Reality Experience, Candoglia Virtual Reality Experience and Duomo History VR 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

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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., 2.4.10. and 2.5.10., the price paid at the time of purchase of the Augmented Reality Experience, the CandogliaVirtual Reality Experience and the Duomo History VR 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, the Candoglia Virtual Reality Experience and the Duomo History VR Experience for personal reasons, such as, by way of example but not limited to, organisational reasons.

6.4. *Duomo Card*

6.4.1. Pursuant to Art. 59, Paragraph 1, Letter a) of the Consumer Code, the Customer having expressly, for himself and his assignees, (i) consented, by submitting the completed Order and certifying payment of the Duomo Card Price, to the start of the execution of the Contract and (ii) accepted that with the submission by VFD of the OC and the Duomo Card identification code, immediately assigning the Duomo Card to the Customer and immediately making the related Benefits available, the Contract has been fully executed by VFD and the Customer expressly declares, for himself and his assignees, to accept the loss of the right of withdrawal;

6.4.2. without prejudice to what is indicated in the previous Art. 6.4.1., 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 himself and his assignees, consented at the start of the execution of the Contract in the aforementioned terms, the Customer expressly declares, for himself and his 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;

6.4.3. the provisions of Art. 5.13 above remain unchanged with reference to modification by VFD of the Duomo Card Digital Content;

6.4.4. no refund and/or replacement of the Duomo Cardshall 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.

7. Information and Complaints

7.1 For any information or complaint, or for any communication relating to these GCS and/or the Order and/or any Service, the Customer can contact Customer Services by writing to *info@duomomilano.it*.

8. 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.

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Milan, 1 November 2026

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SUPPLEMENTARY APPENDIX TO THE GENERAL CONDITIONS OF SALE OF THE VENERANDA FABBRICA DEL DUOMO DI MILANO –VOUCHERS –

This appendix, which constitutes and integral and substantial part of the General Conditions of Sale (hereinafter, the "**GCS**") of the Veneranda Fabbrica del Duomo di Milano (hereinafter, "**VFD**"), available, together with the GCS and the unfair contract terms provided therein, at the authorised ticket offices (hereinafter, the "**Ticket Offices**"), and therefore fully knowable by the Customer, as defined in the GCS, or online on the website *www.duomomilano.it* (hereinafter, the "**Website**"), and accepted by the Customer according to the methods and terms described in the GCS and the unfair contract terms provided therein, to which reference is made in full, is aimed at regulating the content, method of use by the Customer and the terms of validity of VFD vouchers (hereinafter, singularly the "**Voucher**" and jointly the "**Vouchers**").

1. Voucher

1.1 The Voucher allows the Customer to obtain, according to the methods described in Art. 1.2 below, 1 (one) or more free tickets (hereinafter, singularly the "**Free Ticket**"), it being expressly understood that each Voucher indicates the specifications relating to each Free Ticket. The Free Ticket is valid exclusively on the date chosen for the visit, without prejudice to the exceptions set out in the GCS, according to the methods described in the GCS and in the unfair contract terms provided therein, to which full reference is made (hereinafter, jointly the "**Date**"), without prejudice to (a) the provisions relating to the Date Change and New Ticket Solution, as defined in the GCS and in the unfair contract terms provided therein, to which full reference is made, in the event the Customer wishes to change the Date, or (b) the possibility for the Customer to obtain, by email to the address provided by the Customer, a new voucher of equal value to the previous one used to obtain the Free Ticket to carry out the visit on another date, in any case by and no later than 12 (twelve) months from the Date, in the event of a total impediment to access the Monumental Complex, as defined in the GCS, due to the extraordinary and/or organisational needs of the Monumental Complex, as defined in the GCS, and/or of VFD or bad weather. The Voucher is not, in any case, refundable to the Customer, any exception to this is hereby withdrawn with respect to 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. Period of validity and use of the Voucher

2.1 Vouchers may be used by the Customer, for the purposes describe in Art. 1.1 above, only within the period of validity indicated on each Voucher. It is expressly understood that, should the period of validity indicated on each Voucher expire, each Voucher will cease to be effective and/or usable and the Customer will permanently lose the related rights, any exception to this is hereby withdrawn by the Customer towards VFD.

2.2 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 with respect to VFD.

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All further provisions indicated in these GCS and in the unfair contract terms provided therein remain unaffected and unprejudiced, it being understood that this appendix has no novating effect on them.

Milan, 1 November 2026

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