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1. TICKET REQUESTS

1.1 Booking tickets: When an OFFICIAL SUPPORTERS CLUB wishes to request tickets for a match in the stadium, the attached form (appendix 1) must be completed and sent to the Club Ticket Office (Fax: (+34) 93-496.37.01 / E-mail: reserva.penyas@fcbarcelona.cat) one month before the match.

There is no obligation on the part of FC BARCELONA to meet this request. The number and location of the tickets are always subject to availability.

1.2 Confirmation of ticket reservations: 10 days before the match, and once the date and time of the match has been fixed, the SUPPORTERS CLUB must contact the Club Ticket Office by phone ((+34) 93.496.37.10). The ticket office will confirm the number of tickets, the price and the location.

1.3 Payment: Payment must be made at least seven days before the match to the following bank account of the "Caixa de Pensions":
 IBAN ES94 2100 2397 8202 0000 1246
 BIC/SWIFT CAIXESBBXXX

The name and credentials number of the SUPPORTERS CLUB making the payment must be indicated.

1.4 Collection of tickets: Tickets must be collected at the appropriate ticket office. The bank payment slip and the credentials of the SUPPORTERS CLUB must be shown on collecting the tickets. The tickets can be collected at the following times:

TICKET OFFICE GENERAL OPENING HOURS

- Monday to Thursday: 9 am to 1.30 pm (ticket offices in access 14
3.30 pm to 6 pm (ticket offices in access 14)
- Friday: 9 am to 2.30 pm (ticket offices in access 14)
- Saturday matchdays: 9 am to 1.30 pm (ticket offices in access 14)
5 pm until kick-off at turnstile 90 of 'Gol Nord'
- Sunday matchdays: 4 hours before kick-off at turnstile 90 of 'Gol Nord'
- Midweek matchdays: 9 am to 2.30 pm (ticket offices in access 14)
5 pm until kick-off at turnstile 90 of 'Gol Nord'

1.5 The same procedure is followed for matches that Fútbol Club Barcelona plays away from home. The tickets must be collected from the players' hotel or from any other place designated by the Club Ticket Office on presentation of the bank slip and the SUPPORTERS CLUB credentials. The Ticket Office will inform the SUPPORTERS CLUB of the number of tickets allocated and the details of the collection point.

1.6 Occasional or small-scale purchases (up to 6 tickets) may be made via: 1) SERVICAIXA or 2) the Club website: <http://www.fcbarcelona.cat>.

1.7 For basketball tickets, the SUPPORTERS CLUBS must contact the basketball section of the Club (*Telephone: (+34) 93-496.36.75 / Fax: (+34) 93-496.76.12 / E-mail: seccio.basquet@fcbarcelona.cat*).

1.8 Tickets for other games and sports sections are available directly from the Club Ticket Office (*Telephone: (+34) 93-496.37.10 / Fax: (+34) 93-496.37.01 / E-mail: reserva.penyas@fcbarcelona.cat*).

2. CHILDREN'S TICKETS

Requests for children's tickets for football matches in the stadium must be made in writing to the Supporters Clubs Department of the Club (*Fax: (+34) 93-496.37.71 / E-mail: penyas@fcbarcelona.cat*), indicating whether the excursion will be made by coach so that the corresponding coach pass can be issued. Requests will be dealt with in strict order of receipt.

The SUPPORTERS CLUBS DEPARTMENT will contact the OFFICIAL SUPPORTERS CLUB making the request and inform them of the date and time of the match and the collection procedure. The bank slip and SUPPORTERS CLUB credentials must be presented. The Supporters Clubs Department will indicate the procedure for accessing the stadium on the matchday.

A maximum of 50 children's tickets per SUPPORTERS CLUB per match will be allocated for those matches that permit children's tickets. The Club reserves the right to designate those matches for which children's tickets will be offered. The tickets will have a token price of 1 € (both for the children and for the adults who accompany them).

Payment must also be made to the bank account of the Club Ticket Office:
IBAN ES94 2100 2397 8202 0000 1246
BIC/SWIFT CAIXESBBXXX

The maximum age of children entitled to these tickets is 14.
1 adult may accompany every 5 children.

3. TICKETS FOR COACH DRIVERS

The coach drivers of the OFFICIAL SUPPORTERS CLUB that travel to the stadium may obtain a complimentary ticket for the 3rd tier to attend first team games. Matches against Real Madrid and UEFA Champions League games from the last 16 onwards are excluded.

In the coach park, the drivers will receive a form to fill in with their details and the details of the SUPPORTERS CLUB they are accompanying. This form will give them access to the stadium. Once inside they must exchange it for a complimentary ticket in the entrance hall of the Club Museum (opposite the 'Botiga'), presenting their National Identity Card or driving licence as a means of identification.

4. WORLDWIDE MEETING

Any OFFICIAL SUPPORTERS CLUB that wishes to present a candidature for organizing a Worldwide Meeting of SUPPORTERS CLUBS must follow the procedure laid down in the Regulations governing the relations between FC BARCELONA and the SUPPORTERS CLUBS, and respect the calendar established by the Club.

The following requirements and approximate timings must be taken into consideration:

1. The request must be made in writing to the Supporters Clubs Department not more than 24 months and not less than 16 months before the Worldwide Meeting the SUPPORTERS CLUB wishes to organize.
2. Not more than 24 months and not less than 16 months before the Worldwide Meeting, the SUPPORTERS CLUB must provide documentary evidence of the organizational capacity, the minimum necessary infrastructure for the event, the necessary institutional support and supply a draft programme of events. It is also recommended that the supporters club supply a favourable report from the delegate of the corresponding zone.
3. Not more than 14 months and not less than 12 months before the Worldwide Meeting, the members of the Official Supporters Clubs Consultative Committee will elect the one of the candidates.
4. The winning host supporters club will be informed approximately 12 months before the event.

5. MEETINGS, CELEBRATIONS, ANNIVERSARIES, INAUGURATIONS AND EVENTS

All these events are covered by the Regulations governing relations between FC BARCELONA and the SUPPORTERS CLUBS, bearing the following in mind:

5.1 ZONE MEETINGS:

- OFFICIAL SUPPORTERS CLUBS may organize a maximum of one Zone meeting a year. The holding of such meetings must be communicated in writing to the Club Supporters Club Department in the months of September and October every year.
- It is recommended that these meetings be held to coincide with important anniversaries of the host supporters club (25th, 50th etc.)
- A representative designated by the Club, preferably from the FCB Board of Directors and always accompanied by members of the Social Commission, will attend all these meetings.
- Zones may organize these meetings as often as they wish though it is recommended that they be held every two years.
- In order that the Club can designate the best possible representation, the meetings should coincide with FC BARCELONA away matches and in these cases the events must be programmed for the day before the sporting event. In zones not visited by FC BARCELONA, the Club will study the best date for holding the event.
- Representatives designated by the Club, preferably from the Social Commission will attend all territorial, provincial, regional and/or local meetings.

CELEBRATIONS, ANNIVERSARIES, INAUGURATIONS AND EVENTS

- Any OFFICIAL SUPPORTERS CLUB that wishes to hold an event with the participation of representatives from the Club must communicate this in writing to the Supporters Club Department: 1) by fax: (+34) 93-496.37.71 or 2) by email: penyes@fcbarcelona.cat.
- The Supporters Club Department will confirm the attendance or otherwise of Club representatives and inform the SUPPORTERS CLUB of the name(s) of the representatives. The decision will be based on the regulations in force

6. RECEPTION OF SUPPORTERS CLUBS

On first team matchdays in the stadium, the Club may organize receptions with the OFFICIAL SUPPORTERS CLUBS.

SUPPORTERS CLUBS from the Autonomous Communities of the visiting team will be given preference in attending the reception. The rest of the SUPPORTERS CLUBS may attend depending on the capacity and availability of the Club. Requests must be submitted in writing at least 10 days in advance to the Supporters Club Department by fax: (+34) 93-496.37.71 or by email: penyes@fcbarcelona.cat. A SUPPORTERS CLUB may only attend one reception per season.

SUPPORTERS CLUBS located in Catalonia must follow the same procedure for attending receptions, indicating the match that they wish to attend. The Club will confirm the reception depending on capacity and availability.

7. OFFICIAL SUPPORTERS CLUB PLAQUES IN THE STADIUM

The Club offers the OFFICIAL SUPPORTERS CLUBS the possibility of placing a plaque in the stadium with the badge and founding date.

Any SUPPORTERS CLUB that is interested in this initiative must have the plaque made according to the guidelines set out by the Club so that all the plaques have the same dimensions and a unified design and framing. See appendix 2 of this manual.

The Supporters Club Department will, on request, provide a list of approved companies specializing in the manufacture and supply of materials for these plaques.

The finished plaque must be sent to the Club's Maintenance Department (Gate 100 of the stadium, telephone (+34) 93-496.36.36).

The Club will then schedule an unveiling ceremony in the stadium under the following conditions: 1) The Supporters Club must make a written request to the Supporters Club department either by fax ((+34) 93.496.37.71) or by email (penyes@fcbarcelona.cat), at least a month before the ceremony and 2) the ceremony must coincide with a first team football match in the stadium. Matches against Real Madrid and UEFA Champions League games from the last 16 onwards are excluded.

8. VISITS TO THE FC BARCELONA MUSEUM AND STADIUM

FC BARCELONA offers all OFFICIAL SUPPORTERS CLUBS two different tours of the FC Barcelona President Núñez MUSEUM and the stadium depending on their needs and preferences. Visits must be arranged with the necessary advance notice.

1. Visit to the Museum and stadium

SUPPORTERS CLUB members will enjoy a special discount on group visits for more than 20 people (approximately 15%). This service includes a visit to the Museum, the stadium and the Club's art collection.

2. Guided tour of the Museum and stadium

Guided tours, and visits by groups of more than 20 people, will be accompanied by a guide to the places mentioned in point 1. In addition, this service includes a guided tour of the dressing rooms, the pressroom, the Presidential area and the players' tunnel, from where the visitors may go out onto the pitch and sit on the players' benches. Members of SUPPORTERS CLUBS enjoy a 15% discount (approximately). The tour lasts approximately 45 minutes, not including the time needed to visit the Museum.

The SUPPORTERS CLUB must make a prior reservation by telephone ((+34) 93-496.36.08), fax ((+34) 93-496.37.79) or email (museu@fcbarcelona.cat). The Museum opening hours are 10 am to 6.30 pm, Monday to Saturday and 10 am to 2 pm Sundays and public holidays

9. RECEPTIONS AT AWAY MATCHES

At away matches of any of the different sports sections, receptions may be organized for OFFICIAL SUPPORTERS CLUBS of the corresponding zone in the players' hotel. This is at the discretion of the Club.

SUPPORTERS CLUBS that wish to take part in these events must submit a written request to the Supporters Club Department at least one month in advance of the match. The Supporters Club Department will inform the SUPPORTERS CLUBS of the possibility or otherwise of organizing a reception depending on the availability and sporting programme of the team in question. The SUPPORTERS CLUBS will be informed of the date, time and place of the reception.

10. "BOTIGA DEL BARÇA" OFFERS

OFFICIAL SUPPORTERS CLUBS enjoy a 20% discount on articles purchased in the "Botiga del Barça" located in the installations of the Club. In order to receive these discounts it is necessary to meet the following conditions:

- The purchase must exceed 600 €.
- The SUPPORTERS CLUB credentials must be presented at the time of payment.
- Credit card payment is not accepted.
- The discount does not apply to photographs, published material and some household appliances.

SUPPORTERS CLUB members who are also members of FC BARCELONA can purchase articles in "La Botiga" with a discount of 5% independently of their value.

11. PROMOTIONAL MATERIAL

OFFICIAL SUPPORTERS CLUBS that require flags, insignias, posters of the first team of football and/or other Club promotional material must make a written request to the FC Barcelona Supporters Club Department. The order will be sent once a year to the SUPPORTERS CLUBS by registered post or will be handed over when the supporters club visits the stadium.

12. ANNUAL CREDENTIALS

In order to enjoy the benefits offered by the Club, the OFFICIAL SUPPORTERS CLUBS must be in possession of their annual credentials. These will be delivered to all SUPPORTERS CLUBS that meet the requirements laid down in the regulations.

13. TELEPHONE NUMBERS AND ADDRESSES OF INTEREST

SUPPORTERS CLUB DEPARTMENT:

Telephone numbers for general information on services to the supporters clubs:

(+34) 93 496 36 00

Address:

FC BARCELONA
 Supporters Club Department
 Av. Aristides Maillol s/n
 Access 11 (Main Offices)
 08028 Barcelona

E-mail:

penyes@fcbarcelona.cat

Fax:

93-496.37.71

➤ SWITCHBOARD (General Club information)	<u>Telephone:</u> (+34) 93 496 36 00
➤ TICKET OFFICES (Ticket reservations)	<u>Telephone:</u> (+34) 93-496.37.10 <u>Fax:</u> (+34) 93-496.37.01 <u>E-mail:</u> reserva.penyes@fcbarcelona.cat
➤ FCB MUSEUM (Previously arranged group visits)	<u>Telephone:</u> (+34) 93-496-36.08 <u>Fax:</u> (+34) 93-496.37.79 <u>E-mail:</u> museu@fcbarcelona.cat
➤ BOTIGA (Purchases)	<u>Telephone:</u> (+34) 93-409.02.71 <u>E-mail:</u> fcbotiga@fcbmerchandising.com
➤ DOCUMENTATION CENTRE (Club historical archive)	<u>Telephone:</u> (+34) 93-496.36.12
➤ FORMER PLAYERS ASSOCIATION	<u>Telephone:</u> (+34) 93-496.36.39 <u>E-mail:</u> info@veteransfcbarcelona.com
➤ 'SEIENT LLIURE' service (temporary release of season tickets)	<u>Telephone:</u> (+34) 93 496 36 00