

Terms and Conditions visitors Dutch Design Week (DDW) events

1. Definitions and determinations

1.1 Definitions

- Ticket: A ticket received by e-mail after an order via www.ddw.nl or one of the (online) ticket-outlets of Eventbrite, which gives you access to the event.
- Eventbrite: The official and only company providing tickets for Organiser's 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 event in any matter or function.
- Stichting Dutch Design Foundation, Dutch Design Week, DDW, Festival, Organiser, Organization or Event: Any event or performance organized in any form by Dutch Design Foundation, registered as Stichting Dutch Design Foundation at the Chamber of Commerce in Eindhoven.
- Ticket: an undamaged wristband that is received after the scan of a valid Ticket, valid for all days of a specific Event and all events part of it, unless otherwise notified on Event's official communication channels.

1.2 Determinations

- By ordering a ticket or entering the Event's venues or locations, you agree with these Terms & Conditions.
- Organiser may change these Terms & Conditions at any time without notice.
- These Terms & Conditions are deposited 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 subjected 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.
- Eventbrite and/or Dutch Design Foundation will handle refunds. 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.ddw.nl, via Eventbrite and their ticket outlets.
- Tickets are and remain property of the event.
- A service fee and a transaction 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

- Visitor will receive confirmation of a booking by e-mail with the e-tickets attached. It includes a unique QR-code, which can be scanned for one wristband, which gives Visitor access to the event.
- Payments will be handled via the payment methods offered by Eventbrite: Visa, MasterCard, iDeal and PayPal. Visitor can see all payment methods and its respective fees in the payment section while ordering tickets.

Dutch design foundation

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5617 BD Eindhoven

P.O. Box 8043
5601 KA Eindhoven

+31 (0)40 296 11 50

www.dutchdesignfoundation.com

- Eventbrite support desk can help Visitor in case problems in the order process occur. Organiser cannot assist.

2.3 Tickets via ticket outlets

- Hard copy tickets for the Event from any outlet (presale or doors), supplied via a Eventbrite ticket machine, include a QR-code, which can be scanned for one wristband, which gives Visitor to the event.

3. Visiting the Event

- Respect both Participants and other visitors. Don't talk loud while artists are playing and let people enjoy the Exhibition, show, performance, and etcetera.
- Admittance to the parts of the event as notified on Event's official communication channels, is only ensured with a valid Ticket or passe-partout.
- Tickets must be exchanged for a ticket wristband.
- A Ticket or Wristband is valid for one person. This means it cannot be transferred to another person before or during the Event
- Wristbands must be worn at all times during Event.
- A ticket wristband is only valid when undamaged and cannot be taken off between multiple visits to the Event. This means you cannot cut of or alter your wristband.
- A Visitor who is not able to wear a wristband (for either physical and / or professional reasons) can request a personal pass at the Klokgebouw service desk or the Design Academy service desk at Campina. Organiser will then provide a personal pass with photo instead of a wristband.

3.1 Admittance and house rules

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 follow 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, Organiser shall be entitled to ban Visitors or refuse Visitors access to the Event.
3. The organisation shall be entitled to search the clothing and belongings (e.g. bags, wallets) of all Visitors in the venue. Visitors who refuse to be searched will be denied access to the Event.
4. The Event will host works and pieces of design. Visitors must observe all regulations and instructions associated with the relevant piece of design and might have to sign the Dutch Design Week 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 climb works of art, decoration material, furniture, stairs or walls other than for normal use
 - To take pets to the some of the Event's locations; at the Event's website visitors can find information regarding the accessibility of the locations for pets.
 - 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

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- 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 the removal of the premises without refund of your ticket.

7. Visitors who are registered as a student and want to buy a student ticket are required to hold and display a valid proof of identity (passport, identity card, drivers licence) when entering the Venue, to determine their age.
8. Additional rules may apply on different businesses, exhibitors, at the Event. Please follow up their instructions.
9. Recordings at the event:
 - Making recordings for personal use is allowed unless mentioned or instructed otherwise by the event's qualified personnel or signings.
 - 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 the 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.
10. For security reasons, there will be video surveillance. The organisation is entitled to hand over recordings to the police if necessary.
11. 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
12. Lost items will be stored for two weeks after the event. The organisation will then be free to dispose of the goods.
13. In the event of calamities or emergencies, the organisation's instructions must be followed.

3.2 RFID

The Festival Ticket and Pro Ticket wristbands are equipped with an RFID tag. With this tag you can check in at the DDW Music Festival locations to get access. The data we collect are anonymous and cannot be traced back to you personally. We only use the data to analyse and improve the experience of our visitors.

3.3 Line-up and changes

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

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4. Privacy Policy

- All information entered during the order-process, e.g. address, telephone number, date of birth, 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.
- Information submitted by Visitor will be securely stored on both Eventbrite and/or the Organiser's servers. However, all data may only be used by Organiser.
- Visitor's e-mail address will be added to the Event mailing list after ordering Tickets, in case visitor optioned for this. If visitor is not interested in receiving this information, he or she can unsubscribe via www.ddw.nl.nl or via the unsubscribe-button in the first newsletter Visitor receives.
- Organiser also may use Visitor's e-mail address for urgent updates on the Event, like cancellations, change of times, practical information 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.

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