

GENERAL TERMS AND POLICIES

1. **Ticket Purchases.** The following terms and conditions (“Ticket Policies”) apply to all NC Courage ticket purchases, including single match, mini-plan, and season ticket purchases. All tickets to any Event (as defined below), constitute a limited revocable license which may be revoked at any time by NC Courage for any reason (“Ticket”). Unless otherwise specified, all of the rights herein inure to the benefit of the Original Purchaser only. The rights and remedies of Ticket Holders (as that term is defined herein) who purchase their tickets as Secondary Purchasers (as defined below), through ticket resellers or other secondary markets or receipt of a transfer of a ticket or tickets through NC Courage’s third-party ticket provider (“Ticket Agent”), Account Manager, or any other form in which a ticket is issued by NC Courage to an Original Purchaser may be limited as provided herein. NC Courage expressly reserves the right not to refund or reissue any ticket purchased through ticket resellers or secondary markets. All sales are final. NC Courage reserves the right not to replace or honor lost, destroyed, counterfeit or stolen tickets. These Policies may be amended and updated from time to time at the exclusive discretion of NC Courage or the National Women’s Soccer League (“NWSL”).
2. **Definitions.** The following definitions shall apply to all Original Purchasers, Ticket Holders, Season Ticket Purchasers, and where applicable, to Secondary Purchasers as well as these Policies and the Terms and Policies for Season Ticket Purchasers, below:
 - a. “Account” shall mean the electronic file record together with certain data and information provided by an individual (“Account Holder”) whom is an Original Purchaser (as defined below) for the purchase of any Tickets online or over the phone, that may be provided at the time of purchase or at any point thereafter.
 - b. “Account Data.” Each Account may include information about each Account Holder including but not limited to name, birthdate, address, phone number, email, account number and current transaction information and information which is otherwise known as Personally Identifiable Information, biographical or qualitative information, records of customer service inquiries, past transactions and invoices, the last four digits of the valid credit card on file for identification and verification purposes only, and any and all other information provided voluntarily by Account Holder or as required by NC Courage or Ticket Agent to maintain an active Account in good standing (collectively “Account Data”). NC Courage shall keep Account Data in accordance with its Privacy Policy and unless otherwise requested or indicated by Account Holder, NC Courage shall use the information therein to easily identify, communicate and process transactions related to the purchase of Tickets, to sell Account Holder additional ticket products, goods or services, in aggregate and anonymized with other data to evaluate, improve, or review ticket sales, ticket products, marketing or advertising activities, and share it with Ticket Agent or other third parties necessary to process the ticket purchase, the ticket distribution, or security or other screening requirements at the point of entry in WakeMed Soccer Park or any venue, and unless otherwise limited, for any other commercial purposes. Notwithstanding the foregoing, NC Courage does not sell Account Data for any commercial purpose. All non-required information requested by NC Courage or Ticket Agent is provided by Original Purchaser on a voluntary basis . The Account stored by NC

Courage is separate and distinct from that which may be generated, created, managed, and secured by Ticket Agent. Certain elements of Account Data may be separately stored by Ticket Agent together with additional information, including as may be required by Ticket Agent a valid and unexpired credit card number, and which is solely and exclusively managed by Ticket Agent and used, stored and managed in accordance with its own privacy policy and terms and conditions as provided by Ticket Agent through its ticketing system. NC Courage does not store credit card numbers in its Account Data, however may store the last four digits of the most recently used credit card by the Account Holder for verification purposes only.

- c. “Account Manager” shall mean the online/website based portal provided by NC Courage and Ticket Agent which may contain some or all of the Account Data together with other Account Holder information, and which serves as the primary portal for Account Holders, and Original Purchasers to access, manage, resell, and transfer their Tickets to Events, including the review of invoices and addition of or editing of required Account information.
- d. “Codes of Conduct” shall mean the terms of the NC Courage Fan Code of Conduct, NWSL Fan Code of Conduct and Pledge, WakeMed Soccer Park Policies and the terms of any Promoter code of conduct and /or any other code of conduct that may from time to time be changed, amended or modified by any venue where an Event is scheduled to occur.
- e. “Event(s)” shall mean any ticketed NC Courage match, including but not limited to regular season, playoff, exhibition, international friendly, or any other competition- hosted by and ticketed by NC Courage on behalf of or in partnership with any organizing entity, including Major League Soccer, US Soccer Federation, CONCACAF, NWSL or FIFA or their agents, subsidiaries, and designees (collectively “Promoter”)—match, or group of matches where a ticket is required for entry.
- f. “Event Cancellation” or “Event Disruption” shall mean any circumstance which forces a change to one or more Events, including (a) when an individual Event or group of Events is cancelled and not rescheduled (“Event Cancellation”); (b) when an individual Event or group of Events is not able to be hosted with fans or with limitations on venue capacities; or (c) when an Event or group of Events is disrupted, interrupted or otherwise rendered impossible to host as originally scheduled (collectively “Event Disruption”). Cancellation or Disruption of an Event or Events may arise for any reason whatsoever, including but not limited to any circumstances outside of NC Courage or the NWSL or other Event (as that term is defined below) Promoter’s (as that term is defined below) control such as, acts of God (fire, flood, storms, hurricane, earthquakes, tornadoes, etc.), acts of terrorism or public enemy, war, civil disturbance, sabotage, accidents, insurrections, blockades, communicable disease or contagion (including Covid-19), acts of any governmental or quasi-governmental authority, labor strikes, lockouts or other labor disturbance or interruption or any other like event.
- g. “Facility/Facilities” shall mean all locations or venues where a Ticket to an Event is offered for sale by NC Courage, including primarily WakeMed Soccer Park

located in Cary, North Carolina, but may include additional venues on an Event by Event basis.

- h. “Mobile Ticketing” shall mean the purchase, use, receipt, maintenance or management of any Ticket via any official NC Courage Mobile Application, the official mobile application of Ticket Agent, and specifically including the use of features commonly referred to as a “passbook” or “wallet” on a mobile device, , or other approved digital methods to access and manage tickets. An Account Holder may be provided access to a Mobile version of their Account profile through a Mobile Ticketing platform. Access to Mobile Ticketing may require opting-in to certain tracking features or location services or notification services and separate data privacy policies. NC Courage is not obligated to provide Mobile Ticketing to any Account Holder.
- i. “Mini-Plan Purchaser” or “Mini-Plan Purchase” shall mean any individual or entity who purchases a ticket or tickets for a specific group of Events, that is offered as a multi-match package which includes more than one (1) match and less than all matches, as designated at any time by NC Courage
- j. “Original Purchaser” shall mean the individual whom purchases a ticket or tickets (including group tickets) for any Event or group of Events, including Mini-Plan Purchasers and Season Ticket Purchasers, directly from NC Courage, the ticket box office located at WakeMed Soccer Park or through Ticket Agent on a primary purchase basis only. Original Purchaser does not include a Ticket Broker or a purchase from a Ticket Broker (as that term is defined below).
- k. “Privacy Policy” NC Courage does not solicit or intend to store any information for children under the age of thirteen (13) in compliance with COPPA and other state and local law as part of its Ticket process or in Account Holder Accounts. Certain items of Account Data must be maintained and used by NC Courage and/or Ticket Agent and/or the NWSL in order to process, manage and administer the Account, the Ticket or the Event as permitted by law, even where Account Holder otherwise opts out from certain communications or data usage.
- l. “Refund” shall mean a return of the full face-value amount of the Event ticket price, not including taxes, facility fees, or service fees associated with the original charge or the refund, to the Original Purchaser in the original form of payment. All refunds will be processed within thirty (30) days of notice of refund confirmation by NC Courage to the Original Purchaser.
- m. “Reschedule” or “Rescheduled Event” shall include any circumstance where the date, time, location or opponent for a specific Event is changed by NC Courage or NWSL.
- n. “Season Ticket” shall mean the revocable license to use a designated seat and/or location at the Facility for viewing designated home games of NC Courage that occur during the official NWSL regular season as determined by the NWSL each year, but may also include additional matches that take place throughout such year as Bonus Matches, as defined in the Terms and Policies for Season Ticket Purchasers.
- o. “Season Ticket Purchaser” or “Season Ticket Purchase” shall mean any individual or entity who purchases or renews a Season Ticket.

- p. “Secondary Purchaser” shall mean any individual or entity who is not an Original Purchaser who purchases a ticket or tickets for an Event or Events from an Original Purchaser, a ticket reseller or other vendor in the secondary ticket market, or who receives a ticket or tickets for an Event or Events by transfer from any person or entity, including but not limited to the Original Purchaser. NC Courage or the NWSL may restrict the onward transfer or sale of any Ticket to any Event by Original Purchaser for any reason.
 - q. “Single Match Purchaser” or “Single Match Purchase” shall mean an individual or entity who purchases a ticket or tickets for an individual Event.
 - r. “Ticket Broker” shall have the meaning set forth below.
 - s. “Ticket Holder” shall mean any individual who possesses a valid, unused Ticket in any format, including a digital or printed copy displaying a barcode which is capable of scan, for an Event. All Ticket Holders agree to be bound by any terms printed on the Ticket (including whether appearing on the back of a Ticket, on a Ticket PDF printed out, or on a digital Ticket on a mobile device) and the Codes of Conduct. Ticket Holders are not guaranteed entry into any venue, and NC Courage and/or WakeMed Soccer Park reserve the right to refuse entry to any Ticket Holder at its/their sole and exclusive discretion. As a condition of entry into any Event venue, the venue manager may require any Ticket Holder to undergo security screening, health screenings, pre-arrival questionnaire submissions, including the designation of prohibited items and or restricting the size and type of bags and acceptable personal property to be brought into the venue.
 - t. “Ticket Transfer” shall mean the forwarding, distribution, transfer or sale of an Event Ticket or Tickets to any person, whom is an Original Purchaser, in any format, including via their Account Manager or Mobile Ticketing platform, where they are authorized to access those Tickets, or via any other third-party platform, to another individual whom is not the Original Purchaser or from a Secondary Purchaser to another Secondary Purchaser. NC Courage may at any time make any Ticket non-transferrable and disable any transfer feature within its Mobile Application or Ticket Agent mobile platform.
- 3. **General Terms.** All sales are final. All Original Purchasers must review and confirm their selections before finalizing their purchase. Once submitted all Original Purchasers shall be obligated to pay the full price for all ticket selections appearing on their invoice, on the payment terms specified, or if available, as selected by Original Purchaser.
 - 4. **Governing Law.** By submitting selections for purchase, Original Purchaser acknowledges and agrees that these Policies and Conditions and all aspects of the relationship between NC Courage and Original Purchaser regarding the acquisition, use and repurchase of a revocable ticket license shall be governed by the laws of the State of New York, without regard to conflict of laws.
 - 5. **Facility Security and Entrance Requirements.** All Ticket Holders acknowledge and agree that WakeMed Soccer Park, NWSL, US Soccer Federation and NC Courage, or any federal, state, or local governmental jurisdiction, may at any time deploy any measure to keep fans, Event participants and employees and staff safe at WakeMed Soccer Park or other venue. These policies and procedures may utilize, employ, change, alter, or amend security screening, ingress and egress, including but not limited to health check points,

temperature screenings, vaccine verification requirements, mask requirements and other safety and security policies, including the size, shape, and type of bags allowed inside and any items prohibited from any or all Events. For a current list of all prohibited items and for the then current bag and security policy please consult the WakeMed Soccer Park Policies. In addition to security screenings, health screening policies may be developed, amended, adapted or modified at any time and with little notice to fans to limit the spread of communicable disease, pathogen or virus, as required by local authorities. WakeMed Soccer Park and any other venue for an NC Courage Event may refuse or deny entry to any person for any reason at any time.

6. **League Ticket Policies and League Events.** NC Courage Ticket Policies may be amended from time to time in order to comply with NWSL, and/or Promoter rules regarding ticket purchases (collectively “League Rules”). If at any time League Rules related to ticket purchases conflict with NC Courage ticketing policies and/or these Policies, then League Rules shall be controlling. Some Events may be controlled by and only ticketed by NC Courage on behalf of or as directed by the NWSL, a third-party league, tournament or competition, or an Event managed by a Promoter, regardless of whether or not NC Courage is a participating team or host for the Event (“League Events”). NC Courage is not obligated to provide an opportunity to purchase a Ticket for any League Event to any Original Purchaser, including Season Ticket Members. NC Courage reserves the right to exclude League Events from ticket packages including Season Tickets, at its sole and exclusive discretion. All pre-sales, sales windows or other opportunities to purchase Tickets to League Events shall be governed by the terms, policies and rules published at the time of on sale for those products.
7. **Account Data Use.** In exchange for the purchase of any tickets for any Event, all Original Purchasers agree to provide NC Courage and/or Ticket Agent with Account Data, comprised of complete and accurate information that shall be up to date at the time of purchase. All Original Purchasers are solely responsible for updating that Account Data and ensuring that it remains current and accurate. NC Courage is not responsible for inaccurate Data that delays or prevents an individual or entity from purchasing tickets to an Event or Events. Secondary Purchasers may also be required to provide data through the purchase process which by agreement with NC Courage, NC Courage may acquire. Any such data acquired through a secondary purchase transaction for any Ticket(s) that is actually received by NC Courage shall be treated in accordance with this paragraph and the NC Courage privacy policy posted at the NC Courage website. NC Courage reserves the right to collect, store and use any information, including Account Data, provided by the Original Purchaser to NC Courage or Ticket Agent or by Secondary Purchaser through a purchase process and subsequently provided to NC Courage (in accordance with the Data Privacy provisions herein and in the NC Courage privacy policy posted at the NC Courage website, and/or Ticket Agent, and Promoter terms of use and for data security and privacy) for the purpose of notifying a purchaser about the Event, including Event details, directions or Event related information, Event Reschedules, Cancellations, and distributing other communications related to the fulfillment, management and administration of Tickets and Events. By purchasing a Ticket, Original Purchaser, and Secondary Purchaser where their Data has been provided to NC Courage consistent with this paragraph, also consents to receive promotional emails from NC Courage, Ticket Agent and/or NWSL marketing, promotions and sponsors, unless expressly opting out in

accordance with the then current opt-out procedures, contained within each communication. NC Courage may be required to share your personal and non-personal information pursuant to judicial or governmental subpoenas, warrants or orders. In addition, NC Courage, its Ticket Agent, the NWSL or Promoter reserve the right to use, disclose or share your personal and non-personal information in order to investigate, prevent or take action regarding illegal activities, suspected fraud, situations involving potential threats to the safety of any person or as required by law. Any attempt to misrepresent or mislead NC Courage or to provide fraudulent information may result in an immediate revocation of all ticket licenses associated with the account.

8. **Ticket Holder Personality Release.** All Ticket Holders hereby grant to NC Courage, WakeMed Soccer Park, NWSL and Promoters' entities and their assignees or designees ("Rights Owners") irrevocable permission in perpetuity and on behalf of themselves and their minor children or wards to use their photograph, video or audio recording, voice or likeness, to the extent captured during any Event and related activities, promotional activities, pre-match/in-match/post-match experiences and all other in-Facility activities, including any broadcast thereof, in whole or in part, including any derivatives thereof, in any media now in use or hereafter created, for any purpose whatsoever, including commercial purposes of NC Courage, WakeMed Soccer Park or the NWSL or Promoter and their licenses, sponsors, promoters, advertisers and broadcasters.
9. **Ticket Holder Release/Hold Harmless/Back of Ticket Language.** Each Ticket is a revocable license that only grants Ticket Holder one-time entry into WakeMed Soccer Park for a specified seat, standing room or other viewing area for the specified Event. Ticket Holder and any accompanying minors, whether or not they have their own Ticket (collectively "Ticket Holder") agrees that: (a) admission may be refused or ticket holder ejected at the sole discretion of the NC Courage, NWSL, Promoter, and/or WakeMed Soccer Park (collectively "Management"), without refund; (b) Ticket Holder and Ticket Holder's belongings may be searched upon entry, prohibited items may be confiscated and Ticket Holder waives all claims relating to such search and/or confiscation; and (c) Management may impose health and safety screening or attestations required for entry and/or security measures including limitations on what belongings or the type, size and material thereof are permitted at the Event. Ticket Holder voluntarily assumes all risks, hazards and dangers arising from or relating in any way to the Event, whether occurring before, during or after the Event, including without limitation the risk of contracting COVID-SARS2 aka Covid-19 or any other communicable disease or illness (including exposure to a bacteria, virus or other pathogen capable of causing a communicable disease or illness), the risk of physical injury or death, however caused, whether by players, by other people or by objects such as balls entering the spectator area, or otherwise, and the risks of lost, stolen or damaged property. Ticket Holder hereby waives all claims and potential claims relating to such risks, hazards and dangers the Ticket Holder will not to create, transmit, display, distribute, exploit, misappropriate or sell (or aid in such activity) any description or account, in any form, whether text, data or visual, and including, without limitation, play-by-play data, any photographs, images, videos, livestreams, audio or other form of display or public performance or reproduction of any portion of the Event (the "Works") for any commercial, non-personal, purpose. Notwithstanding the foregoing, Ticket Holder agrees that by using this ticket to enter WakeMed Soccer Park (or other authorized NC Courage venue), Ticket Holder shall be

deemed to have signed this ticket and granted Management an exclusive worldwide, irrevocable, perpetual, sub-licensable, royalty-free license to all rights associated with the Works. Ticket Holder also grants irrevocable permission to Management (and their sponsors, licensees, advertisers, broadcasters, designees and agents) to use, publish, edit, and alter Ticket Holder's image, likeness, voice, actions and statements in any medium including, without limitation, any audio, video, film, photographs, social media, exhibition, publication or reproduction of the Event for any purpose without further authorization or compensation and waives all claims and potential claims relating to such use unless prohibited by law. All sales are final. NC Courage reserves the right not to replace or honor lost, destroyed, duplicate or duplicated, counterfeit or stolen tickets. The Ticket Holder may not use this ticket for advertising, promotion or other commercial purposes (including contests, sweepstakes and giveaways) without the express written consent of Management. THE DATE AND TIME OF THE EVENT AS WELL AS THE OPPONENT ARE ALL SUBJECT TO CHANGE BY THE NWSL OR EVENT PROMOTER IN THEIR SOLE DISCRETION, OR AS A RESULT OF OTHER ACTIONS OR EVENTS BEYOND THE NWSL' OR PROMOTER'S CONTROL WITHOUT REFUND. NO REFUND WILL BE PROVIDED IF TICKET HOLDER CANNOT ATTEND. IF GAME OR EVENT IS CANCELLED AND NOT REPLAYED, THE SOLE AND EXCLUSIVE REMEDY IS A REFUND OR CREDIT OF THE FACE VALUE OF THE TICKET TO THE ORIGINAL PURCHASER OF THE TICKET. IN NO EVENT SHALL MANAGEMENT BE LIABLE FOR ANY SPECIAL, CONSEQUENTIAL, INCIDENTAL, INDIRECT OR EXEMPLARY DAMAGES OF ANY KIND, OR ANY DAMAGES BEYOND THE FACE VALUE OF THE TICKET. ANY DISPUTE OR CLAIM RELATED TO, OR ARISING FROM, THIS TICKET SHALL BE RESOLVED BY MANDATORY, CONFIDENTIAL, FINAL, AND BINDING ARBITRATION. HOLDER AND MANAGEMENT EACH AGREE THAT ALL DISPUTES SHALL BE ARBITRATED ON AN INDIVIDUAL BASIS AND EACH WAIVES ANY RIGHT TO LITIGATE IN COURT OR ARBITRATE ANY CLAIM AS A CLASS ACTION, REPRESENTATIVE ACTION, OR CLASS ARBITRATION. IF HOLDER DOES NOT CONSENT TO THIS CLAUSE, HOLDER MUST LEAVE OR NOT ENTER THE FACILITY. THIS CLAUSE IS GOVERNED BY THE FEDERAL ARBITRATION ACT.

10. **Single Match Ticket Resale, Transfer, and Donation Policy.** NC Courage is only responsible for initial ticket(s) distributed to Original Purchaser. Any and all fraudulent resales, double distributions, and invalid copies of barcodes presented at gates, in whatever form, are invalid for entry and may be refused by NC Courage or rejected at the point of entry or ticket scan for an Event. Each Ticket Transfer or sale of a ticket through Ticket Agent, and certain other third-party secondary market sellers may generate a new, unique barcode associated with that ticket for that Event, which may invalidate any previously issued ticket barcode for the same seat(s). By instructing NC Courage or Ticket Agent to forward, distribute, transfer or sell a ticket, you authorize Ticket Agent and NC Courage to issue to the recipient a valid ticket complete with full rights due and owing to any valid Ticket Holder and to cancel and invalidate any ticket previously issued for the same seat at the same Event. Misuse of the transfer, resell, or forwarding features for all tickets may result in a revocation of your revocable ticket license. In addition, purposefully misrepresenting any seat location information by any Original

Purchaser or Ticket Holder, through any platform may result in the revocation of the revocable ticket license for any future matches purchased by the same Account Holder. NC Courage is not responsible for a misleading or purposely misrepresented seat location that is purchased on the secondary ticket resale market.

11. **Policy for Children.** All children who have celebrated their third birthday are required to have a ticket to gain admittance to a NC Courage match. Children under three years of age are not required to have a ticket, but are not guaranteed their own seat.
12. **No Right to Transmit. Ticket** Holder agrees not to create, transmit, display, distribute, exploit, misappropriate or sell (or aid in such activity) any description or account (in any form, whether text, data or visual, and including, without limitation, play-by-play data) of any Event for any commercial, non-personal, purpose. Ticket Holder agrees not to create, transmit, display, distribute, exploit or sell (or aid in such activity) any photographs, images, videos, livestreams, audio or other form of display or public performance or reproduction of any portion of any Event (the “Works”). Notwithstanding the foregoing, Ticket Holder agrees that by using a Ticket to enter the Facility, Ticket Holder shall be deemed to have signed this ticket and granted NC Courage and the NWSL an exclusive worldwide, irrevocable, perpetual, sub-licensable, royalty-free license to all rights associated with the Works. Ticket Holder also grants irrevocable permission to NC Courage and the NWSL (and their sponsors, licensees, advertisers, broadcasters, designees and agents) to use, publish, edit, and alter Ticket Holder’s image, likeness, voice, actions and statements in any medium including, without limitation, any audio, video, film, photographs, social media, exhibition, publication or reproduction of the Event for any purpose without further authorization or compensation and waives all claims and potential claims relating to such use unless prohibited by law.
13. **Event Reschedule; Remedies.** Should any Event or Events be rescheduled for any reason, any valid, unused, issued ticket shall either be honored for the new Event date, time, location and/or opponent or the ticket shall be re-issued by NC Courage to the Original Purchaser for the new Event date, time, location and/or opponent, at NC Courage’s exclusive discretion and control. No ticket for a Rescheduled Event shall be eligible for a Refund. All Ticket Purchasers shall automatically have the new Event date, time, location and/or opponent loaded into their Account, Ticket Agent Account Manager, or to their Mobile Ticketing stored ticket in any NC Courage Mobile Application but may need to update the pass stored in their device’s “passbook” or “wallet” feature as the case may be. Should NC Courage determine, in its sole and exclusive discretion, to reissue tickets for the Rescheduled Event, all reissued tickets will be sent to the address on file for the Original Purchaser, for all seats associated with that Account. NC Courage is not responsible for shipping, forwarding or otherwise distributing reissued tickets to Secondary Purchasers or recipients of a Ticket Transfer who would not automatically receive these updates.
14. **Event Cancellation; Remedies.** Should an Event be Cancelled and not Rescheduled for any reason, the following shall apply. An Original Purchaser of a Single Match Purchase shall automatically receive a Refund for the Cancelled Event. An Original Purchaser of a Mini-Plan Purchase shall receive a Refund pro-rata for the Event or Events that is or are Cancelled. NC Courage may provide Single Match Purchases or Mini-Plan Purchases an option for credit on account or exchange, at its exclusive discretion and control. Secondary Purchasers shall have no right to receive a Refund or credit for any Cancelled

Events from NC Courage, and NC Courage shall have no obligation whatsoever to Secondary Purchasers for a Cancelled Event. Refunds for Season Ticket Original Purchasers shall be governed by the Terms and Policies for Season Ticket Purchasers, or for other like products, by the terms offered at the time of sale as the case may be.

15. **Event Disruption; Remedies.** A Disrupted Event includes any Event that due to League Rules or local authorities less than 100% of the fixed seats in the venue can be utilized, or due to circumstances outside of NC Courage's control, an originally scheduled group of Events, including up to the entire season are truncated, reformatted, amended or modified by the NWSL. Should an Event be deemed Disrupted by NC Courage, the following shall apply: (a) An Original Purchaser of a Single Match Purchase shall automatically receive a Refund for that Event; (b) An Original Purchaser of a Mini-Plan Purchase shall receive a Refund pro-rata for the Event or Events that are Disrupted; and (c) Original Purchaser of a Season Ticket or other like product shall be governed by the Season Ticket Member Rules, or for other like products, by the terms offered at the time of sale as the case may be.
16. **Seat Demise.** In certain circumstances it may become necessary for NC Courage to close sections of a venue, rows within a venue or certain seats due to construction, League Rules, health and safety of fans, staff or players, security, match operations, or otherwise. In the event this occurs for any specific Event or a group of Events, the Original Purchaser of any effected Ticket product shall be contacted by NC Courage to discuss all options.
17. **Ticket Brokers.** At any time, it is determined that any Original Purchaser purchases any tickets on a Season Ticket, Mini-Plan or Single Ticket basis, with the intent to resell those tickets and is therefore operating, in NC Courage's exclusive discretion as a "Ticket Broker," NC Courage may suspend the Original Purchaser Account, suspend or revoke any outstanding unused tickets without Refund and prevent them from purchasing any new tickets in the future. Additionally, any Original Purchaser who attempts by act, omission, actions or effect to contravene these Ticket Policies and Conditions, this paragraph, or whom purposefully supplies false or misleading information to NC Courage which tends to disguise the purchaser's identity, may also be deemed a Ticket Broker and have their account immediately suspended and all unused tickets revoked, without Refund. NC Courage reserves the right in its sole and exclusive discretion to prevent Ticket Broker's from purchasing tickets for any Event in any combination (e.g. Season Tickets or Single Match Tickets). NC Courage does not guarantee any ticket to any Event purchased from a Ticket Broker. In no event will a Ticket Broker be treated as an Original Purchaser under these terms, conditions and policies. This provision shall not effect the bona fide Ticket Transfers conducted by any Original Purchaser. All Tickets sold by a Ticket Broker shall remain subject to these Policies.
18. **Sitting and Standing Sections.** Certain sections of the Facility may include fan experiences where fans typically stand for the entirety of the match. Sitting and standing sections are determined by historic experience and NC Courage shall not provide any indication on any Ticket whether a section is sitting or standing, nor does NC Courage make any warranty that any information with respect to designation of sections as sitting or standing on third-party, Ticket Broker, Ticket Agent or other sites are accurate or correct. All Ticket Purchasers are advised to consult with NC Courage representatives if

sitting versus standing is of a concern before purchase. All sales from NC Courage and Ticket Agent are final.

19. **Fan Code of Conduct.** At all times all Ticket Holders are bound by the current Codes of Conduct, which from time to time may be amended and replaced. All Ticket Holders agree to comply with all directions from WakeMed Soccer Park event staff, including alcohol enforcement, security services, and guest service representatives. Abusive behavior is grounds for removal from WakeMed Soccer Park. Any violations of the Codes of Conduct may result in immediate removal of the Ticket Holder and/or their companions and other disciplinary measures, including suspension from future matches or longer bans on attending. NC Courage supports an inclusive culture where all fans are and feel welcomed and will not tolerate any racist, homophobic, xenophobic, sexist, transphobic or other hateful, demeaning speech directed at any other individual or group of people.

20. Banners Signs and Flags.

- a. Items may not be constructed or displayed in a manner that may obstruct the view of other guests or in any way create a safety hazard for others as determined by Facility management staff.
- b. Banners signs and flags are permitted during NC Courage matches as long as they do not obstruct the view of guests or block Facility signage and must meet the following requirements:
 - i. Item may not be constructed of wood, metal or any other material that may cause harm to others as determined by Facility management.
 - ii. Banners and Signs cannot be larger than 3 feet by 5 feet and poles must be shorter than 3.5 feet.
 - iii. Banners, signs and flags may not be utilized during the run of play (except for the ECS section in the lower portions of 121-123) and can be removed if they are obstructing views.
 - iv. Banners, signs and flags must be compliant with the current Codes of Conduct
 - v. WakeMed Soccer Park and NC Courage reserve the right to remove any banner or sign.

21. **ADA Compliant Seats.** WakeMed Soccer Park includes disabled seats (wheelchair convertible) and companion seats throughout the Facility at all price levels. Disabled seating and access are fully compliant with the Americans with Disabilities Act (ADA).

22. **Pitch Side Seats and Experience.** The NWSL may make available to NC Courage the possibility to sell Tickets and NC Courage may sell Tickets to certain hospitality areas that include premium pitch side seating, or may otherwise provide access to pitch side areas to Ticket Holders in the form of surprise and delight and experiential opportunities. All Ticket Holders who are provided access to pitch side areas at any time are advised that those areas may include uneven or slippery surfaces, walking on turf field and concrete, may include stepping over cables, cords, and other infrastructure, and are uncovered and exposed to all weather elements. Additionally, ALL TICKET HOLDERS WHO ARE PROVIDED ACCESS TO PITCH SIDE AREAS ASSUME ALL ADDITIONAL RISKS INCLUDING THE RISK OF INJURY TO PERSON OR PROPERTY INCLUDING DEATH, AND SPECIFICALLY BUT NOT LIMITED TO CONCUSSION, WHETHER KNOWN OR UNKNOWN, ASSOCIATED WITH THAT

ACCESS, INCLUDING SPECIFICALLY BUT NOT LIMITED TO THE INCIDENCE OF SOCCER BALLS OR PLAYERS LEAVING THE FIELD OF PLAY AND ENTERING THE CURTILEGE SURROUNDING THE FIELD OF PLAY INCLUDING DESIGNATED PITCH SIDE AREAS.

23. **Group Ticket Purchases.** NC Courage may make available for one (1) or more Events special group ticket opportunities and pricing (“Group Tickets”). NC Courage does not warrant that Group Tickets will be available in any specific quantity, section location or Event, and all Group Tickets are subject to inventory availability. Group Ticket leaders who purchase Group Tickets on behalf of a group hereby warrant that they have read these Ticket Policies and are responsible for communicating all information provided by NC Courage with respect to the Group Tickets experience to all members of their group, which may include the dispersal of tickets to each group member. All experiences associated with Group Tickets purchases are subject to availability and cancellation due to restricted access to certain portions of the Facility, team schedule changes or other circumstances outside the control of NC Courage, and may not be replaced. Certain experiences associated with Group Tickets may require the execution of additional releases and waivers of liability and other rights. If so required, NC Courage shall not be obligated to provide the experience to any member of the group who does not return a completed waiver and release. For purposes of Rescheduled, Cancelled or Disrupted Events, please contact your Group Ticket representative for more information on options, otherwise, all Group Tickets shall be treated as Single Match Purchases.
24. **Additional Matters.** The foregoing policies and procedures attempt to cover most situations relating to the purchase and use of tickets to NC Courage home matches. In the event any issue or matter relating to a ticket purchase is not covered, or if there is a question of interpretation of the policies and procedures or in the event of any dispute between NC Courage and any Ticket Purchaser or any Ticket Purchaser and a third party in regard to a ticket purchase, NC Courage reserves the right to make all final decisions and determinations and take all actions necessary, in its sole and absolute discretion, to resolve or dispute the issue. NC Courage further reserves the right to modify and/or terminate any or all of the foregoing policies or procedures from time to time with or without prior notice to Purchasers. In order to ensure an excellent experience for all Ticket Purchasers, all terms, conditions and benefits are subject to change from year to year or/and within a season.
25. **Acceptance of Terms/Conditions.** Upon your purchase of a Ticket, you acknowledge responsibility for payment therefore, and accept and agree to the complete Ticket Policies, and subject to any amendments made to the foregoing from time to time.

TERMS AND POLICIES FOR SEASON TICKET PURCHASERS

1. **General Terms.** Purchases of NC Courage season tickets are subject to all applicable rules from the General Terms and Policies of the 2026 NC Courage Ticket Purchase Terms and Policies.
2. **Payment Terms.** Season Ticket Purchasers will have access to two payment plans:
 - a. **Annual Plan:** This plan allows Season Ticket Purchasers to pay 100% of the cost of their Season Ticket for the next Season. This payment may be made using American Express, Discover, MasterCard, and Visa (each a “Credit Card”).

- b. **Monthly Installment Plan Payment:** This plan allows Season Ticket Purchasers to pay for the cost of their Season Ticket for the following Season by making ten (10) equal payments commencing on the day of purchase (for initial purchases) or 30 days after written notice of the following Season Ticket renewal is provided (for renewals), with the next payments being due on the last day of each of the nine (9) next months. These ten (10) monthly payments may be made by Credit Card only. If the Credit Card is declined for a payment for any reason, NC Courage will re-run the Credit Card 24 hours later and again 48 hours after the payment was initially declined. If, at this point, payment has not been made, NC Courage will attempt to notify the Season Ticket Purchaser by email and/or telephone to request that the payment information be updated. If the issue with the Credit Card is not remedied within 15 days of the date payment was initially declined, Season Ticket benefits for the following season shall be suspended until payment in full is made.
3. **Payment Authorization.** Season Ticket Purchaser understands that by purchasing Season Tickets, Season Ticket Purchaser is authorizing NC Courage to bill the Season Ticket Purchaser for Season Ticket fees and Play-Offs Ticket Automatic Charges (“Season Ticket Payments”) in accordance with the payment terms that the Season Ticket Purchaser selects. For all Season Ticket Payments, this payment authorization shall remain in effect until an opt-out is received pursuant to these Terms. The Season Ticket Purchaser hereby represents and warrants that the Season Ticket Purchaser has the authority to approve charges in accordance with the listed payment information for the purpose of paying the Season Ticket Payments. The Season Ticket Purchaser understands and agrees that NC Courage is not liable in any way for erroneous billing statements or incorrect charges, and that in the event of such a billing error, NC Courage’s only responsibility is to correct it after it receives notice of the error. All deposits and/or payments made are non-refundable. The Season Ticket Purchaser understands that it is solely the Season Ticket Purchaser’s responsibility to ensure the Season Ticket Purchaser’s payment information is current and to notify NC Courage of any deficiencies, and that the Season Ticket Purchaser’s failure to do so within the specified time frame may result in a loss of Season Ticket privileges and potential revocation of the Season Ticket. All Season Ticket Payments are due on the dates specified regardless of match cancellations or rescheduling – refunds will be addressed in accordance with the applicable policy in effect at that time for the applicable match, if any. All sales are final. No refunds or exchanges are permitted.
4. **Account Ownership.** The Season Ticket Purchaser is the rights holder, and can be either an individual or business entity, on the original application for the Season Ticket. If the Season Ticket Purchaser is a business entity, a contact name must be provided to NC Courage. The business entity may request a change in the name of the contact person for its account at any time. A request to change the contact person of an entity must be submitted to NC Courage in writing on company or entity letterhead and signed by an authorized representative. NC Courage’s acceptance of Season Ticket payments for a Season Ticket from any individual or entity who is not the account holder for such Season Ticket does not grant any Season Ticket rights to such individual or entity or cause or require NC Courage to change the name of the Season Ticket Purchaser on the account. Any rights or privileges associated with a Season Ticket belong only to the

account holder of record as indicated on NC Courage's records. NC Courage reserves the right to require that any transaction pertaining to a Season Ticket held in a corporate name be supported by appropriate corporate confirmation documents. Season Ticket accounts and/or account numbers are not transferable from one person or entity to another. The name under which a Season Ticket Purchaser's account has been purchased may not be changed, with the following exceptions: Legal name change, change in marital status, change in business name, dissolution of business, sale of business, or death of account holder. All requests for account information changes must be submitted in writing.

5. **Change of Contact Information.** It is the Season Ticket Purchaser's responsibility to notify NC Courage of any change of address, email address and/or telephone number to insure prompt delivery of tickets, notices and other dated material.
6. **Notices and Requests.** All notices and requests relating to a Season Ticket account, whether or not described above, must be given in writing by the Season Ticket Purchaser through the Account Manager, email or mail, and sent to the attention of NC Courage Ticket Services. No notice or request will be effective or acted upon by NC Courage until received in writing. All correspondence concerning a Season Ticket account should include the account number and daytime phone number for the Season Ticket Purchaser. Notices and requests from NC Courage are communicated to Season Ticket Purchasers via several methods, independent of and/or in combination with each other, and include but are not limited to Account Manager, U.S. Postal Service, telephone, e-mail or other social media outlets. It is the Season Ticket Purchaser's sole responsibility to maintain accurate, current and complete contact information on their Season Ticket account.

Questions? Please contact tickets@nccourage.com