

General

This arrangement is based on the arrangement for ticket fees relating to cultural and sporting events, as drawn up by various industry organisations in the cultural sector and as supported by the Ministry of Economic Affairs and Climate Policy, the Ministry of Education, Culture and Science and the Dutch Authority for Consumers and Markets and the Dutch Consumers Association (Consumentenbond), regarding refunds and vouchers for events which have been postponed, or cancelled, as a result of the measures to combat the Coronavirus. The arrangement is available for viewing here:

<https://www.bewaarjeticket.nl/regeling/>

These terms and conditions apply to tickets sold for the **Intents Festival, Step into the Game**, which event was to be organised on 5, 6 and 7 June 2020 and which has been postponed to 4, 5 and 6 June 2021 of **Intents Events B.V.**, whereby the buyer of ticket(s) for this event (hereinafter: the "Customer") can choose one of the following options.

The Customer, which means the person who has purchased the ticket(s) via an official sales channel and thus not the individual ticket holders, can, instead of retaining the tickets for Intents Festival, Step into the Game in 2021, choose one of the following options. The choice applies to all tickets purchased by the Customer and the related products purchased directly in connection with the tickets, such as parking tickets, camping accommodation, coin tickets and locker tickets. This arrangement does not apply to products other than tickets, camping accommodation and coins. The arrangement does not apply to merchandise, for example. The original terms and conditions of sale continue to apply to such other products in full.

The Customer's choice is irrevocable and binding and applies to all tickets in the order. The Customer's choice replaces / changes the existing agreement between **Intents Events B.V.** and the Customer.

Article 1: if the Customer opts for a complete donation

As Intents Festival, Step into the Game has been postponed as a result of the measures to combat the Coronavirus, the Customer can opt to convert the ticket fees paid for access to an event of **Intents Events B.V.** into a gift to **Intents Events B.V.**

Under this choice the existing agreement between **Intents Events B.V.** and the Customer relating to the original order will be terminated by mutual agreement. The Customer agrees to his/her original order being cancelled and that consequently his/her right to access to the event in question is terminated. The Customer also agrees that the refund amount to which the Customer might be entitled due to the cancellation of his/her original order, will be converted into a gift to **Intents Events B.V.** By choosing this option there will be no further (mutual) obligations between **Intents Events B.V.** and the Customer.

Article 2: if the Customer opts for a voucher

As Intents Festival, Step into the Game has been postponed as a consequence of the measures to combat the Coronavirus, and on condition that the Customer notifies **Intents Events B.V.** before 31 May 2020 that he/she will not be able to attend on the new date of the postponed event, the Customer can opt for a voucher.

The existing agreement between **Intents Events B.V.** and the Customer relating to the original order will be changed following this choice. The Customer agrees that his/her original order is completely cancelled and that consequently his/her right to access to the event in question and the claims to the additional products to which this arrangement relates are terminated. The Customer also agrees that by making this choice, his/her possible claim to a refund of the original ticket price and a part of the booking and/or service costs will be terminated. The Customer agrees that he/she will receive a voucher instead.

The voucher will be sent by means of a voucher code to the email address from which the original purchase was made.

The email with the voucher code will be sent to the Customer as of June 2020 (or earlier if possible).

The value of the voucher encompasses the value of the original ticket price, including the value of additional products which fall under this arrangement and half of the value of any booking and/or service costs.

The value of the voucher can be used up to 31 December 2021 for the purchase of a ticket for a future event of **Intents Events B.V.** or other products (such as merchandise) offered by **Intents Events B.V.**, at the prices and terms and conditions applicable at that time, to be increased by the booking and/or service costs applicable at that time. Owners of a voucher do not have priority in the acquisition of tickets for future events. If you want to be certain that you will have a ticket for Intents Festival, Step into the Game in 2021, keep your ticket.

Ticket prices of events yet to be organised will be announced later, whereby the Customer must bear in mind that prices can increase. If the voucher value is not sufficient for the new order, the Customer will have to pay the difference. If the voucher value is greater than the new order, the remaining amount will be paid out to this Customer in the form of a new voucher.

Vouchers are non-transferrable.

If a choice is made for a partial donation, the voucher value will be reduced by the amount that results from the donated percentage of the original voucher value as specified by the Customer. For example: in the event of a 50% donation of the original voucher value amount of 100 EUR, the voucher will be for 50 EUR.

Article 3: if the Customer opts for a refund

As Intents Festival, Step into the Game has been postponed as a result of the measures to combat the Coronavirus, and on condition that the Customer notifies **Intents Events B.V.** before 31 May 2020 that he/she will not be able to attend on the new date of the postponed event and he/she does not want to make use of a voucher, the Customer can opt for a refund (repayment).

The existing agreement between **Intents Events B.V.** and the Customer relating to the original order will consequently be terminated by mutual agreement. With this the Customer agrees that his/her original order is cancelled and that consequently his/her right to access to the event in question is terminated. In return the Customer is entitled to a refund of the original ticket price and partial service costs in money by **Intents Events B.V.**

The refund encompasses the value of the original ticket price, including the value of additional products which fall under this arrangement and half of the value of any booking and/or service costs. The refund will take place by means of the same payment method as that used for the original purchase.

As Intents Festival, Step into the Game has been postponed, the refund will be paid at latest one (1) month after the new date of the postponed event.

If a choice is made for a partial donation, the refund amount will be decreased by the amount resulting from the donated percentage of the original refund amount specified by the Customer. For example: in the event of a 50% donation of the original refund amount of 100 EUR, 50 EUR will be refunded to the Customer.