

## **General terms and conditions Kalii events.**

### **Definitions:**

In these terms and conditions the following terms have the following meanings:

Kalii events, located in Breukelen, Stinzenlaan 15, 3621 RD, registered in the trade register of the Chamber of Commerce for the middle of the Netherlands under number 302772.

**Customer:** The person who has accepted the validity of the general terms and conditions, namely:

1. Participant of the event: Persons who visit or participate in the event.
2. User of the ticket: Any person or legal person who has purchased an electronic (also called "e-Ticket") or a paper ticket to an event in any way.
3. Third party: Any other party engaged by Kalii events alone or in a group to provide part of the business event.
4. Event location: the owners of the event location.

**Kalii events company:** Network meetings, DIY seminars and congresses: form of organising business events and guiding, supporting entrepreneurs through Kalii events.

### **Article 1. Realisation of the agreement.**

1.1. These General Terms and Conditions apply to every agreement that comes into being within the framework of the visit to the event and the purchase of all admission tickets between the visitor (hereinafter referred to as: the "customer") and the organisation, Kalii events Breukelen ( hereinafter referred to as: the "other party"), regardless of how it is created. By calling the purchase and / or use of a ticket and / or entering the location of the event: the "event location", the visitor agrees to the content of these terms and conditions. These terms and conditions also apply to third parties engaged for the event.

1.2. The event location of another organisation may use different house rules, which apply in addition to these general terms and conditions, and may be stated on the website of location. By purchasing a ticket the visitor declares in advance that he / she also agrees with the house rules of the location.

1.3. Deviation from the conditions of Kalii events will only apply if they are stated in the agreement.

1.4. A buyer who has purchased a booking for one or more tickets via the website follows the instructions via the website. Kalii events provides the tickets for the event in question. Shipping / e-mail of the tickets will be made by Kalii events. This is stated in writing.

1.5. Providing incorrect or incomplete data may result in no agreement being reached and / or the tickets not being accepted.

1.6. Electronic communication is deemed to have been received on the day of shipment, unless the contrary can be proved by the recipient. If the communication has not been received due to delivery and/or accessibility problems with regard to the user's e-mail box, this is the user's responsibility, even if the e-mail box is housed with a third party.

1.7. Retention of ownership of the ticket (s). The property and the excess of delivered tickets only starts when the amount due is paid to Kalii events.

## **Article 2. Prices, payments.**

- 2.1. If you are unexpectedly unable to attend, cancellation and refund of the purchase amount are not possible. See also article Cancellation and prevention.
- 2.2. All events, tickets are exclusive of VAT, unless stated otherwise in an agreement
- 2.3. For each order you pay an amount in booking service costs per ticket, which can vary for each event. The service costs consist of transaction, discussion and shipping costs.
- 2.4. In some cases there are promotional prices for the tickets. These prices are valid during a certain period. No claim can be made to these prices before or after the specified period.
- 2.5. Kalii events cannot be held to price indications that are obviously incorrect, for example as a result of obvious typesetting or printing errors. No rights can be derived from unlawful price information.
- 2.6. Payment of the ticket can be made in (one of) the way (s) as indicated during the ordering process. In the case of technical malfunctions of any kind, as a result of which the payments cannot be processed, authorised or not processed correctly and/or authorised in a timely manner, Kalii events is not liable.
- 2.7. If the customer is in default with any payment, Kalii events is entitled to suspend the (execution of) the agreement.
- 2.8. When payments have been received for your tickets, you are definitively registered and you have agreed to our terms and conditions.
- 2.9. Reversing an amount due to Kalii events is not possible, and does not relieve the customer from his/her payment and purchase obligation.
- 2.10. If Kalii events incurs (extra) judicial collection costs to collect the amount owed by the customer, these will be borne by the customer.

## **Article 3. Tickets.**

- 3.1. You can order tickets in 2 different ways:
  1. Kalii events: confirmation, invoice and admission ticket. You will receive a confirmation of registration via kalii events. 1 week before an event we will send your admission ticket to you by e-mail. Take your admission ticket to one of our events.
  2. External company (eg. Eventbrite): confirmation, invoice and admission ticket. Via a third party (eg Eventbrite) you will receive a confirmation and invoice (pdf) by e-mail directly via ticket shop Eventbrite immediately after registration. A week before an event, kalii events will send the admission ticket to you by e-mail. Always bring your admission ticket to one of our events.
- 3.2 When you purchase tickets through an external party (for example: Eventbrite), keep in mind that they also have other conditions. We are not responsible for these conditions and also for any (technical) problems where you buy tickets from us.
- 3.3. Tickets may not be folded or otherwise damaged. The customer bears the responsibility for this. In the event of damage, access can be refused and in that case the customer cannot claim a refund or replacement.
- 3.4. Ticket recipients must show these at the organiser's first request, even after entering the event. When in doubt, Kalii events has the right to request personal identification. In the event of incorrect tickets, the organiser may refuse the ticket holder access to the event.
- 3.5. It is forbidden to use tickets for commercial purposes without having received written

permission from the organiser of the event or Kalii events.

3.6. Each ticket has a unique code and can therefore only be used once. Copying the ticket is useless. Abuse shall be reported.

#### **Article 4. Household rules during the event.**

4.1. During an event, participants are required to adhere to regulations and / or instructions from the organisation and its employees.

4.2. The organisation may refuse or remove persons who have committed misconduct or violation of these conditions from the location of the event.

4.3. Entering the event location and attending it is entirely at the participant's own risk.

4.4. If there are doubts about the safety of participants before or during the event, visitors can be searched before and during the event. Those who do not submit to this may be refused access or removed during an event.

4.5. Smoking is not permitted by law in buildings and tents. This is only permitted in the open air or in the smoking area (s) present on site. Visitors who do not adhere to this will be approached by our employees and risk being removed from the location of the event.

4.6. During the event, camera surveillance may be present for security reasons. If necessary (in case of calamities or disturbances) the images will be made available to the police and/or the judiciary.

4.7. Bringing and/or possessing glassware, plastic bottles, cans, fireworks, drugs, (fire) arms and/or other dangerous objects or substances, or food, (alcoholic) drinks and/or (pets) animals to events of Kalii events is not allowed.

4.8. Kalii events will not tolerate threats, assault, theft, discrimination, sexual harassment and other annoying and/or offensive behaviour and/or attempts to do so. If the visitor causes damage of any kind during his/her visit to the event, Kalii events will report this damage to the relevant visitor. In addition, Kalii events may report such behaviour.

#### **Article 5. Cancellations, prevented from attending.**

5.1. If you are unexpectedly prevented from attending one of our events, cancellation and refund of the purchase amount is not possible. However, a substitute participant in place of you is possible. This must be reported in writing within 10 working days. Please contact [info@kaliievents.com](mailto:info@kaliievents.com). See also article 2.

5.2. Cancellation by Kalii events for an event. As soon as Kalii events is aware that the planned and agreed event cannot take place, or partly does not take place, then Kalii events is obliged to inform the participants about this immediately. Kalii events will give one replacement date to the participants. If the participant cannot be present on a replacement date, no money can be returned and Kalii events is not obliged to provide another suitable solution. In case of force majeure of Kalii events see article 7.

5.3. Third-party cancellation (separate agreement): if you are hired by us, for example, speaker, presenter, entertainer or other company, you are required to report a cancellation in writing 4 weeks in advance. If not reported on time, Kalii events is not liable for the consequences and any possible related costs will be charged.

## **Article 6. Liability.**

6.1. Entering the site and attending an Event from Kalii events is done by the customer at their own risk. Kalii Events is only liable for damage suffered by the customer or damage caused by the customer, which is directly and exclusively the result of intent or gross negligence on the part of the organisation, on the understanding that the only damage that qualifies for compensation is that for which Kalii Events is insured, and to the extent that this damage is covered by that insurance. The liability of the Kalii Events is in any case excluded for:

- A. Failure to comply with the agreement correctly or on time.
- B. Incomplete by customer. The customer must regarding any information that the customer should reasonably understand or should have understood that it should inform Kalii events prior to the implementation of the agreement, excludes any liability on the part of Kalii events.
- C. Damage as a result of actions by third parties, including third parties called in by the Kalii events such as suppliers, tenants / leaseholders of parts of the site and the persons engaged by these third parties.
- D. Damage as a result of the customer not following instructions from the personnel / emergency services provided by Kalii events and failure to comply with general standards of public order, safety and decency.
- E. Damage caused by attending the event to, for example, hearing and / or vision.
- F. Damage as a result of loss, damage or theft of goods belonging to the customer and brought to the site.
- G. (resulting) damage as a result of unforeseeable changes in the starting slot times of the event.
- H. Damage to participants caused by other visitors to the event.
- I. Possible resulting damage and indirect business damage on the part of the visitor.

6.2. Participation in the event organised by Kalii events is at your own risk, when an agreement is entered into by the customer with Kalii events, the customer accepts his / her own risk.

6.3. The user of the ticket is personally liable for any loss of their ticket.

6.4. Kalii events will strive to implement the program as much as possible according to the announced timetable. However, Kalii events is not liable for deviations and for the (possible) damage that may arise therein from the customer and / or third parties.

## **Article 7. Force majeure.**

7.1. Kalii events is never liable for damage suffered by the customer as a result of force majeure. Force majeure is also understood to mean any circumstance that is independent of the will of Kalii events, even if at the time of the conclusion of the agreement between Kalii events and the customer it was already possible to foresee that the implementation of the agreement was temporarily or permanently prevented. and to the extent not already included, war, war violence, civil war, revolt, riots, terror and terror threat, police and / or fire brigade action, work strike, transport difficulties, fire, and other serious disruptions in the organisation and/or on the site, weather conditions and for whatever reason non-functioning

public transport and the fact that an event cannot be carried out due to the fact that the permits required for the event have not been granted or have been withdrawn or cancelled under an order issued by the competent authority for this purpose.

7.2 All parties will inform each other as soon as possible in the event of a force majeure situation.

7.3. If a third party has proved negligent in providing crucial information to Kalii events in connection with the implementation of the event, Kalii events will charge extra costs.

#### **Article 8. Ownership reservation.**

8.1. Kalii Events owns the intellectual property rights to the texts, materials of the blog articles, seminars and other events. You may use the materials during and after the event. It is not permitted to share these with third parties, unless Kalii events has given written permission for this.

8.2. It is also not allowed to sell the acquired knowledge commercially or to include it in your own online training, unless Kalii events has given written permission for this.

#### **Article 9. Complaints.**

9.1. Kalii events is fully committed to making a success of the event. If nevertheless something should go wrong or if you have a complaint, please notify us immediately in writing: Stinzenlaan 15 3621 RD Breukelen or by e-mail [info@kaliievents.com](mailto:info@kaliievents.com). We then receive from you a clear description of the complaint, so we are able to respond and if the complaint is justified to attend to it. We cannot deal with a complaint that is not clearly defined.

9.2. Complaints must be reported to us within 7 working days of following a specific event. If you report the complaint later, we cannot deal with the complaint.

9.3. Complaints will be answered within five days from the date of receipt. If a complaint requires a longer processing time, this will be reported by Kalii Events via e-mail.

9.4. When a dispute cannot be resolved, which is between the customer and Kalii Events exists as a result (out of use or application) of these terms and conditions and / or related agreements, will then eventually be presented to the appropriate court.

#### **Article 10. Dutch law.**

10.1. Dutch law applies to these conditions and all agreements between the customer and Kalii events.

#### **Article 11. Copyright and portrait rights.**

11.1 All texts and photos posted by Kalii events are copyrighted by Kalii events. It is therefore not permitted to use or copy photos or texts from the web pages of Kalii events. This applies to both the website and the other media channels such as eg. publications in magazines and newspapers.

11.2. When participating in an event organised by Kalii events, photo and video material is recorded. If the participant / visitors do not want to be photographed or filmed, this must be explicitly indicated in advance.

11.3. No rights can be derived from the photos and videos used by Kalii events.

**Article 12. Personal Data Protection Act.**

12.1. We will put your personal data in our administration and will not make it available to third parties (see privacy and disclaimer)

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