



AMERICAN
ARBITRATION
ASSOCIATION®

INTERNATIONAL CENTRE
FOR DISPUTE RESOLUTION®

1101 Laurel Oak Road
Voorhees, NJ 08043

March 26, 2025



Judy Hom, Esq.
StubHub Legal Department
3 World Trade Center
175 Greenwich Street
59th Floor
New York, NY 10007
Via Email to: Juhom@stubhub.com

Case Number: 01-25-0001-3941



-vs-
StubHub, Inc. c/o CT Corp

Dear Parties:

The Claimant has filed with us a Demand for Arbitration. The American Arbitration Association (“AAA”) has determined that this arbitration arises out of a consumer agreement and, as such, the Consumer Arbitration Rules (“Consumer Rules”) apply to this dispute. The Consumer Rules may be found on our website at www.adr.org.

Under the Consumer Rules, the consumer pays a filing fee of \$225 and the business pays a filing fee of \$375. We note that the contract states that the business will advance the consumer’s portion of the filing fee. To ensure that the filing requirements are complete, **the business is requested to submit filing fees of \$600.**

Please note payment should be submitted by credit card or electronic check. Please confirm the email address AAA may send a secured Paylink with instructions to submit payment via either method. In the event, a check is the only method that you can provide payment, please make the check payable to the American Arbitration Association and include a reference to the case number. Checks should be mailed to 1101 Laurel Oak Road, Suite 100, Voorhees, NJ 08043. In the event that payment is being made by a third party, such as an insurance company, please request that payment be sent directly to the business’ representative. The business’ representative should then forward payment to the AAA in accordance with the foregoing instructions.

The requested payment should be received no later than 30 days from the date of this letter or the AAA may decline to administer this dispute if the business does not timely respond.

Referring to Rule R-9 of the Consumer Arbitration Rules, if a party’s claim is within the jurisdiction of a small claims court, either party may choose to exercise the small claims option. If either party would like this matter decided by a small claims court, please send your written request to the Consumer Filing Team and copy all other parties.

No answering statement or counterclaim is due at this time. The parties will be notified of the applicable deadlines upon satisfaction of all the filing requirements.

Thank you for your attention to this matter. If you have any questions, please contact us.

Sincerely,

Consumer Filing Team
consumerfiling@adr.org
Fax (856) 679-4670



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1101 Laurel Oak Road
Voorhees, NJ 08043

May 12, 2025



Judy Hom, Esq.
StubHub Legal Department
3 World Trade Center
175 Greenwich Street
59th Floor
New York, NY 10007
Via Email to: Juhom@stubhub.com

Case Number: 01-25-0001-3941



-vs-

StubHub, Inc. c/o CT Corp

Dear Parties:

As of this date we have not received the required fees from the business in this matter. Accordingly, we must decline to administer this case and have closed our file. According to R-1(d) of the Consumer Arbitration Rules, should the AAA decline to administer an arbitration, either party may choose to submit its dispute to the appropriate court for resolution.

Additionally, and because the business' failure to remit the foregoing constitutes a failure to adhere to our policies regarding consumer claims, we may decline to administer future consumer arbitrations involving StubHub, Inc. The AAA's consumer policies can be found on the AAA's website, www.adr.org. We request that the business remove the AAA name from its consumer arbitration clause so that there is no confusion to the public regarding our decision.

If the business advises the AAA in the future of its intention to comply with the AAA's Consumer Arbitration Rules and if applicable, resolves any outstanding payment obligations, the AAA may consider at its sole discretion, accepting newly filed consumer cases going forward.

Pursuant to the AAA's current policy, in the normal course of our administration, the AAA may maintain certain electronic case documents in our electronic records system. Such electronic documents may not constitute a complete case file. Other than certain types of electronic case documents that the AAA maintains indefinitely, electronic case documents will be destroyed 18 months after the date of this letter.

If you have any questions, please email ConsumerFiling@adr.org.

Sincerely,

Consumer Filing Team

Email: ConsumerFiling@adr.org

Fax: (877)304-8457



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INTERNATIONAL CENTRE
FOR DISPUTE RESOLUTION®

120 Broadway
Floor 21 – Intake
New York, NY 10271
Telephone: (856)435-6401

August 18, 2026



Daniel J. Kavanaugh, Esq.
Holland & Knight LLP
200 South Orange Avenue
Suite 2600
Orlando, FL 32801
Via Email to: Daniel.kavanaugh@hklaw.com

Case Number: 01-26-0004-8449



-vs-
StubHub, Inc.

Dear Parties:

The Claimant has filed with us a Demand for Arbitration. The American Arbitration Association (“AAA”) has determined that this arbitration arises out of a consumer agreement and, as such, the Consumer Arbitration Rules (“Consumer Rules”) apply to this dispute. The Consumer Rules may be found on our website at www.adr.org.

Under the Consumer Rules, the consumer pays a filing fee of \$225 and the business pays a filing fee of \$375. We note that the contract states that the business will advance the consumer’s portion of the filing fee. To ensure that the filing requirements are complete, **the business is requested to submit filing fees of \$600.**

As this arbitration is subject to the California Code of Civil Procedure (“CCCP”) Section 1281.97, we are providing the enclosed invoice in accordance with that statute. **Payment is due upon receipt and must be paid by 30 days from the Due Date provided on the enclosed invoice or the AAA will close the parties' case.** If the payment deadline falls on a weekend or holiday, payment must be paid by the following business day under CCCP Section 12a. Pursuant to CCCP Section 1281.97, the AAA cannot extend this payment deadline. According to R-10(b) of the Consumer Arbitration Rules, if the AAA declines administration of a case, either party may choose to submit its dispute to the appropriate court for resolution.

Please note payment should be submitted by credit card or electronic check. Please confirm the email address AAA may send a secured Paylink with instructions to submit payment via either method. In the event, a check is the only method that you can provide payment, please make the check payable to the American Arbitration Association and include a reference to the case number. Checks should be mailed to 120 Broadway, Floor 21 – Intake, New York, NY 10271. In the event that payment is being made by a third party, such as an insurance company, please request that payment be sent directly to the business’ representative. The business’ representative should then forward payment to the AAA in accordance with the foregoing instructions.

Referring to Rule R-9 of the Consumer Arbitration Rules, if a party's claim is within the jurisdiction of a small claims court, either party may choose to exercise the small claims option. If either party would like this matter decided by a small claims court, please send your written request to the Consumer Filing Team and copy all other parties.

No answering statement or counterclaim is due at this time. The parties will be notified of the applicable deadlines upon satisfaction of all the filing requirements.

Thank you for your attention to this matter. If you have any questions, please contact us.

Sincerely,

Consumer Filing Team
Consumerfiling@adr.org
Fax (856) 679-4670



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INTERNATIONAL CENTRE
FOR DISPUTE RESOLUTION®

120 Broadway
Floor 21 – Intake
New York, NY 10271
Telephone: (856)435-6401

September 28, 2026

[REDACTED]

Daniel Kavanaugh, Esq.
Holland & Knight LLP
200 South Orange Avenue
Suite 2600
Orlando, FL 32801-3453
Via Email to: Daniel.kavanaugh@hklaw.com

Case Number: 01-26-0004-8449

[REDACTED]

-vs-
StubHub, Inc.

Dear Parties:

The American Arbitration Association (AAA) has not received the requested administrative fees from the business requested in our letter dated August 18, 2026. Accordingly, and pursuant to California Code of Civil Procedure section 1281.97, the AAA has administratively closed this case. According to R-10(b) of the Consumer Arbitration Rules, now that the AAA declines to administer this arbitration, either party may choose to submit its dispute to the appropriate court for resolution.

Pursuant to the AAA's current policy, in the normal course of our administration, the AAA may maintain certain electronic case documents in our electronic records system. Such electronic documents may not constitute a complete case file. Other than certain types of electronic case documents that the AAA maintains indefinitely, electronic case documents may be destroyed 18 months after the date of this letter.

If you have any questions, please email ConsumerFiling@adr.org.

Sincerely,

/s/

Consumer Filing Team

Email: ConsumerFiling@adr.org

Fax: (877)304-8457

cc:

Eileen Horgan

Judith Hom

Beth Nelson

Global User Agreement

Last Update: December 2025

1. Global User Agreement

StubHub and viagogo provide an online platform and related services ("**Services**") that connects sellers and buyers seeking to respectively sell and buy tickets, related passes and merchandise or other related goods and/or services for events ("**Tickets**") and we may make such Services available internationally via one or more of our websites, our mobile applications and/or associated services (collectively, the "**Site**"). By accessing or using our Site, You agree to be bound by this StubHub Marketplace Global User Agreement ("**User Agreement**"). Our User Privacy Notice, Mobile Privacy Notice, Seller Policies, Cookie Notice, FanProtect Guarantee, Top Seller Handbook (if you qualify as a Top Seller and the top seller program is available in your territory) and all other policies applicable to your use of the Site (collectively, the "**Additional Policies**") are incorporated by reference into this User Agreement. We may periodically make changes to this User Agreement and shall notify you by posting a revised version on our Site. The revised User Agreement will become effective upon publication and your continued use of our Site and Services will constitute acceptance of the revised User Agreement.

FOR ALL USERS RESIDING IN THE UNITED STATES, PLEASE BE ADVISED: CLAUSE 22 OF THIS AGREEMENT CONTAINS AN AGREEMENT TO ARBITRATE, WHICH WILL, WITH LIMITED EXCEPTIONS, REQUIRE YOU TO SUBMIT CLAIMS YOU HAVE AGAINST US TO BINDING AND FINAL ARBITRATION, UNLESS YOU OPT-OUT. UNLESS YOU OPT OUT: (1) YOU WILL ONLY BE PERMITTED TO PURSUE CLAIMS AGAINST US ON AN INDIVIDUAL BASIS, NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY CLASS OR REPRESENTATIVE ACTION OR PROCEEDING, AND (2) YOU WILL ONLY BE PERMITTED TO SEEK RELIEF (INCLUDING MONETARY, INJUNCTIVE, AND DECLARATORY RELIEF) ON AN INDIVIDUAL BASIS.

2. Contracting Entity

2.1.

If you buy or sell Tickets on:

(i) www.stubhub.com or any of other StubHub domains (except for www.stubhub.ca), or the StubHub app, you are contracting with StubHub, Inc. (including its affiliated companies), 1209 Orange Street, Wilmington, DE, 19801 USA;

If you reside in the United States or Canada, you agree to the maximum extent permissible by applicable law that any claim, dispute or matter arising under or in connection with this User Agreement shall be governed and construed according to the laws of the State of California. You also agree to resolve your disputes with us as specified in Clause 22.

21.2.

If you reside in Mexico, you agree that any claim, dispute or matter arising in connection with this User Agreement shall be governed by and construed in accordance with the federal laws of Mexico. You also agree to resolve your disputes with us as specified in clause 23.3.

21.3.

If you are a consumer residing in the European Union, please note that we do not (and are not legally obliged to) participate in any alternative dispute resolution (ADR) procedures or services, unless otherwise provided by law. Please note that the mandatory consumer protection provisions of the law of the member state in which you reside will also apply.

22. Legal Disputes

22.1.

If you reside in the United States or Canada, You and us each agree, except where prohibited by law, that any and all disputes or claims that have arisen or may arise between you and us relating in any way to or arising out of this or previous versions of the User Agreement (including this Agreement to Arbitrate, as the term is defined below) or the breach or validity thereof, your use of or access to the Site or Services, or any tickets or related passes sold or purchased through the Site or Services shall be resolved exclusively through final and binding arbitration administered by the American Arbitration Association ("AAA") in accordance with its Consumer Arbitration Rules ("Rules"), rather than in court, except that you may assert claims in small claims court, if your claims qualify and so long as the matter remains in such court and advances only on an individual (non-class, non-representative) basis (together with subsections 22(A)-(F), the "Agreement to Arbitrate"). This Agreement to Arbitrate is intended to be broadly interpreted. The Federal Arbitration Act governs the interpretation and enforcement of this Agreement to Arbitrate. This section does not apply to persons who purchase Tickets for events in British Columbia.

A. Prohibition of Class and Representative Actions and Non-Individualized Relief

1. Prohibition of Class and Representative Actions

EXCEPT WHERE PROHIBITED BY LAW, YOU AND US AGREE THAT EACH OF US MAY BRING CLAIMS PURSUANT TO THIS AGREEMENT TO ARBITRATE AGAINST THE OTHER ONLY ON AN INDIVIDUAL BASIS AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS, OR REPRESENTATIVE OR PRIVATE ATTORNEY GENERAL ACTION OR PROCEEDING. UNLESS BOTH YOU AND US AGREE OTHERWISE, THE ARBITRATOR SHALL NOT CONSOLIDATE OR JOIN MORE THAN ONE PERSON'S OR PARTY'S CLAIMS AND SHALL NOT OTHERWISE PRESIDE OVER ANY FORM OF A CONSOLIDATED, REPRESENTATIVE, CLASS, OR PRIVATE ATTORNEY GENERAL ACTION OR PROCEEDING.

2. Non-Individualized Relief

YOU AND US AGREE THAT THE ARBITRATOR MAY AWARD RELIEF ONLY IN FAVOR OF THE INDIVIDUAL PARTY SEEKING RELIEF AND ONLY TO THE EXTENT NECESSARY TO PROVIDE RELIEF NECESSITATED BY THAT PARTY'S INDIVIDUAL CLAIM(S). If a court decides that applicable law precludes enforcement of any of this paragraph's limitations as to a particular request for relief within a claim, or if not separable the claim itself, then