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## **General Terms and Conditions for Visitors of Events organized by DLG Benelux B.V.**

### **Article 1 – Definitions**

The terms used in these Standard Terms and Conditions for Visitors have the following meanings, unless agreed otherwise in writing. Terms in the singular include the plural and vice versa, where the text so requires.

- 1.1 Standard Terms and Conditions for Visitors: these Standard Terms and Conditions for Visitors for events organized by DLG Benelux B.V.
- 1.2 Visitor: a natural or legal person who concludes an agreement in some way, either directly or indirectly, as visitor, exhibitor, organiser, supplier or in any other capacity with DLG Benelux B.V. to attend an event. The term also includes a natural or legal person who attends an event without having directly or indirectly concluded an agreement with DLG Benelux B.V.
- 1.3 Third Parties: the natural or legal persons who, as organiser of an Event, are involved in some way, either directly or indirectly, in the event.
- 1.4 Event: every exhibition, congress, conference, theatre production or other event organized by DLG Benelux B.V.
- 1.5 DLG Benelux: DLG Benelux B.V. (a private limited liability company), which has its corporate seat in Woerden, the Netherlands (trade register number 39051673).

### **Article 2 - Applicability of the conditions**

- 2.1 These Standard Terms and Conditions for Visitors apply to every agreement between DLG Benelux B.V./Third Parties and the Visitors. These terms and conditions also relate and apply to all acts performed in implementing such an agreement. These terms and conditions therefore apply to all Visitors to events organized by DLG Benelux B.V., in whatever capacity they are present.
- 2.2 DLG Benelux B.V. will do everything that can reasonably be expected of it to ensure that a visit to its events meet the wishes of the Visitor. DLG Benelux B.V. will also endeavour to ensure that the Events take place without interruption. DLG Benelux B.V. welcomes suggestions from Visitors for improvement of the service. Visitors may contact the management of DLG Benelux B.V. at any time. DLG Benelux B.V. would apologise in advance for any nuisance or inconvenience that occurs and cannot reasonably be avoided.

### **Article 3 - Ticket sales / offers / prices**

- 3.1 All offers, (programme) announcements and communications by DLG Benelux B.V. or by Third Parties or other information and quotations supplied in relation to the Events are without engagement. DLG Benelux B.V. accepts no liability for any errors in announcements, offers, communications or other information and quotations supplied by DLG Benelux B.V. and/or Third Parties to the Visitor, or for errors made in the sale (or advance booking) of tickets by Third Parties, including the advanced booking offices.
- 3.2 Visitors are obliged at all times, on request, to show their admission ticket (and any card entitling them to a discount on this ticket) to officials of DLG Benelux B.V./Third Parties who are recognisable as such. The admission ticket should in any event be shown by the Visitor when entering (or re-entering) the Event.
- 3.3 Visitors will not be entitled to a refund from DLG Benelux B.V. of the admission price or any other form of compensation if (i) their admission ticket has been lost or stolen, (ii) the admission price is not remitted by the Third Parties to DLG Benelux B.V. or reasons for which the Third Parties are responsible, and/or (iii) the Event to which the admission ticket confers the right of attendance does not take place for reasons not imputable to DLG Benelux B.V. If Visitors do not use the admission ticket for



Benelux

any reason whatsoever, this is at their own expense. Once an admission ticket has been obtained, it cannot be exchanged. Nor can a refund of the admission price be given by DLG Benelux B.V. in such cases.

- 3.4 Admission tickets will remain the property of DLG Benelux B.V./Third Parties even after a Visitor has paid the admission price. A Visitor may be denied admission if it is found that the admission ticket has not been obtained from DLG Benelux B.V./Third Parties or from other recognised sales/advanced booking offices. DLG Benelux B.V. will never be liable for admission tickets sold by Third Parties or other third parties. Only admission tickets sold by sales outlets recognised by DLG Benelux B.V./Third Parties are accepted.
- 3.5 Save as expressly set out in these terms and conditions and/or as may be otherwise expressly advised as part of the particular Event's registration process: (a) your registration for the Event is irrevocable and you have no rights to cancel your registration, and (b) any registration fees you have paid will not be refunded for any reason.

#### **Article 4 - Presence in the Event**

- 4.1 While present at the Event Visitors should not act in a manner contrary to public order, morality or the rules of propriety resulting from the nature of the Event visited. In this connection Visitors are also obliged to strictly comply with all directions and instructions given by officials of DLG Benelux B.V./Third Parties who are recognisable as such. If, in the reasonable opinion of an official of DLG Benelux B.V./Third Parties who is in a position of authority, Visitors act in a manner contrary to these standards, directions or instructions, they may be denied further access to the Event concerned, without thereby becoming entitled to enforce any right to a refund of the price of their admission ticket or of other costs.
- 4.2 Visitors are not permitted, among other things, to:
1. a) offer goods of any kind for sale or distribute them free of charge to third parties in the Event;
  2. b) bring pets or other animals into the Event;
  3. c) bring foodstuffs and/or beverages (whether alcoholic or otherwise) into the Event, unless an exception has been expressly made for the provisions of b) above or this paragraph c) in the relevant Terms and Conditions of Participation in the Event or written consent has expressly been given by DLG Benelux B.V. in some other way;
  4. d) bring objects or substances into Event or carry such objects or substances with them if, in the opinion of an official of DLG Benelux B.V., the objects or substances are dangerous or hazardous or may cause a nuisance to other visitors, unless expressly provided otherwise in writing by DLG Benelux B.V.;
  5. e) smoke at the Event, unless expressly provided otherwise.
- 4.3 The management of DLG Benelux B.V. may demand that bags and cases carried by a Visitor be searched in special cases, where this is reasonably considered necessary in the interests of general security. Where reasonably considered necessary, a Visitor may also be asked to submit to a security search of his/her person by specially trained staff. If a Visitor refuses to cooperate he/she may be denied further access to the Event without thereby becoming entitled to a refund of the price of his/her admission ticket and other costs.
- 4.4 In special DLG Benelux B.V. may direct that Visitors are not permitted to use cameras or video, film, sound or other recording equipment or mobile phones or other means of wireless communication at the Event. In such a case officials of DLG Benelux B.V./Third Parties who are recognisable as such are authorised to demand that Visitors on whom such equipment is discovered hand it over for safekeeping by DLG Benelux B.V. while they are present at the Event. If a Visitor refuses to cooperate, he/she may be denied further access to the Event without thereby becoming entitled to a refund of the price of his/her admission ticket and other costs. Visitors should realise that other Visitors may possibly take photographs in at the Event.
- 4.5 DLG Benelux B.V. reserves the right to make or commission video and/or sound recordings of an Event at which Visitors are present. A Visitor may not object for reasons of copyright or on other grounds to the use of his/her portrait/likeness when such recordings are published.



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- 4.6 DLG Benelux B.V. reserves the right to refuse minors entrance to the Event in view of, for example, the type, set-up or subject of an Event.

#### **Article 5 - Liability of DLG Benelux B.V.**

- 5.1 Visitors are present at the Event at their own expense and risk.
- 5.2 DLG Benelux B.V. will be liable for damage to property and/or consequential loss or damage suffered by a Visitor or injury caused to a Visitor only if this is directly and exclusively attributable to intent or deliberate recklessness on the part of DLG Benelux B.V. and/or its officials, provided always that only loss or damage for which DLG Benelux B.V. is insured (or for which it should, by the standards of reasonableness and fairness, have been insured) is eligible for compensation. The liability of DLG Benelux B.V. is excluded for, among other things, the following:
1. a) loss or damage as a consequence of the actions of Third Parties/third parties, including persons used by DLG Benelux B.V. /Third Parties and hirers of the Event site (or of areas in Event) and persons used by other third parties;
  2. b) loss or damage as a consequence of a failure to comply with instructions given by officials of DLG Benelux B.V./Third Parties or a failure to observe the rules of propriety that are generally applicable;
  3. c) loss or damage, including consequential damage, as a consequence of unforeseeable changes to the opening and closing times of Events to which the agreement between DLG Benelux B.V./Third Parties and the Visitor relates;
  4. d) loss or damage caused in any way by other Visitors.
- 5.3 DLG Benelux B.V. will never be liable for loss or damage suffered by a Visitor as a consequence of force majeure affecting DLG Benelux B.V./Third Parties. For this purpose force majeure is deemed to include every independent circumstance beyond the control of DLG Benelux B.V./Third Parties (even if this could already have been foreseen as a possibility when the agreement was concluded) which temporarily or permanently prevents performance of the agreement and, insofar as not already included thereunder, war, acts of war, terrorism and/or the threat of terrorism, civil war, civil disturbance, riots, action by the police and/or fire service, strikes, transport difficulties, fire and other serious disruptions to the business of DLG Benelux B.V./Third Parties at the Event, weather conditions and disruptions of public transport for any reason whatever.

#### **Article 6 - Claims / complaints**

- 6.1 Complaints about the implementation of the agreement between DLG Benelux B.V. and a Visitor should reach the management of DLG Benelux B.V. by registered letter preferably immediately and in any event within two (2) months after implementation of the agreement. Complaints submitted after this period will no longer be considered by DLG Benelux B.V.
- 6.2 As the subject of the following complaints and circumstances is beyond the control of DLG Benelux B.V./ Third Parties, such complaints and circumstances cannot, in principle, result in claims or, consequently, any obligation on the part of DLG Benelux B.V. to pay compensation:
1. a) complaints and circumstances relating to changes in the programme including, but not limited to, changes in the cast or in the composition of the programme, cancellations or changes in the dates of Events;
  2. b) complaints and circumstances relating to the quality of the implementation of the events to which the agreement between DLG Benelux B.V./Third Parties and the Visitor relates;
  3. c) complaints and circumstances relating to nuisance or inconvenience caused by other Visitors, including, but not limited to, noise nuisance, inappropriate behaviour, theft and wilful damage; in the event of repeated nuisance or inconvenience caused by certain identifiable Visitors, DLG Benelux B.V. will do everything possible to deny them access in the future;
  4. d) complaints and circumstances relating to nuisance or inconvenience caused by maintenance work at the Event or the consequences of such maintenance work which may reasonably be carried out at that time;
  5. e) complaints and circumstances relating to nuisance or inconvenience caused by the malfunctioning of facilities in the rooms of the Event, unless this is imputable to DLG Benelux B.V. on account of unsound maintenance;



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6. f) complaints and circumstances relating to nuisance or inconvenience, including a restricted view for the Visitor, caused by sound and other recordings by the media and the technical equipment installed in the rooms for this purpose;
7. g) complaints and circumstances relating to noise and nuisance caused by other Events taking place simultaneously in other areas of Event, including activities that are necessary to prepare such Events or are connected in any way other way with them;
8. h) complaints and circumstances relating to the allocation and division of the seats and/or a change necessitated by circumstances in the division of the places and/or a change necessitated by the circumstances in the seating plan;
9. i) complaints and circumstances relating to nuisance or inconvenience, including a limited view of the stage and surtitles;
10. j) complaints and circumstances relating to the presence or absence of surtitles caused by the defective functioning of the technical equipment, unless this is imputable to unsound maintenance or to a decision by Third Parties to provide or not provide this facility;
11. k) complaints arising from the fact that the Visitor has been denied access to the room because the Event has already started.

#### **Article 7 – Parking**

- 7.1 Parking at the Event is permitted only in the designated car parks and on the outdoor sites opened for this purpose and during the specified opening hours.
- 7.2 Parking spaces may be used only to park cars and vans with a maximum length of 4.80 metres. It is not permitted to park trailers (and/or caravans) in the underground car parks or on the outdoor sites.
- 7.3 The vehicles parked or yet to be parked should comply with the legislation and regulations for vehicles on the public highway (i.e. third-party insurance and vehicle ownership transfer certificate). The Road Traffic Act (Wegenverkeerswet) and the Road Traffic and Traffic Signals Regulations (Reglement Verkeersregels en Verkeerstekens) are therefore also applicable in the underground car parks and on the outdoor sites.
- 7.4 While present in the car parks and on the outdoor sites Visitors should act in accordance with the Provisions referred to in article 7.3 and the directions of the DLG Benelux B.V. staff. Visitors should park their vehicle on the designated spaces and within the markings and should also act in such a way that the other Visitors and related traffic are not obstructed or delayed and that the safety of people and vehicles is not endangered.
- 7.6 DLG Benelux B.V. is entitled, if it reasonably considers this to be desirable, to move and/or remove vehicles (or cause them to be removed), without incurring any liability as a result.
- 7.7 DLG Benelux B.V.'s obligation does not extend to surveillance of the vehicle. DLG Benelux B.V. does not therefore accept any liability for theft or damage or for the loss of property and possessions of the Visitor resulting from use of the DLG Benelux B.V.'s parking facilities, unless the damage has been caused by intent or deliberate recklessness on the part of DLG Benelux B.V. For this purpose the term Visitor includes every other occupant of the vehicle.
- 7.8 Visitors are liable for all damage caused by them and their vehicle. They will also bear the costs of damage to the parking facilities, including ancillary parking equipment and systems.
- 7.9 DLG Benelux B.V. accepts, in principle, no liability for damage as a consequence of the use of the offered parking facilities or for damage as a consequence of other services offered by or on behalf of DLG Benelux B.V./ Third Parties in the underground car parks and/or on the outdoor sites of the Event, unless there has been intent or deliberate recklessness on the part of DLG Benelux B.V.



Benelux

#### **Article 8 - Cloakroom items handed over for safekeeping**

- 8.1 Goods brought to the Event are present in it at the expense and risk of the owner. DLG Benelux B.V. and its staff are not liable for damage to or loss of goods or for any other form of damage arising in respect of goods, unless there has been intent or deliberate recklessness on the part of DLG Benelux B.V.
- 8.2 The conditions included in this article apply to cloakroom items handed over in the proper way for safekeeping. Along with coats and suchlike, cloakroom items include items customarily handed over for safekeeping in the cloakroom such as handbags and briefcases. Cloakroom items do not include any objects that may be in the cloakroom items such as i-pads, laptops and mobile phones or money or other valuables.
- 8.3 The conditions in this article apply from the moment when the item is handed over to the cloakroom staff. Loss or damage caused by losing or mislaying a cloakroom ticket/token will not be reimbursed by DLG Benelux B.V. The following will also not be reimbursed: (i) loss or damage caused intentionally or through deliberate recklessness by the owner/holder of the cloakroom ticket/token or the persons accompanying him/her, and (ii) loss or damage in relation to any objects found in the cloakroom items such as i-pads, laptops and mobile phones or money or other valuables.
- 8.4 The liability of DLG Benelux B.V. applies only in relation to the person who received the cloakroom ticket/token on handing over the items and the right to claim cannot be transferred to a third party, up to a maximum of € 500.00. DLG Benelux B.V.'s liability will cease if the cloakroom items are not collected before the cloakroom closes or in any event before the time when surveillance ceases at the cloakroom. The times referred to here are clearly indicated on a sign at the cloakroom.
- 8.5 Any complaints must be immediately made to the cloakroom staff when the cloakroom items are returned. Claims for compensations, together with a mention of the number on/of the cloakroom ticket/token, must be lodged with DLG Benelux B.V. within 48 hours of the return of the items handed over for safekeeping. Written notification of the loss or damage is sufficient. If loss or damage is caused by fire or theft or by the mislaying of the item, this must also be reported to the police. Persons who suffer loss or damage must prove that the items for which they are claiming compensation have been damaged as a consequence of an occurrence for which DLG Benelux B.V. is liable. They must also prove that the amount claimed by them is correct. Where a person who has reported lost an item handed over to DLG Benelux B.V. for safekeeping subsequently finds the item or is informed that it has been found, he/she must immediately notify DLG Benelux B.V. and where necessary, at the request of DLG Benelux B.V., take the necessary steps, in particular by contacting the police, to identify and recover possession of the item or to assign his/her rights for this to DLG Benelux B.V.
- 8.6 Compensation for loss or damage is paid only upon the return of the cloakroom ticket/ token. Payment will then be made within eight days of the determination by DLG Benelux B.V. of the amount of the loss or damage. If the person who has handed over the item for safekeeping fails to fulfil his/her obligations after the occurrence of the loss or damage, DLG Benelux B.V. is exempted from the obligation to make payment.

#### **Article 9 - Personal data**

Personal data of the Visitor is processed by DLG Benelux B.V. and any third party processors in accordance with the General Data Protection Regulation (GDPR). More information can be found in our Privacy Statement.

#### **Article 10 - Other conditions / schemes**

The applicability of these Standard Terms and Conditions for Visitors is without prejudice to the applicability of other terms and conditions and/or schemes (whether contractual or otherwise) of DLG Benelux B.V.



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**Article 11 - Applicable law / competent court**

- 11.1 These Standard Terms and Conditions for Visitors are governed by Dutch law.
- 11.2 All disputes arising from the agreement between the Visitor and DLG Benelux B.V. will be referred for hearing exclusively to the competent court in Amsterdam, the Netherlands.

**Article 12 - Residual provisions**

- 12.1 If and insofar as any provision of these Standard Terms and Conditions for Visitors is void or voidable, the other provisions will remain fully in force. DLG Benelux B.V. will then adopt a new provision to replace the void/voidable provision, which will take account of the tenor of the void/voidable provision as far as possible.
- 12.2 DLG Benelux B.V. reserves the right to alter the Standard Terms and Conditions for Visitors. Once the Standard Terms and Conditions for Visitors enter into force, they will replace all previous Standard terms and conditions for visitors, unless expressly indicated otherwise by DLG Benelux B.V.

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