

# **Terms and Conditions visitors STRP events**

## **1. Definitions and determinations**

### **1.1 Definitions**

- Ticket: A ticket received by e-mail after an order via [www.strp.nl](http://www.strp.nl) or one of the (online) ticket-outlets of Ticketscript, which gives you access to the event.
- Ticketscript: The official and only company providing tickets for STRP events.
- Record(ing)(s): Video, Photo, Audio or any other registrations made at the festival.
- Service Fee: An additional amount of money added by the ticket provider for the use of their service.
- Visitor(s): Any person visiting the festival in any matter or function.
- STRP, Festival, Organiser, Organization or Event: Any event or performance organized by STRP, registered as Stichting STRP at the Chamber of Commerce in Eindhoven.

### **1.2 Determinations**

- By ordering a ticket and or entering the event's venues or locations, you agree with these Terms & Conditions.
- We may change these Terms & Conditions at any time without notice.
- These Terms & Conditions are deposit at the Chamber of Commerce in Eindhoven.
- These Terms & Conditions fall under Dutch law.
- Any legal conflict arising from these regulations shall be governed by Dutch law and be subject to the judgement of the competent court in the Eindhoven court district.

## **2. Tickets**

### **2.1 General**

- No refunds or exchanges will be given on any tickets for any reason except the total cancellation or postponement of the event.
- Refunds will be handled by Ticketscript. Fees and transaction costs cannot be refunded.
- In the event of cancellation or postponement Organiser will not be held liable for any personal costs that Visitor may have incurred i.e.: travel or accommodation costs.
- All tickets are sold online via [www.strp.nl](http://www.strp.nl) via Ticketscript and their ticket outlets.
- Tickets are and stay property of the event.
- A service fee will be added per ticket during the order process.

- The service fee may be subject to change or vary between different tickets or between different ticket outlets.

## **2.2 E-tickets**

- You will receive a confirmation of your booking by e-mail with the tickets attached. It includes a unique barcode, which gives you access to the event.
- Payments will be handled via the payment methods offered by Ticketscript: Visa, MasterCard, iDeal, PayPal. You can see all payment methods and its respective fees in the payment section while ordering your tickets.
- Ticketscript can help Visitor in case problems in the order process occur. Event cannot assist.

## **2.3 Tickets via ticket outlets**

- Hard copy tickets for Event from any outlet (presale or doors) are brought by Ticketscript and include a unique barcode, which gives you access to the event.

## **3. Visiting the festival**

### **3.1 Admittance and house rules**

- Respect both Artists and other visitors. Don't talk loud while bands are playing and let people enjoy the show, performance, and etcetera.
- Admittance is only ensured with a valid Ticket.
- By entering the venue, Visitor complies with the Organizer's house rules:
  1. For the duration of the event, Organiser is responsible and accountable for the Venue. All persons entering the venue must observe instructions given by the organisation or persons authorised by organisation. These include doormen, cloakroom staff, security and supervisors. They will be authorised to remove visitors and third parties from the grounds without refunding ticket cost.
  2. At all times, organisation shall be entitled to ban or refuse access to Visitors.
  3. The organisation shall be entitled to search the clothing and belongings (e.g. bags, wallets) of all persons in the venue. Visitors who refuse to be searched will be denied access to the Event.
  4. The Event will host interactive works of art. Participating visitors must observe all regulations and instructions associated with the relevant piece of art and might have to sign the STRP waiver.
  5. Visitors may be subject to continuous sound levels, which may cause damage to hearing. Please wear ear protection.
  6. It shall not be permitted:

- To access areas not open to visitors
- To bring (alcoholic) beverages, food, glass, cans, plastic bottles, spray cans, fireworks, weapons, objects that can be used as weapons and other dangerous objects into the venue. These items will be taken and if needed reported to the police
- To climb works of art, decoration material, furniture, stairs or walls other than for normal use
- To take pets to the Event's site
- To threaten, damage, harass, destroy, abuse, intimidate or discriminate in any way
- To demonstrate sexual harassment, aggressive behaviour or racism
- To wear offending symbols or clothing
- To drink or order alcoholic beverages under the age of 18
- To provide alcoholic beverages to visitors under the age of 18
- To smoke outside of the designated smoking areas
- To be under the influence of drugs or other hallucinogenic agents
- To deal in or use soft drugs or hard drugs. Dealers caught supplying drugs will be evicted from the Venue, reported to the police and may face criminal prosecution
- To advertise your event or business with folders, flyers or sell any goods without prior written consent from the organiser
- To damage property belonging to Organiser or to persons or businesses it has hired, to visitors, the site or local residents. This includes sticking banners or spraying graffiti in any form. Any damage will be reported to the police

Event staff is authorised by Organiser to decide whether or not any of the regulations above have been violated. Failure to follow any of the house rules or terms and conditions shall result in ejection of the premises without refund of your ticket.

7. The following age regulations apply:
  - Visitor is required to hold and display a valid proof of identity (passport, identity card, drivers licence) when entering the Venue, to determine the age. No ID is no entry.
  - Dance nights are 18+ events. No visitors under 18 will be allowed into the venue.
  - Concert nights are all ages. Persons under the age of 18 are only grant access if they are accompanied by a Visitor aged 18 or over.
8. Recordings at the festival:
  - Making recordings for personal use is allowed at all performances and events, unless mentioned or instructed otherwise by the event's qualified personnel or signing. SLR cameras with objectives larger than 50 mm are not allowed. Approved media are, of course, excluded from this regulation.
  - Professional recordings, e.g. records for publications and broadcastings, are not allowed at any time, unless the medium has written consent from the event organisation.
  - Media must have Organiser's written consent prior to the happening of the event to make any kind of records.
  - Visitors consent to their filming, photographing and sound recording as members of the audience. By entering this Event site you agree

to being filmed or photographed which may be used for marketing or promotional purposes.

- Organisation has the right to make audio, photo and video recordings, which might feature Visitor, and use these as and when it sees fit.
9. It is not possible to re-enter the venue during events.
  10. It is not allowed to exit the venue with beverages or (plastic) cups.
  11. For security reasons, there will be video surveillance. The organisation is entitled to hand over recordings to the police if necessary.
  12. Neither Organiser nor persons working for Organiser accept any liability for any damage incurred by visitors or third parties or caused by them on or in the vicinity of the Venue where Event takes place, in any case including property damage or injuries due to:
    - Violation of any of these regulations
    - The loss of property
    - Noise or sound levels
    - Too close proximity to stages
  13. Lost items will be stored for two weeks after the event. The organisation will then be free to dispose of the goods.
  14. In the event of calamities or emergencies, the organisation's instructions must be followed.

### **3.3 Line-up and changes**

- The right is reserved to add, withdraw, reschedule or substitute and/or vary programs, artists, prices, venues and audience capacity at all times without notice.

## **4. Privacy Policy**

- All information entered during the order-process, e.g. Address, Telephone, Birth Date, etcetera will stay in Organiser's hands. Third Parties will never get any of this info. We might use some of the information for our statistics but no personal information will be involved at any time.
- Your submitted information will be securely stored on both Ticketscript and/or the Organiser's servers. However, all data may only be used by Organiser.
- Your e-mail address will be added to the Event mailing list after ordering Tickets, in case you opt-in'ed for this. You might not be interested in it, so you can unsubscribe via [www.strp.nl](http://www.strp.nl) or via the unsubscribe-button in the first newsletter you receive.
- Organiser also may use your e-mail address for urgent updates on the Event, like cancellations, change of times, etcetera. After Event, Organizer can send a link to the Event's survey to make the festival better next year and to send an offer for next year's tickets.