

GENERAL TERMS AND CONDITIONS - Dutch Knitting Festival 2020

1. WORKSHOPS, ORDER AND PAYMENT

- All workshops must be paid in full at the time of purchase.
- Unfortunately it is not possible to make a reservation.
- Workshop tickets must be booked in the name of the participant.
- Tickets can only be purchased through the online ticketshop.
- All workshops are offered based on availability.
- There is a maximum of 12 places for each workshop.
- Tickets are not transferable unless arranged through the organizer (point 6).
- A third-party system is used to manage bookings. In this case ticket sales go through Paylogic. All contacts about tickets and payments run via Paylogic.

2. E-TICKETS

Entrance tickets and e-tickets are issued in the form of e-mail tickets.

A print of an e-mail ticket with bar code is required for access to the workshops and the event.

However, if the e-ticket is on your mobile phone, and the barcode is visible, it can also be scanned.

3. E-MAIL UPDATES

Please note: we communicate via the e-mail address you use when booking. It is essential that you use the e-mail address that you regularly check.

With the help of this e-mail address we also want to keep you informed of important information about your arrival at the location of the class and the details of the check in, closer to the event.

We do not share your e-mail information with third parties because of our Privacy Policy (see below for these terms and conditions).

4. ADMISSION FESTIVAL

Each workshop from € 35.00 also gives access to the Dutch Knitting Festival (of the event you bought a ticket for).

With every workshop ticket you automatically receive a ticket for the same day.

When purchasing two workshops (starting from the mentioned price category), an entrance for the day of the workshops still applies.

When purchasing two workshops (from the mentioned price category) no refund or discount is possible due to the receipt of two tickets.

An exception to the above concerns the workshops given on Thursday 10 May 2018. These come without an admission ticket.

5. CANCELLATION OF A WORKSHOP

It is not possible to cancel or return work shop tickets or entrance tickets.

If the Festival has to cancel a workshop due to unforeseen circumstances, they can offer replacement workshops or a full refund within 14 days after cancellation.

The Festival is not liable for costs or expenses incurred by the participant when a workshop is canceled.

6. TRANSFERS AND UNUSED WORKSHOPTICKETS

In case of cancellation by the participants, no refund is possible.

Within a certain period a ticket can be transferred to someone else. You must contact the organization of the Festival.

Workshops tickets can only be transferred as a whole, including the accompanying admission ticket (if applicable), and this is possible until 1 May 2019. Transfers must be requested by e-mail to the organisation.

For all transfers, administration costs of € 25.00 per apply.

If you do not register a transfer, access to the workshop becomes invalid because the ticket MUST be in the name of the participant.

The Festival is not liable for costs or expenses incurred by the participant when a workshop is handed over.

10. CHILDREN OR ANIMALS

Our workshops are unfortunately not suitable for children of any age. It is also not allowed to take children, of any age, to the workshop.

Animals also do not have access to the venues, with the exception of assistance dogs.

12. VAT

All prices include 21% VAT (Dutch regulation).

PRIVACY POLICY

This privacy policy applies to information collected through our website. What information do we collect?

We collect information from you when you buy a ticket, these are data required for the transaction.

When you order or register on our site, we can ask for your name, address, telephone number and e-mail address.

What do we use your information for?

All information we collect from you can be used in one of the following ways:

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What do we use your information for?

All information we collect from you can be used in one of the following ways:

To process transactions.

To manage a contest, promotion or survey.

To personalize your experience (your information helps us to better respond to your individual needs).

To improve our website (we continue to strive to improve our website).

To improve customer service (your information helps us to respond more effectively to your customer service requests and support needs).

Your information, public or private, will not be sold, exchanged, transferred or given to any other company without your permission, except for the express purpose of delivering the purchased product or the service requested by the customer. This is not done in any way.

Note: If you want to opt out of future e-mails at any time, they will include the unsubscribe notification at the bottom of each e-mail.

How do we protect your information?

The security of your personal information takes place at Paylogic for the sole purpose of delivering ordered tickets.

Purchases of cards are made via Paylogic. Consult here the general terms and conditions of Paylogic.

Can we release information to external parties?

We do not sell, trade or pass on your personal data to other parties.