

General Conditions

The person who makes the purchase is regarded as the only buyer. Only he is bound to the payment, even when the tickets are to be delivered to a third party. Tickets may not be sold to third parties, nor be transferred to third parties as part of a commercial relationship. The tickets are booked at the time of sending the registration form. They are sent digitally after receiving the payment. VAT and any taxes are always borne by the customer. Ticket buyers should respect the date and starting time specified on the ticket. Tickets will not be exchanged nor refunded. The tickets can be paid using debit or credit cards. The consumer does not have the right to cancel the purchase. Royal Decree of 18 November 2002 concerning the exclusion of certain distance agreements relating to accommodation, transport, catering and leisure activities, of the scope of Articles 79 and 80 of the Act of 14 July 1991 on trade practices and consumer information and protection. If the event cannot take place due to organizational or technical reasons, then the tickets are refunded or exchanged for tickets for a new visit date.

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The customer expressly agrees to provide true, accurate, current and complete information about themselves as requested on the registration form. The City of Antwerp reserves the right to suspend or refuse the requested operation if it has reasonable grounds to believe that the information provided is inaccurate, incomplete or outdated. These personal data can be saved to guarantee proper functioning. The data can also be used for marketing purposes and may be made available to contractually bound parties. All customers who prove their identity, are entitled to access their personal data and to make improvements thereto, subject to a prior dated and signed written request.

The City of Antwerp has the right to change these terms and conditions and the content of its website at any time and without prior notice. The changes will take effect from the moment they appear on the website, unless specified otherwise. The relations between the Customer and City of Antwerp are only governed by Belgian law. Any disputes shall be submitted to the competent Courts of Antwerp. In their mutual relations, the parties explicitly accept electronic means (e-mail, fax...) as evidence.