

TERMS AND CONDITIONS CONCERNING TICKET SALES FOR THE MUTUA MADRID OPEN 2026 TOURNAMENT (APRIL 20 TO MAY 3, 2026)*

*Madrid Trophy Promotion S.L. warns that the programme for the Mutua Madrid Open Tournament may undergo changes that, where applicable, shall be duly announced on the website www.mutuamadridopen.com as the date of the tournament approaches.

Please remember that once you make a purchase, NO EXCHANGES OR REFUNDS ARE ALLOWED.

1. CONDITIONS PRECEDENT

Entry to the premises of the "2026 MUTUA MADRID OPEN" TOURNAMENT requires a valid ticket, pass or credentials issued by or on behalf of the 2026 MUTUA MADRID OPEN (or **MADRID TROPHY PROMOTION S.L.**), which must be kept at all times and be available for authorised personnel to check at any time.

The purchase of any tournament ticket implies the acceptance of the following Terms and Conditions, which have been established for all of our visitors' safety and enjoyment and may be modified at any time. It is also possible that the protocols applicable to any health regulation established by the competent authorities, of which you will be informed by the MUTUA MADRID OPEN, may have to be complied with.

Any breach of these Terms and Conditions may result in the offender being denied access or expelled from the premises and, where necessary, legal action may be taken by the MUTUA MADRID OPEN.

*MADRID TROPHY PROMOTION S.L. warns that the programme for the Mutua Madrid Open Tournament may, due to force majeure, undergo changes that, where applicable, shall be duly announced on the website www.mutuamadridopen.com as the date of the tournament approaches.

Those purchasing tickets shall have the right to a total or partial refund of the amount paid for the ticket in the event that the session or day of tennis is cancelled or significantly modified, except in cases where the cancellation or significant modification occurs once the match to be played in said session is already underway or is caused by force majeure. A change of player for another in the same category or a change of one match for another agreed by the ATP and/or WTA shall not be considered significant, whatever the reason for the change, in accordance with section 2.1.E of these terms and conditions.

By purchasing tickets for any tournament session, the purchaser is guaranteed by MTP, at least, one match organised by ATP or WTA. MTP is subject to the changes to the official session schedule due to decisions by both the ATP and WTA.

Except for the cases stated in the two previous paragraphs, the purchase of any ticket for any edition of the Mutua Madrid Open is final once it has been completed and exchanges or refunds will not be allowed.

2. STADIUMS, SESSIONS & TYPES OF TICKET

2. 1. STADIUMS

The Caja Magica complex consists of 3 main stadiums:

- Manolo Santana Stadium, with a capacity of approximately 9,678 spectators. Assigned seating.
- Stadium 2 (Arantxa Sánchez-Vicario Stadium), with a capacity of 3,383 spectators. Assigned seating in some sessions.
- Stadium 3, with a capacity of 2,251 spectators. Unassigned seating. As well as the main stadiums, there are various competition and practice courts (unassigned seating).

One ticket provides access to all matches that take place in one session, with the temporary limitation provided in section 1.4 of these general conditions of Mutua Madrid Open ticket sales. Therefore, to watch all of the matches played in the Manolo Santana Stadium when there are two sessions on a given day, you will need to purchase tickets for both sessions.

The Mutua Madrid Open is a combined tournament (WTA – Women’s Tennis Association and ATP – Association of Tennis Professionals). As a result, women’s and men’s matches will be played simultaneously, making it impossible to choose between one or the other when purchasing a ticket.

Information on rounds is subject to changes to the official ATP and WTA schedule.

Since the tournament consists of knock-out rounds, the order of play can only be announced the night before. For this reason, you cannot purchase a ticket in advance in order to watch a specific player.

2. 2. SESSIONS

The organisers reserve the right to change schedules depending on the final match schedules.

Spectators can enter the Caja Magica venue at the beginning of any given session. Ticket holders must arrive sufficiently in advance of the scheduled time for the beginning of the match. Failure to comply with this may result in accessing the match after it has started.

Remaining on the Caja Magica premises, in any of its stadiums and on site in general, to which the purchase of any type of ticket grants the right, is limited to the time permitted.

Access to Manolo Santana Stadium and Stadium 2 with a day session ticket is allowed only until the matches held in this first session have ended. Access to the Manolo Santana Stadium and Stadium 2 with a night session ticket is authorized from the beginning of the first match of that second session.

2. 3. TYPES OF TICKET

There are 4 types of ticket:

TYPE I – Manolo Santana Stadium*: purchasing a “Manolo Santana Stadium” ticket grants access to the Manolo Santana Stadium, Stadium 3 and the Tennis Garden.

TYPE II – Sky Seats / Platinum Seats: Grant access to the Manolo Santana Stadium, Stadium 3 and the Tennis Garden and an exclusive restaurant space corresponding to the ticket type.

TYPE III – Stadium 2: grants access to Stadium 2 and the Tennis Garden.

TYPE IV – Ground Pass: grants access to Stadium 3 and the Tennis Garden

Access to Stadium 3 and the Tennis Garden is subject to capacity.

* In the second stand (A) of the Manolo Santana Stadium visibility may be impaired in rows 1 and 2 due to the glass panels and the metal hoardings, due to metal hoardings, which are integral to the stadium’s safety measures. Before purchasing, please check whether your seats are considered to have reduced visibility.

Tickets for customers on a wheelchair: This type of ticket is exclusively for wheelchair users (these persons will not occupy a seat and therefore tickets will have reduced prices). Each person may attend with one sole companion. To purchase this type of ticket prior to the event, please contact the ticket sales department by email: entradas@madrid-open.com.

During the tournament these tickets will be sold exclusively at the ticket office. We cannot guarantee availability.

Once the ticket holder has left the venue, they will not be allowed to re-enter.

At the end of the last match of the day session, spectators will be vacated from the Manolo Santana Stadium and Stadium 2 in order to allow access for those with tickets for the night session.

To confirm schedules please check our website, www.mutuamadridopen.com, as the date of the tournament approaches.

3. SALES CHANNELS

Tickets may only be purchased at the tournament organization's official sales points authorised by Madrid Trophy Promotion S.L. (hereinafter MTP), which will not be held responsible for tickets acquired outside these authorized sales channels.

Only on presentation of a valid ticket for each person will access be granted to the tournament and facilities.

The tickets contain various security mechanisms to ensure their authenticity and avoid any counterfeiting. However, MTP does not guarantee the authenticity of any tickets that are not purchased via one of the official channels.

Only the official sales channels of the 2025 Mutua Madrid Open can guarantee the authenticity of tickets:

ONLINE: The tournament website www.mutuamadridopen.com is open 24 hours a day until one day before each session or until the tickets are sold out. Methods of payment: credit/debit card.

TICKET OFFICE: Tickets will go on sale in the Caja Magica on 6 April 2026.

During the tournament, ticket offices will be open every day (opening hours to be confirmed). Methods of payment: cash and credit/debit card.

Under no circumstances will duplicate tickets be issued nor will access without a ticket be allowed. MTP declines any responsibility for eventual loss, theft or damage of issued tickets, nor for tickets acquired via unauthorized channels.

A surcharge of €2.00 (two euros) for service and management expenses shall apply to all tickets, regardless of their face value or the official sales channel by which they were obtained. By accepting these Terms and Conditions the client indicates their express approval of this surcharge.

Cash payment:

According to Law 11/2021, which came into force in July 2021, all transactions paid for with cash must have a value of 1,000 euros or less.

Children aged 3 or under do not pay to enter, provided they do not occupy a seat.

Spectators must ensure they purchase their tickets from one of the recognised retail channels to avoid being defrauded, as there are a number of internet sites and touts offering tickets for the Mutua Madrid Open.

The risks involved with using these other channels include paying an elevated price or purchasing a duplicated ticket and not being allowed into the venue.

In no event shall the organisers of the tournament be held accountable for the validity of any tickets purchased outside of the official channels, in accordance with that provided in article 24.3 of Law 17/1997 of 4 July on Public Events and Recreational Activities.

4. PRINTING TICKETS

In the event of any incident or questions, please call 91 526 57 76 or write to entradas@madrid-open.com as soon as possible, do not wait until the day of the matches.

IMPORTANT NOTICE: DURING THE EVENT, NO TICKET WILL BE PRINTED AT THE TICKET OFFICE IF IT HAS BEEN PURCHASED FROM NON-OFFICIAL CHANNELS.

If several copies of the ticket have been printed, only the first ticket presented at access control will be considered valid, and under no circumstances will access be allowed to anyone trying to gain access with the same ticket.

MTP shall not be held responsible for the possible fraudulent use of ticket(s).

Please be aware that upon entering the premises you may be asked to show the credit/debit card used to purchase the tickets (only if there are indications of possible fraudulent use of the ticket(s)), therefore you must carry it with you during the event.

The purchaser of the ticket assumes all responsibility in cases where his/her ticket appears to have been duplicated, photocopied or has sign of falsification, thereby forfeiting all rights granted by the ticket for access to the premises.

MTP shall be entitled to deny access to holders of any tickets that are modified, corrected, crossed through, damaged or show signs of falsification.

Lost tickets shall not be replaced. Under no circumstances shall access to the premises be allowed without the printed ticket(s) being shown.

5. EXCHANGES AND RETURNS, RIGHT OF WITHDRAWAL

The purchase of tickets for the 2026 Mutua Madrid Open is final and shall be deemed completed once the payment has been made. With the exception of the circumstances established in the final two paragraphs of clause 1 (CONDITIONS PRECEDENT) of these terms and conditions, tickets may not be exchanged or returned.

In the event of the total cancellation of the 2026 Mutua Madrid Open, MTP undertakes to return the price of the ticket.

In the event of such changes, MTP shall proceed as follows:

It will publish them on its website so that users may be informed as soon as possible.

It will send an email to the email address or an SMS (in the event that such service was procured) to the telephone number indicated by the user at the time of the purchase, informing them of said changes.

In the event of the refund of the amount, MTP will inform the user of the procedure to be employed. Expenses incurred by the purchasing service will not be refunded.

The website may be checked for any changes or cancellations that may have been established by the organisers of the MUTUA MADRID OPEN. Any customers who have purchased tickets will receive an email at the address provided when they signed up to our platform.

In the event of cancellation, the refund will be made within fifteen days of the date of the public announcement of the cancellation of the event.

Withdrawal.

MUTUA MADRID OPEN tickets are NOT covered by the right to withdrawal (article 103, section I) provided in Legislative Decree 1/2007, of 16 November, approving the consolidated text of the General Law for the Defence of Consumers and Users.

6. CHANGES TO THE SCHEDULE

In the event that the schedule or timetable for the 2026 Mutua Madrid Open tournament undergoes changes due to force majeure, security reasons, public disorder or a decision from any competent authority, MTP undertakes to announce such changes as soon as possible and, in all cases, as soon as the competition department makes the information public.

The suspension, modification or variation of the established schedule, for the reasons given above (force majeure), shall not generate any kind of liability for MTP.

MTP warns that adverse weather conditions such as rain, extreme heat or strong winds could lead to delays in the match schedules and, in such cases, it undertakes to announce such changes as soon as possible.

Weather conditions that may lead to changes in timetables and to the scheduling shall be considered force majeure.

7. THE PREMISES

All persons attending the 2026 Mutua Madrid Open event recognize and accept that their movement within the premises or in the areas adjacent to the premises is their exclusive responsibility, and agree to absolve the organizers, MTP, and any other relevant entity from all liability regarding any risk, danger or loss, including injury or damage to persons or property, loss of property or any other incident that may occur as a result of their attendance of this tournament, all without prejudice to that provided in articles 1101 and those following of the Civil Code.

A picture of your face will be taken at the Caja Magica Access Control, determining your right to access. In order to access the courts, the person on access control will identify the ticket's owner, who will be denied entry to the courts if they do not match the person registered in the photograph taken upon entry to the Caja Magica premises.

On behalf of Madrid Trophy Promotion S.L., we process the information provided to us in order to provide the service requested. The data provided shall be preserved while the commercial relationship persists or for as many years as necessary in order to comply with the legal obligations. The data will not be transferred to third parties except in the event that there is a legal obligation to do so. You have the right to obtain confirmation of whether or not we, Madrid Trophy Promotion S.L., are processing your personal data, therefore you have the right to access your personal data, rectify incorrect data or request the deletion of the data when they are no longer necessary.

8. RIGHT TO ADMISSION

The Organisation exercises its right to admission according to that established in article 24.2 of Law 17/1997 of 4 July on Public Events and Recreational Activities, and, to that effect, establishes the following requirements:

1. Admission may be refused to anyone behaving violently, or who may disturb the public or users or may disrupt the expected progress of the performance or activity.
 1. The admission of under-18s is prohibited, except in the case of the receipt of express written consent at least 24 hours in advance, time during which the identification details of both the grantor and the minor are obtained from the person responsible for the minor. Minors who, in accordance with the applicable civil legislation, are emancipated are also exempt.
- The right to admission is reserved by the organizers, MTP, who may deny access or remove from the premises any ticket holder who does not comply with the instructions of the organizers' personnel, or who might reasonably be presumed to bring about a high-risk or dangerous situation for actual ticket holders and in particular for those persons who:
 - Are of a violent disposition, especially those who have an aggressive attitude or cause a disturbance during competition or in the diligent use of the facilities or as a consequence of relations with other persons.
 - Those who may pose a hazard or nuisance to other spectators, in particular those found taking drugs or narcotics or who show symptoms of having taken them and those showing significant signs of drunkenness.
 - Those who hinder the normal progression of the event.
 - Those accessing areas restricted to tournament personnel.
 - Minors may only enter the venue accompanied by their parents, a legal guardian or a person responsible for them.
 - Disorder, the possession of narcotics or being in a state of intoxication, whether evident or potential, shall be sufficient cause to deny entrance to anyone or to proceed to expel them from the Mutua Madrid Open.
 - Upon entering the premises, the public and their belongings may be searched and inspected in accordance with applicable legislation; they may not bring onto the premises any objects that could be considered dangerous by the organizers such as sparklers, fire-crackers, explosives, weapons, bottles, glass, or laser pointers, or those that are prohibited by law such as professional cameras, video cameras and recorders of any kind.

Expulsion from the Mutua Madrid Open for any of the reasons contained in these conditions of admission shall not entitle the person concerned to a refund of the price paid for the ticket.

Every ticket holder is personally responsible for any actions or omissions that cause injury to a third party or material damage.

9. PROHIBITIONS AND RESTRICTIONS

The following is strictly prohibited:

1. Remaining on the Caja Magica premises after the time at which mobility is limited, in the event that it is established by the health authorities. (If there are any limitations during the event).
1. Bringing and displaying signs, symbols, emblems or slogans which, due to their content or due to the circumstances in which they are shown or used could be considered to incite violent, xenophobic, racist or terrorist behaviour or as an act of sporting contempt towards the participants in the tournament.
1. Bringing or having in your possession, activating or throwing, within the grounds or courts on which the competitions are to be held or are in progress, any type of firearm or any object that could produce the same effects, likewise sparklers, fire-crackers, explosives or inflammable, smoke-producing, or corrosive products in general.
1. The use of all personal computers and handheld devices inside the confines (spectator area) of the tournament courts, with the exception of accredited members of the press, tournament providers and tournament staff who use these devices in carrying out their job.
1. No ticket holder may continuously collect, distribute, transmit, publish or disclose information pertaining to any results or statistical data related to any match while it is being played from within tournament grounds (from the beginning of a match to the end, for commercial purposes or gaming / gambling).
1. The use of lasers or laser pens for pointing and or any device that can alter the normal rules of competition.
1. Entry onto the premises in a state of drunkenness.
1. Bringing or selling any type of alcoholic beverage or narcotic or psychotropic substances, stimulants or similar products on the premises as well as their consumption or possession on the courts or in the stands. Entering the premises under the influence of alcohol, toxic drugs, or psychotropic substances is also prohibited.
1. Entry onto the courts themselves or their surroundings is prohibited at all times.
1. Smoking is not allowed inside the Caja Magica, in accordance with the current legislation.
1. Bringing animals onto the premises, with the exception of those covered in law 2/2015 of 10 March in the Community of Madrid, regarding access for people with disabilities.
1. Access to the installations will be prohibited to ticket holders who have been banned from entering any sports grounds, until such time as the ban has expired.
1. Causing any disturbance of the order or to peoples security or to property or to the facilities.
1. Remaining standing on parts of the premises designed for viewing matches.
1. Entering the premises with bottles, cans, coolers or other objects that may be considered dangerous by MTP.
1. Footwear with wheels or other equipment, including but not limited to scooters and bicycles. Any prohibited item that is relinquished as a condition for entering the tournament shall be considered irrevocably and voluntarily relinquished. Any item of this kind cannot be reclaimed and may be destroyed by MTP without liability.

Once a match has started, you may only take your seat when indicated to do so by the persons responsible for controlling access to the court.

Mutua Madrid Open tickets may only be used for promotional purposes by tournament sponsors and partners, and with the express approval of the organizers.

Tickets are not to be used for commercial or promotional purposes aimed at third parties.

It is forbidden for anyone on the premises to carry out advertising or commercial activities, including the transmission of match scores, statistics or other data to unauthorised third parties, without the authorization of MTP.

On the premises, the use of or possession of promotional or commercial articles is strictly prohibited, as is the offering for sale or the possession of merchandise for such purposes (e.g. beverages, food, memorabilia, tickets, items of

clothing, promotional items, etc.). Such items will be confiscated and temporarily held by the Police or security services where applicable.

Spectators must occupy the place corresponding to the type and location on their ticket and must retain their ticket until they leave the venue and present it when asked to do so by any employee or official authorized by the organizing company, MTP.

10. AUDIOVISUAL RECORDING

All persons attending the tournament recognize that this is a public event, and they freely and willingly accept that their voices, images and faces may appear on television or radio broadcasts, either live or recorded, on video, in photographs and in any other media or audiovisual medium, now or in the future, without any compensation of any kind.

No ticket holder or spectator may film, photograph, broadcast, disseminate, publish, transmit and/or, in general, offer to the public (or help a third party offer to the public), live or deferred, completely or partially, free of charge or for a fee, any recording of sound, photography, video sequences, moving images, film or other audiovisual content captured on any media within the tournament premises (except as permitted in the Tournament Accreditation Policy). The continuous use of personal computers or handheld electronic devices within the limits (spectator zone) of the tournament's competition courts is prohibited, with the exception of duly accredited members of the media, tournament suppliers and tournament personnel when they are using them in order to perform their duties.

11. BREACH OF THESE TERMS AND CONDITIONS

Any ticket holders who, due to their conduct, do not comply with these TERMS AND CONDITIONS will be denied access to the premises or will be expelled from the premises with no right to reimbursement.

12. VALIDITY AND MODIFICATIONS OF THE PRESENT TERMS AND CONDITIONS

If any clause of the present Terms and Conditions is not valid, either wholly or partially, then said clause, or part of it, will be considered excluded from the Terms and Conditions. This will not affect the enforceability of the remaining clauses.

13. APPLICABLE LEGISLATION AND JURISDICTION

These Terms and Conditions have been written in Spanish and translated into English. The Terms and Conditions written in Spanish will prevail in all cases and will be interpreted according to Spanish law.

14. PRIVACY & COOKIES POLICY

Mutua Madrid Open (a "site operated by Madrid Trophy Promotion S.L.") will have access to all of the personal data submitted on or through the Site, or otherwise in connection with the purchase of any Mutua Madrid Open tickets.

This privacy policy (the "Privacy Policy") outlines how we treat your personal information and forms part of the terms and conditions of the Site. This Privacy Policy applies only to this Site, and not to the collection and use of personal information by any third party via any website to which there are links on this Site. We are not responsible for the privacy policies of other websites, and encourage you to be aware when you leave our Site, and to read all applicable terms, conditions and privacy policies when using other websites. Questions, comments and requests regarding this Privacy Policy and how we use your personal data should be addressed to us via our contact form:

<https://www.mutuamadridopen.com/contacto/CONSENTIMIENTO>

Your use of this Site signifies your consent to our collecting and using personal information about you in accordance with this Privacy Policy.

Madrid Trophy Promotion S.L. would like to uphold a clear and honest policy to its users regarding privacy, usage of this site and handling of personal information. Complying with current laws and regulations, the sections below represent an agreement that the website visitor approves when using this webpage.

The personal data provided to, or collected by, our Services are processed by the Mutua Madrid Open. If you have any concern about providing information to us or having such information used in any manner permitted in this Privacy Policy, you should not visit our websites or otherwise use our services.

This Privacy Policy describes the types of information we may collect from you or that you may provide to us when you visit our website and our practices for collecting, using, maintaining, protecting and disclosing such information. This Privacy Policy applies to information we collect: (i) through our Services, and (ii) in text and electronic messages between you and our Services.

This Privacy Policy does not apply to any other services or any information collected by us offline or via third-party sites that may be accessed through hyperlinks on our websites.

By accessing or using our Services, you agree to this Privacy Policy.

IF YOU DO NOT AGREE TO THIS PRIVACY POLICY, PLEASE DO NOT ACCESS OR USE OUR SERVICES.

15. MADRID TROPHY PROMOTION'S SUSTAINABILITY POLICY FOR EVENTS

Madrid Trophy Promotion (MTP) wishes to set out its Policy for Sustainable Events Management, based on the standard UNE-EN ISO 20121:2012, aiming to comply with all the applicable regulations and striving for the continuous improvement of the activities the company undertakes, with a view to assuring the use and enjoyment all services under the best possible conditions, while always seeking to satisfy customers and foster overall sustainability, covering the environment, the economy and society.

This Sustainability Policy sets out the basic action principles related to sustainability that form the reference framework for setting sustainable-development targets, with management's commitment to lead the way when it comes to managing the sustainability of events, and the whole organisation's commitment towards its principles of governance as set out in the "Declaration of Purposes and Values for Sustainable Development".

The design, organisation and holding of MTP's sporting events must revolve around the following areas of action:

1. **Transparency and ethical management:** Compliance with the applicable legislation, fostering ethical actions based on upholding human rights, good governance practices and fair competition. Acting transparently, regularly publishing accurate key information about what the company does.
2. **Personnel and developing talent:** Generating a framework for industrial relations that encourages training for workers and their career and personal development, upholding the principle of equal opportunities and fostering a safe, healthy working environment.
3. **Inclusivity and joint responsibility of all stakeholders:** Providing innovative services, adapted to their needs and maintaining the highest standards of quality and excellence, developing an effective framework for responsible dialogue and communication with all stakeholders, preparing relationship plans to determine their expectations and needs, and carrying out actions that generate shared value. The role of all suppliers will be key when it comes to managing the sustainability of our sporting events, helping to identify expected needs to foster their sustainability.
4. **Economic growth:** Not only for the organisation of each event but going further, contributing towards the economic development of the host environment by giving priority to local products and services.
5. **Social undertaking:** For the community where the event is held and for the people involved in it, paying careful attention to the factors of accessibility, equal opportunities and upholding diversity.
6. **Sustainable procurement:** Including not only economic and technical aspects in the procurement of products and services but also the environmental and social aspects that affect their life cycle, considering sustainability criteria, upholding human rights, fostering responsible practices and contributing towards local economies.

The Sustainable Development Policy will be the basis for all the organisation's activities, including event-related products and services. The Sustainable Development Policy will consider all requirements regarding:

- MTP as the main organising entity of the supply chain and all the organisations that can join in this task, including products, facilities and service providers.
- The full sporting-event management cycle, from conception and planning all the way through to implementation, review and post-event activities, such as calculating the carbon footprint and measures to offset it.

- Outcomes of stakeholders' involvement.
- End users' needs.
- Any legacy-related issues.

Introducing sustainability guidelines and criteria from the start reduces the negative impact of holding sporting events on the environment, on people and on the economy, and thanks to the joint efforts of partners, suppliers, organisers, sponsors, players and spectators, we can act responsibly to change the world by boosting the local economy, fostering social development and enjoying a healthier environment.

This policy is reviewed every year with a view to improving the organisation's overall performance and that of all the sporting events that it undertakes.

Section 1 – INTRODUCTION

These terms and conditions embody the entire set of agreements that binds MTP and the user. All modifications and added content integrated to the website will be subject to the present terms and conditions. Certain services and sections are subject to specific additional conditions.

Your data controller for the Services offered on this Site excluding Payment Services is:

Mutua Madrid Open
Cmo. de Perales, 23,
28041 Madrid
SPAIN