

GENERAL TERMS AND CONDITIONS OF WALIBI HOLLAND 2015

- 1 Definitions**
In these General Terms and Conditions, the concepts starting with a capital shall have the following meaning:
General Terms and Conditions: the present General Terms and Conditions;
Buyer: the (legal) person who enters a purchase agreement with Walibi concerning entrance tickets, tickets for haunted houses, the Fast Lane e-service or takes out a subscription;
Park regulations: the Parkreglement (Park Regulations) Walibi Holland that has been provided to the Buyer;
Walibi: Walibi Holland B.V., established in Biddinghuizen, the user of these General Terms and Conditions in its capacity as seller:
Walibi Holland B.V.
Spijkweg 30
8256 RJ Biddinghuizen Post office box 40
8250 AA Dronten
CoC: 55753728
VAT number: NL85.28.46.920.B01
Tel : +31 (0)321 32 99 99
E-mail : info@walibiholland.nl
- 2 Applicability**
2.1 The General Terms and Conditions apply to all purchases of admission tickets, tickets for haunted houses, the Fast Lane e-service and subscriptions via www.walibi.nl or at the Guest Service in the park.
2.2 The General Terms and Conditions are fully and unconditionally accepted by the Buyer at the time of purchase, and handed over by Walibi.
2.3 The General Terms and Conditions are available for perusal at the entrance of the park, are sent free of charge and can also be inspected at www.walibi.nl.
- 3 Entrance tickets**
3.1 Walibi provides e-tickets with a unique barcode. E-tickets can be downloaded immediately after payment and are sent digitally to the e-mail address submitted.
3.2 Walibi is not liable if the e-mail address entered by the Purchaser is incorrect, or if their e-mail account does not work properly.
3.3 The purchaser shall print the e-tickets him/herself and take them to the park.
3.4 Entrance tickets are checked at the entrance of the park. Each entrance ticket can be used only once, and after checking loses its value.
3.5 Barcodes on the entrance tickets must not be folded or damaged; access to the park can be refused in the event of damage.
3.6 The legal fourteen-day withdrawal period according to the 'Distance Selling Act' does not apply to the purchase of the entrance tickets because it is a form of recreation and due to the limited validity of the entrance tickets.
3.7 Walibi retains the right to refuse or cancel an order without stating its reasons; the Purchaser will be informed of this by e-mail.
3.8 If, due to a technical malfunction of whatever nature, the payment cannot be processed and/or authorised or cannot be processed and/or authorised correctly or in good time, Walibi accepts no liability whatsoever, and the Purchaser shall not be entitled to a refund.
3.9 It is forbidden to use the entrance tickets for commercial objectives without written consent by Walibi.
3.10 Entrance tickets cannot be used in combination with other promotions and/or discounts.
3.11 Entrance tickets bought cannot be exchanged and there is no right to a refund.
3.12 Walibi retains the right to modify opening days and/or times during the season.
3.13 In connection with the safety of visitors, Walibi retains the right to close its doors in the case of large visitor numbers. If the visitor already holds a valid entrance ticket, the regulation applies that the entrance ticket can be converted into another date in the same season year as desired. Walibi disclaims any liability for any travelling expenses incurred.
3.14 If a situation arises in which the public order is disturbed or in the case of an unsafe situation, Walibi is entitled to immediately close the park and refuse visitors access to the park. The closing of the park does not entitle visitors to (partial) refund or compensation.
- 4 Fast Lane e-service**
4.1 In addition to the Fast Lane e-service, the Purchaser always requires an entrance ticket or subscription for access to the park.
4.2 The Fast Lane e-service is an online application that allows the Purchaser to avail of the booking system for a seat in one of the nine participating rides by means of free Wi-fi.
4.3 The Fast Lane e-service can only be purchased online using Master Card, PayPal, Visa or Ideal and cash at the Guest Service desk in the park.
4.4 If, due to a technical malfunction of whatever nature, the payment cannot be processed and/or authorised or cannot be processed and/or authorised correctly or in good time, Walibi refuses any liability and the Purchaser shall not be entitled to a refund.
4.5 If, due to a Wi-fi outage or a malfunction of the Purchaser's mobile telephone the Fast Lane e-service cannot be availed of, Walibi does not accept any liability and the purchaser shall have no right to a refund.
- 5 Tickets to haunted houses**
5.1 During the Halloween Fright Nights the Purchaser can visit various haunted houses in the park. An online ticket must be purchased before entering a haunted house.
5.2 The Purchaser can buy individual tickets for each haunted house or opt for a bundle for once-only access to all haunted houses, or a VIP ticket that can be used to enter all haunted houses once without having to wait in the queue.
5.3 In addition to the ticket for the haunted houses, the Purchaser always requires an entrance ticket or subscription for access to the park.
5.4 Tickets for the haunted houses can be purchased online only using Master Card, PayPal, Visa or Ideal.
5.5 If, due to a technical malfunction of whatever nature, the payment cannot be processed and/or authorised or cannot be processed and/or authorised correctly or in good time, Walibi refuses any liability and the Purchaser shall not be entitled to a refund.
5.6 If, due to a malfunction, the ticket cannot be used to access the haunted houses, Walibi refuses any liability and the Purchaser shall not be entitled to a refund.
- 6 Subscriptions (season tickets): general**
6.1 A season ticket is strictly personal and non-transferable.
6.2 Walibi is entitled to ask for identification at the entrance of the park.
6.3 After receiving payment, the season ticket shall be sent by post to the Purchaser as soon as possible. The final delivery period amounts to 30 calendar days. During this period of time, the purchase confirmation counts as an admission ticket. The delivery time for season tickets ordered in winter when the park is closed may be longer, but will always be issued prior to the opening of the park.
6.4 The purchaser shall provide complete and correct information. Submitting incorrect or incomplete information may result in the season ticket being blocked.
6.5 Season tickets shall not be folded or damaged. If the ticket is severely damaged, access to the park may be denied.
6.6 The season ticket ceases to be valid after the expiry date indicated has passed.
6.7 Season tickets are valid only during normal park opening hours. Season tickets are not valid outside of the regular season and during company buy-outs.
6.8 Walibi retains the right to modify opening days and/or times during the season; there is no repayment arrangement.
6.9 Season tickets cannot be terminated in the interim; the Purchaser is not entitled to any refund.
6.10 If the season ticket is lost, the season ticket holder can request a new ticket at the Walibi Guest Service, for which €7.50 will be charged for administration costs. This ticket ceases to be valid on the same date as the old ticket.
6.11 In the case of improper use of the season ticket, Walibi is entitled to repossess and block the season ticket; the Purchaser has no right to any refund.

- 6.12 In connection with the safety of visitors, Walibi retains the right to close its doors in the case of large visitor numbers; this also applies to season ticket holders. Walibi disclaims any liability for any (travelling) expenses incurred.
- 6.13 If a situation arises in which the public order is disturbed or in the case of an unsafe situation, Walibi is entitled to immediately close the park and refuse visitors access to the park. The closing of the park does not entitle visitors to a (partial) refund or compensation.
- 7 Walibi Gezinspas (Family Ticket) and Parkeer Pas (Parking Voucher)**
- 7.1 Walibi Gezinspas family tickets are valid only for (recomposed) families and unmarried children under 21 years who are living at one address. A maximum of five persons applies; the sixth and next family member pays an additional amount.
- 7.2 A season ticket holder can purchase a Parking Voucher at a surcharge. The Parking Voucher allows the use of the car park for one car a day, exclusively in combination with a park visit during regular opening hours.
- 7.3 The Parking Voucher does not give priority or a guarantee to a parking space on busy days. Holders of a Parking Voucher are not entitled to a discount or refund if parking space is not (or no longer) available.
- 7.4 It is not permitted to loan the Parking Voucher to a third party or use it in any way other than indicated here.
- 8 Supplements to the online purchase of a season ticket**
- 8.1 The legal fourteen-day withdrawal period according to the 'Distance Selling Act' does not apply to the purchase of season tickets because of the personal character of the season ticket and because the purchase is a form of recreation.
- 8.2 Payment of a season ticket is possible only using Visa, PayPal, Master Card or Ideal.
- 8.3 The purchaser must upload a recent passport photo when ordering a season ticket, or e-mail it to abonnementen@walibiholland.nl.
- 8.4 Walibi retains the right to refuse or cancel an order without stating its reasons; the Purchaser will be informed of this by e-mail.
- 8.5 If, due to a technical malfunction of whatever nature, the payment cannot be processed and/or authorised or cannot be processed and/or authorised correctly or in good time, Walibi accepts no liability whatsoever.
- 9 Miscellaneous**
- 9.1 There is no right to a refund if, due to force majeure, Walibi is unable to fulfil its obligations.
- 9.2 In addition to that which is included in the law and case law, in these General Terms and Conditions, force majeure shall be taken to mean any cause from outside, whether anticipated or not, over which Walibi has no control, but as a result of which Walibi is unable to fulfil its obligations. This includes without limitation: fire, accidents, disease, pandemic, strikes, riots, war, government measures, extreme weather conditions and transport problems.
- 9.3 The information stated on the site and in any promotional material is for reference only. Walibi accepts no liability whatsoever for this information and retains the right to apply modifications without prior notice. Walibi cannot be held responsible for any direct or indirect damage the Purchaser suffers as a result of using of this information.
- 9.4 Walibi respects the privacy of all users of its site and ensures that personal information the Purchaser provides to Walibi is dealt with confidentially.
- 9.5 If the Purchaser grants permission for this, the personal details are used to keep him/her informed of new products and services of Walibi and other parks of Compagnie des Alpes.
- 9.6 Only Dutch Law is applicable to these General Terms and Conditions, with the exception of the Vienna Sales Convention.
- 9.7 Walibi management decides in any case for which these General Terms and Conditions do not provide.