General Terms and Conditions – Floriade Pass

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;

• Terms and conditions: these general terms and conditions;

**Article 1**

**Article 1.1**
If the visitor has a Floriade Pass, then the visitor must bring this with them whenever they visit the park. The visitor must personally hand their pass to the inspector at one of the entrances. They will check that the Floriade Pass is valid. In addition, the visitor will be compared with the photograph on the Floriade Pass to make sure they are the actual pass holder, at which point Floriade reserves the right to ask for valid proof of identity. Access to the Floriade Park will be refused if the visitor is unable to show his/her pass or to prove their identity.

**Article 1.2**
If a visual check shows that the visitor is not clearly recognizable from the photograph, Floriade is entitled to ask the visitor to have a new photograph taken. If possible this will be handled by Guest Services. Access to the Floriade Park will be refused if the visitor is not prepared to have a new photograph taken. The administration fee for a new Floriade Pass is €10.00 per pass.

**Article 1.3**
The Floriade Pass cannot be cancelled early. The visitor makes a one-off payment for unlimited access to the Floriade Expo 2022 from 14 April to 9 October 2022, both dates inclusive. Visitors purchasing a Floriade Pass after 14 April 2022, are not entitled to a refund of (part of) the purchase price or any other compensation.

**Article 1.4**
A Floriade Pass is strictly personal and non-transferrable. The Floriade Pass cannot be converted to another season ticket form during its period of validity. Each person may only purchase one Floriade Pass.

**Article 1.5**
A Floriade passholder enjoys a number of benefits. To see what these are, and their conditions, please visit the website: [www.floriade.com](http://www.floriade.com).

**Article 1.6**
In the event of loss or theft of the Floriade Pass the visitor must report this immediately by telephone or e-mail. To prevent abuse by third parties, the Floriade Pass will be immediately disabled. In the event of loss, theft or damage, the visitor may request a new pass from Floriade Guest Services. The administration fee for a new Floriade Pass is €10.00 per pass.
**Article 1.7**
In the event of inappropriate use of the Floriade Pass and/or misbehavior in the park, the Floriade Pass will be confiscated or disabled. If the Floriade Pass is confiscated or disabled, no refund of the purchase price will be made.

**Article 1.8**
Anyone for whom or by whom a Floriade Pass is purchased at Guest Services, must provide proof of identity. If the Floriade passholder is under 18 years of age, a parent or guardian must sign and be present at the time of purchase from Guest Services.

**Article 1.9**
If a person buys a Floriade Pass online on behalf of another person, this can only happen if the purchaser has been authorized to do so by the other person or if the purchaser is the legal representative of the other person. By obtaining the Floriade Pass for another person, the purchaser declares that they are entitled to do so.

**Article 1.10**
If a person is a resident of Flevoland, they will be eligible for a Floriade Pass at a reduced rate: the Floriade Pass for residents of Flevoland. When collecting the Floriade Pass for residents of Flevoland the Floriade passholder must provide proof of their address (bank statement, utility bill, or similar). If the visitor cannot provide any appropriate proof of address, the Floriade Pass for residents of Flevoland cannot be sold to them. The validity of the proof of address will be determined by Floriade staff.

**Article 1.11**
The person applying and/or paying for the Floriade Pass is/are jointly and severally liable and responsible for paying the amount due.

**Article 1.12**
Floriade reserves the right to offer discounts on the Floriade Pass, without the visitor being able to claim any refund of the purchase price or any other compensation.

**Article 1.13**
The Floriade Pass with direct payment automatically expires after the end of Floriade Expo 2022, thus after 9 October 2022. The Floriade Pass is only valid during the normal opening hours of the theme park. Opening times can be found at: https://floriade.com/nl/praktische-informatie