General Terms and Conditions – Access, ticket sales and prices

These General Terms and Conditions are applicable to all actual persons or legal entities who in any way, directly or indirectly, enter into an agreement with Floriade Expo 2022 and/or third parties for the purpose of attending Floriade Expo 2022 or visiting the Floriade Park or another site used by Floriade. Moreover, these General Terms and Conditions for Visitors are declared applicable to anyone visiting the Floriade Park, even if the person concerned has not directly or indirectly entered into an agreement with Floriade. These terms and conditions are similarly applicable to special activities outside of the normal opening times and/or intended for other than normal visitors, such as in the case of business meetings, events and similar.

These terms and conditions for visitors have been drawn up to make your visit and that of other visitors and participants to Floriade Expo 2022 as pleasant as possible. The management and staff at Floriade ask that you take note of these terms and conditions and respect the provisions they contain.

General provisions: definitions

• Floriade: the private limited company Floriade Expo 2022, headquartered at (1327 AE) Almere aan Veluwezoom 15 (Chamber of Commerce Registration number: ‘66491215’), the user of these general terms and conditions

• Floriade Expo 2022: a world horticultural exhibition from 14 April until 9 October 2022, held once every ten years in the Netherlands, at which national and international (horticultural) companies and governments showcase themselves to businesses and consumers alike;

• Third party/parties: any party selling a product or service associated with Floriade, not being Floriade or otherwise part of Floriade;

• Floriade Park: the 60 hectare site that is the designated area for holding Floriade Expo 2022, including that part of the adjoining public highway which Floriade is in any way entitled to use for business purposes;

• Visitor: any actual person or legal entity who in any way, directly or indirectly, enters into an agreement with Floriade and/or third parties for the purpose of attending Floriade Expo 2022 or visiting the Floriade Park or another site used by Floriade. Anyone visiting the Floriade Park, even if the person concerned has not directly or indirectly entered into an agreement with Floriade, shall also be covered by the definition of visitor. This similarly applies to special activities outside of the normal opening times and/or intended for other than normal visitors, such as in the case of business meetings, events and similar.
• Agreement: any agreement and/or arrangement between Floriade, and/or a third party, and the visitor;

• Entrance ticket: each valid admission ticket for Floriade Expo 2022 or Floriade Preview;

• Cable car ticket: each valid admission ticket for the cable car at the Floriade Park;

• Terms and conditions: these general terms and conditions;

**Article 1**

**Article 1.1**
By purchasing an entrance ticket, the visitor enters into an agreement with Floriade for the provision of a service relating to leisure activities - Floriade Expo 2022 - whereby the agreement includes a specified time for the delivery of this.

**Article 1.2**
Each entry ticket for Floriade Expo 2022 is valid for 1 day on the date shown and includes a single trip on the cable car.

**Article 1.3**
The visitor is not entitled to receive a refund of the entrance price or any other compensation, because a statutory exception applies to the right of withdrawal in this regard.

**Article 1.4**
The visitor is not entitled to receive a refund of the entrance price or any other compensation in the event of loss or theft of the entrance ticket before they visit the Floriade Park.

**Article 1.5**
If a visitor does not use the entrance ticket or cable car ticket, this is for account and risk of the visitor; this is also the case if the entrance ticket is only valid for a specific time and/or date. Once an entrance ticket has been issued, it cannot be exchanged. Neither can the entrance price be refunded. The entrance price may nevertheless be refunded if circumstances beyond the control of the visitor make their visit impossible, but this is at the discretion of Floriade.

**Article 1.6**
The visitor is only entitled to enter the Floriade Park upon display of a validly issued entrance ticket or Floriade Pass at the designated gateways. The visitor must keep the entrance ticket safe, so that they can produce this if so requested by one of our staff. Unauthorized persons are prohibited from entering and/or remaining at the Floriade Park outside of normal opening hours. The right of access ends upon leaving the Floriade Park.
Article 1.7
The visitor may be denied access to the Floriade Park if it appears that the entrance ticket or the Floriade Pass has not been obtained from Floriade or an organization authorized by Floriade.

Article 1.8
Officers of Floriade are authorized to close and keep closed, any part of the Floriade Park, according to their own judgement, without this creating an entitlement to a refund (of part of the price) of the entrance ticket.

Article 1.9
The opening and closing times are dependent upon the activities at the Floriade Park and will be displayed at the entrances and on the website www.floriade.com

Article 1.10
Floriade is entitled to adjust the normal opening hours to accommodate occasional exercises by the company emergency response team (Article 23 of the Working Conditions Act) or, if there is a real emergency, to allow full or partial evacuation of the premises of the Floriade Park.