

Walibi Holland Terms and Conditions

English translation of the Dutch source: <https://www.walibi.nl/nl/legal/algemene-voorwaarden/walibi-holland>
Source consulted on 25 September 2026.

Definitions

In these Walibi Holland Terms and Conditions, the terms beginning with a capital letter have the following meanings:

Terms and Conditions: these general terms and conditions;

Buyer: the natural person or legal entity that enters into a purchase agreement with Walibi Holland concerning admission tickets, haunted house tickets, the Fast Lane e-service or a season pass;

Park Regulations: the Walibi Holland Park Regulations made available to the Buyer;

Walibi: Walibi Holland B.V., established in Biddinghuizen, being the user of these Terms and Conditions in its capacity as seller:

Walibi Holland B.V.
Spijkweg 30, 8256 RJ Biddinghuizen
P.O. Box 40, 8250 AA Dronten
Chamber of Commerce: 55753728
VAT number: NL85.18.46.920.B01
Tel: +31 (0)321 32 99 99
Email: info@walibiholland.nl

Applicability

- These Terms and Conditions apply to all purchases of admission tickets, haunted house tickets, the Fast Lane e-service and season passes via www.walibi.nl or at Guest Service in the park.
- When making the purchase, the Buyer accepts these Terms and Conditions fully and unconditionally, and Walibi makes them available to the Buyer.
- In addition to these Terms and Conditions, the [Walibi Holland Park Regulations](#) and the [ThinkTwice terms and conditions](#) apply to a visit to Walibi Holland. By purchasing a ticket, season pass or other admission entitlement, the visitor declares that they have read and agree to these terms and conditions. The ThinkTwice terms and conditions form an integral part of this agreement.
- These Terms and Conditions are available for inspection at the entrance to the park, are sent free of charge upon request and can also be viewed via www.walibi.nl.

Admission tickets

- Walibi Holland uses dynamic admission prices online, which means the admission price may vary by day. The order overview contains a calendar showing the current online prices.
- Walibi issues electronic admission tickets with a unique barcode. After payment, the electronic admission tickets can be downloaded immediately and are also sent digitally to the email address provided.
- Walibi is not liable if the email address entered by the Buyer is incorrect or if the email account does not function correctly.

- The Buyer must print the electronic admission tickets and bring them to the park.
- The admission ticket is checked at the entrance to the park. Each admission ticket can only be used once. After it has been checked at the entrance, the admission ticket loses its value.
- An undated ticket is only valid in the season in which it was purchased.
- The barcodes on the admission tickets may not be folded or damaged. If damaged, access to the park may be refused.
- The statutory 14 day cooling off period under the Dutch “Wet Kopen op Afstand” (Distance Selling Act) does not apply to the purchase of admission tickets because it concerns a leisure activity and because of the limited validity of the admission tickets.
- The credit card transaction will be charged immediately.
- Walibi reserves the right to refuse or cancel an order without stating a reason. The Buyer will be informed of this by email.
- If, due to technical malfunctions of any kind, the payment cannot be processed and/or authorised, or cannot be processed and/or authorised correctly or on time, Walibi accepts no liability. The Buyer is not entitled to a refund.
- Admission tickets may not be used for commercial purposes without Walibi's written permission.
- Admission tickets cannot be used in combination with other promotions and/or discount offers.
- Once purchased, admission tickets cannot be exchanged and there is no right to a refund.
- Walibi reserves the right to change opening days and/or opening hours during the season.
- For the safety of its guests, Walibi reserves the right to close its doors when visitor numbers are high. If the guest already holds a valid admission ticket, the admission ticket may be changed to another date of the guest's choice within the same season. Walibi accepts no liability for travel expenses incurred.
- In a situation where public order is disturbed or an unsafe situation exists, Walibi is entitled to close the park immediately and deny guests access to the park. If the park is closed, there is no right to a full or partial refund or compensation.

Fast Lane e-service

- In addition to the Fast Lane e-service, the Buyer always needs an admission ticket or season pass to enter the park.
- The Fast Lane e-service is an online application that enables the Buyer to use the reservation system for a place on one of the nine participating rides, using free Wi-Fi.
- The Fast Lane e-service can only be purchased online using Master Card, PayPal, Visa or iDEAL, or in cash at the Guest Service desk in the park.
- If, due to technical malfunctions of any kind, the payment cannot be processed and/or authorised, or cannot be processed and/or authorised correctly or on time, Walibi accepts no liability and the Buyer is not entitled to a refund.
- If the Fast Lane e-service cannot be used due to a Wi-Fi malfunction or a defect in the Buyer's mobile phone, Walibi accepts no liability and the Buyer is not entitled to a refund.
- The Buyer is not entitled to a refund if waiting times are shorter than expected, and the right to a refund lapses once Fast Lane has been used.

Haunted house tickets

- During Halloween Fright Nights, the Buyer can visit various haunted houses in the park. A ticket must be purchased online in advance to enter a haunted house.
- The Buyer can purchase individual tickets for each haunted house, but can also choose a bundle for one time admission to all haunted houses or a VIP ticket that provides one time admission to all haunted houses without the Buyer having to wait in the queue.
- In addition to the haunted house ticket, the Buyer always needs an admission ticket or season pass to enter the park.
- The haunted house ticket can only be purchased online using Master Card, PayPal, Visa or iDEAL.
- The credit card transaction will be charged immediately.
- If, due to technical malfunctions of any kind, the payment cannot be processed and/or authorised, or cannot be processed and/or authorised correctly or on time, Walibi accepts no liability and the Buyer is not entitled to a refund.
- If the haunted house ticket cannot be used due to a malfunction, Walibi accepts no liability and the Buyer is not entitled to a refund.

Walibi Holland season pass terms and conditions

These are the season pass terms and conditions of Walibi Holland B.V. (hereinafter: Walibi Holland).

The Buyer: the Buyer is either a consumer or a professional Buyer. A consumer means a person who is not acting in the course of a profession or business. A professional Buyer is defined as any person who does not fall within the definition of a consumer. The Dutch “Wet Kopen op Afstand” (Distance Selling Act) does not apply to a professional Buyer.

Season passes in general

- A season pass is strictly personal and non-transferable.
- Walibi Holland has the right to request identification at the entrance to the park.
- After purchase, season passes are sent to the Buyer by post as soon as possible. Walibi aims to ensure that the Buyer receives the season pass within 30 calendar days. If you have not yet received your Walibi season pass when you want to visit Walibi, request a temporary barcode in good time via abonnementen@walibiholland.nl. Due to processing time, Walibi cannot guarantee that you will be able to visit Walibi within one week of purchase.
- The Buyer must provide complete and correct details. Providing incorrect or incomplete details may result in the season pass being blocked.
- The season pass holder must present the season pass to the employee at the season pass entrance when entering the park.
- Season pass cards may not be folded or damaged. If the card is seriously damaged, access to the park may be refused.
- The season pass holder can purchase a parking season pass for a one time fee of €35. During the season in which it was purchased, the parking season pass allows one car per day to use the car park, exclusively in combination with a park visit during regular opening hours.
- The Walibi season pass provides unlimited access throughout the season on regular opening days, unlimited access on Halloween Spooky Days only days and two visits to Halloween Fright Nights.

- It is not possible to visit the park with a season pass on sold out days, events and/or privately hired days, unless stated otherwise. [See the current opening days and hours here.](#)
- The Walibi HFN+ season pass provides unlimited access throughout the season on regular opening days, unlimited access on Halloween Spooky Days only days and unlimited access to Halloween Fright Nights.
- It is not possible to visit the park with a season pass on sold out days, events and/or privately hired days, unless stated otherwise. [See the current opening days and hours here.](#)
- On the date of the visit, it is mandatory to bring both the ticket with the reservation and the physical Walibi season pass. If the Buyer has not yet received the physical Walibi season pass and used their temporary barcode to make the reservation, the order confirmation including the temporary barcode must be presented as a temporary season pass at the entrance gate of Walibi Holland.
- Walibi Holland reserves the right to change the benefits and conditions of the season passes during the season. No refund scheme applies in this case.
- It is not possible to terminate the season pass early after purchase and before the end of the card's validity period. The Buyer is not entitled to a refund.
- Walibi Holland is not liable for damage to, loss of or theft of the season pass card. If the card is lost or seriously damaged, the season pass holder can request a new card at the Group Cash Desk at Walibi Holland. An administration fee will be charged. The old card becomes invalid immediately and the new card can be used immediately. To replace the card, the season pass holder must be present in person and must be able to present valid identification.
- If a season pass holder forgets their card, they can only enter the park if the old card is immediately replaced with a new card. Walibi is entitled to charge a fee for this. To replace the card, the season pass holder must be present in person and must be able to present valid identification.
- In the event of improper use of the season pass, Walibi has the right to confiscate the card and block the season pass, and the Buyer is not entitled to a refund.
- By entering the park, the season pass holder agrees to the Walibi Holland Park Regulations. If the Park Regulations are not respected, the season pass card may be confiscated and blocked for the rest of the season. In that case, the season pass holder is not entitled to compensation or a refund.
- For the safety of guests, Walibi Holland reserves the right to close its doors when visitor numbers are high. This also applies to season pass holders. In that case, the season pass holder is not entitled to compensation or reimbursement of travel expenses.

WALIBI SEASON PASS

- A Walibi season pass is a regular season pass valid for one person.
- It is not possible to add passes later to an order that has already been placed.

WALIBI FRIENDS SEASON PASS

- A Walibi Friends season pass is a season pass for at least 4 people. Each person receives one Walibi pass.
- At least 4 passes per order. It is not possible to add passes later to an order that has already been placed.
- The pass holders do not necessarily have to be friends. The discount applies to anyone who purchases 4 passes at the same time.

WALIBI FAMILY SEASON PASS

- A Walibi Family season pass is valid for 4 or 5 people. Each family member receives one Walibi pass.
- A Walibi Family season pass is only valid for one or two parents plus unmarried children under the age of 21 who live at home. Maximum five people. An additional unmarried family member under the age of 21 who lives at home can be added for €40 at the Group Cash Desk in the park. Unfortunately, this is not possible online.

DISCOUNT IN WALIBI HOLLAND

- On presentation of your valid Walibi season pass, you receive a 10% discount on Food & Beverage and Merchandise, excluding paid attractions, cigarettes and alcohol. The discount cannot be combined with other promotions and discounts within Walibi Holland.

Walibi Village Terms and Conditions

In these Terms and Conditions for Walibi Village, the terms beginning with a capital letter have the following meanings:

- **Terms and Conditions:** these general terms and conditions;
- **Buyer:** the natural person or legal entity that enters into a purchase agreement with Walibi Village concerning reservations and agreements relating to all accommodations and other facilities rented out by Walibi Village.
- **Park Regulations:** the Walibi Village Park Regulations made available to the Buyer.
- The RECRON terms and conditions form an integral part of these Terms and Conditions and are attached to these Terms and Conditions. The most current version of the RECRON terms and conditions always applies (www.recron.nl).
- Walibi Holland Vakantiepark B.V., established in Biddinghuizen, being the user of these Terms and Conditions in its capacity as seller:
- Chamber of Commerce: 55753965
- VAT number: NL85.18.47.031B01
- Tel: +31 (0)321 32 99 90
- Email: info@walibivillage.nl

Other

- The credit card transaction will be charged immediately.
- If Walibi is unable to fulfil its obligations due to force majeure, there is no right to a refund.
- For the purposes of these Terms and Conditions, force majeure means, in addition to what is understood by this term under the law and case law, all external causes, foreseen or unforeseen, over which Walibi has no control and as a result of which Walibi is unable to fulfil its obligations. This includes, but is not limited to: fire, accident, illness, pandemic, strike, riot, war, government measures, extreme weather conditions and transport disruptions.

- The information stated on the website and in any promotional material is provided for information purposes only. Walibi accepts no liability for this information and reserves the right to make changes without prior notice. Walibi cannot be held liable for direct or indirect damage suffered by the Buyer as a result of using this information.
- Walibi respects the privacy of all users of its website and ensures that the personal information provided by the Buyer to Walibi is treated confidentially.
- If the Buyer gives permission for this, the personal data will be used to keep the Buyer informed of new products and services from Walibi and other Compagnie des Alpes parks.
- These Terms and Conditions are governed exclusively by Dutch law, to the exclusion of the Vienna Convention on Contracts for the International Sale of Goods.
- In all cases not covered by these Terms and Conditions, the management of Walibi will decide.