

## GENERAL CONDITIONS

These are the Conditions of the Bloembollententoonstelling Keukenhof, hereinafter referred to as Keukenhof, for the purchase of admission tickets to Keukenhof via the website [www.keukenhof.nl](http://www.keukenhof.nl), hereinafter referred to as e-tickets.

Keukenhof issues e-tickets with a unique barcode. Following payment the e-tickets are sent via internet by e-mail to the purchaser.

The purchaser should print this document and present it at the entrance to Keukenhof. A member of Keukenhof staff will verify the document by scanning the barcode.

Printed e-tickets must not be folded or damaged in any way. Damaged tickets may result in admission being refused. It is pointless to make duplicate copies of an e-ticket, as the barcode can only be scanned once. Any misuse will be prosecuted.

E-tickets cannot be refunded or exchanged for cash or e-tickets for a different season.

The e-ticket for entrance to the park is only valid for the season as printed on the e-ticket.

Keukenhof reserves the right at all times to refuse an order or to amend data, prices, contents and conditions, without giving reasons. In the event of a refusal the applicant will be notified by e-mail.

E-tickets may not be used for commercial purposes without prior written permission from Keukenhof.

Keukenhof cannot be held responsible for lost e-tickets irrespective of the reason. If the e-ticket cannot be presented, entrance to Keukenhof will be refused.

Keukenhof is at no time liable for any damage as a result of death, harm, accident, injury, loss, damage or theft caused to visitors with an e-ticket during or as a result of a visit to Keukenhof.

The purchaser of an e-ticket is personally responsible for entering the correct information needed to carry out the payment via internet and to send the ordered e-tickets. The submission of incorrect or incomplete information may result in the e-tickets not being sent.

In the event of technical failures of any kind which mean that the order is not correctly processed and/or authorised, or processed and/or authorised in time, Keukenhof accepts no liability whatsoever.

By completing an e-ticket purchase at Keukenhof, the purchaser indicates their acceptance of the general conditions. At the same time, the purchaser agrees to the current park regulations.

These general conditions are subject to Dutch law. Any dispute which may arise from these general conditions will be brought exclusively before the competent court in Amsterdam.

All matters not provided for in these General Conditions will be decided by Keukenhof.