

# Robo Business Media B.V. ticket shop

## Terms & Conditions

### **Article 1 – Definitions**

*Terms & Conditions for tickets:* the terms & conditions applicable to the purchase of a ticket (hereafter referred to as: “terms & conditions”)

*Organization:* The organizer of one of the events for which tickets can be ordered, in this case Robo Business Media B.V. (hereafter referred to as: “organization”)

*Customer:* The natural or legal person with whom the organization enters into an agreement in respect of an event (hereafter referred to as: "Customer")

*Event:* The event organized (by the organization), for which the organization sells tickets (hereafter referred to as: “event”)

*Agreement:* The agreement between the organization and the customer regarding the procurement of tickets for one of the events (hereafter referred to as: "agreement")

*Ticket:* The document that serves as entry permit for one person to the event for which the ticket is intended (hereafter referred to as: 'ticket')

*Order:* The total number of ordered tickets (hereafter referred to as: “order”)

### **Article 2 – Application of Terms & Conditions**

1. These Terms & Conditions apply to all offers, orders, legal relations and agreements whereby the organization supplies products or services of any kind to the customer, including when these products or services are not (otherwise) specified in these Terms & Conditions.
2. The organization explicitly rejects the applicability of any other terms on the part of the customer.
3. The organization is entitled to modify the Terms & Conditions, and apply these modified Terms & Conditions to agreements. The modified Terms & Conditions can be seen on the organization's website.

### **Article 3 – Applicability of ticket**

1. The ticket ordered by the customer is only valid for the event for which it is intended. The name and date of the event are clearly shown on the ticket.
2. The ordered tickets are only valid on the day of the event, during the times that the organization has specified. The times can also be found on the website of the relevant event.
3. A ticket only allows a person access to the event. Each person must be in possession of their own ticket.

### **Article 4 – Establishment of agreement**

1. The agreement between the customer and the organization is established once payment for the order has been received.
2. Before confirmation of the order, the customer must check the details they have entered. The organization is not liable for incorrectly completed orders (e.g. a wrongly entered address or incorrectly ordered tickets). The customer can make no claim on this.

3. The organization reserves the right to set a maximum number of tickets that can be purchased. If the customer exceeds this limit, the organization has the right to cancel the purchase of any tickets above that maximum number, or to invalidate any such tickets.
4. Every agreement is entered into under the suspensive condition of there being sufficient availability of the relevant products.

#### **Article 5 – Prices and payment**

1. Payments can only be made by means of the payment module, which is integrated into the ticket shop, or by invoice from the organization.
2. All prices shown in the ticket store are in Euros, excluding VAT, unless expressly stated otherwise.
3. The organization may charge administration and shipping costs for any order. These costs are stated on each order.
4. After purchasing the order, the tickets paid for can no longer be exchanged or reimbursed, unless the event, or part of the event, is cancelled and/or called off by the organization.

#### **Article 6 – Terms of delivery**

1. Orders will be sent to the email address provided by the customer.
2. Orders will be sent once payment for the ordered products has been received by the organization.
3. Exceeding of any delivery period does not entitle the customer to compensation, nor does it give them the right to cancel the order or terminate the agreement, unless the delivery period is exceeded to such an extent that it is no longer reasonable to expect the customer to honor the agreement.

#### **Article 7 – Returns and refunds**

1. It is not possible to return an order made by a customer, unless otherwise agreed with the organization.
2. Refund of the purchase amount for an order is not possible, unless the organization decides otherwise.

#### **Article 8 – Liability**

1. The organization can at no time or in any way be held liable for damage to or loss of a ticket. In the event of loss or theft, the customer can make no claim to a replacement ticket or repayment of any money. Nor is the organization liable for delayed delivery, non-delivery or incorrect delivery of tickets, provided that the delayed, non- or incorrect delivery cannot be attributed to the organization.
2. Manifest mistakes or textual errors on the organization's website or the websites of the events, or in quotations, order confirmations, tickets and/or other documents are not binding for the organization.
3. The organization shall in no way accept liability for tickets purchased by the customer from third parties. Nor can the organization guarantee the authenticity of such tickets.
4. The organization cannot in any way be held liable for any manner of damage suffered by the holder of this ticket as the result of acts or omissions on the part of third parties.