

GENERAL TERMS AND CONDITIONS FOR VISITORS SOENDA

These are the General Terms and Conditions for Visitors of Events of the private company with limited liability under the law of the Netherlands **SOENDA B.V.**, registered with the Commercial Register of the Chamber of Commerce with number 57866767, and apply to all Agreements that are concluded with Visitors to Events organised by or on behalf of it. These General Terms and Conditions for Visitors, the applicable House Rules and Privacy Statement can be consulted online and can be stored digitally via special web pages of the SOENDA Website (www.soenda.com) and are sent free of charge upon request.

Artikel 1 Definitions

- Customer:** a visitor who acts in the exercise of a profession or business or who concludes an Agreement with SOENDA B.V. on a professional basis to purchase one or more Admission Tickets for the purpose of attending an Event and those who are in or near the Event Location on a professional basis and who have or have not concluded an agreement with SOENDA B.V. directly or indirectly.
- General T&C Visitors:** these General Terms and Conditions for Visitors that apply to the Agreement between the Visitor and SOENDA B.V.
- SOENDA B.V.:** the private company with limited liability SOENDA B.V., with its registered office in Utrecht and its principal place of business in (3533 HC) Utrecht, the Netherlands at Leidseweg 125, which is involved in providing services in the field the performing arts and the organisation, promotion and production of cultural events, all of the above in the broadest sense of the word.
- Visitor:** any natural person who does not act in the exercise of a profession or business and who concludes an Agreement with SOENDA B.V. directly or indirectly within the context of attending an Event and any other person who are in or near the Event Location and who has or has not concluded an agreement with SOENDA B.V. directly or indirectly.
- Event:** a (cultural) event, just for one day or several days (including weekenders), including a (musical) performance and/or other manifestation, a concert, dance event, business event and/or a public or closed event (including a festival with camping), in which one or more persons participate, organised and/or facilitated by or on behalf of SOENDA B.V. at the Event Location, including but not limited to Soenda Festival and Soenda Indoor.
- Event Location:** location(s) where an Event takes place, which has been used for the purpose of the Event to be organised and/or facilitated

	by or on behalf of SOENDA B.V. including the possible Campsite.
House Rules:	the SOENDA B.V. house rules with which Visitors must comply at times when visiting SOENDA B.V. Events.
Campsite:	the specific campsite or camping facility designated by or on behalf of SOENDA B.V.
Camping Regulations:	any regulations/the house rules applied by the owner of the Campsite, which apply to the Visitor's stay at the Campsite.
Agreement:	any legal relationship under the law of obligations between the Visitor and SOENDA B.V., which was concluded in accordance with these General T&C Visitors and/or that follows therefrom in connection with attending an Event, as well as any provision or statement declared applicable in a legally valid manner to the (legal) relationship between the Visitor and SOENDA B.V. in accordance with these General T&C Visitors.
Privacy Statement:	the privacy statement in which the SOENDA B.V. privacy policy has been formulated, which can be consulted on the Website and applies to any form of processing of personal data by or on behalf of SOENDA B.V.
Social Media:	the social media channels linked specifically to the Website and other (promotional) statements by or on behalf of SOENDA B.V., which social media channels are registered in the name or for the benefit of SOENDA B.V.
Admission Ticket:	a ticket issued by or on behalf of SOENDA B.V. from the Visitor's right to be in the Event Location is evident and which ticket has been obtained by Visitor in a rightful manner.
Admission Price:	the price of an Admission Ticket as also stated on the Admission Ticket, excluding any additional service and/or administration costs.
(Advance) Sale Outlet:	an (advance) sales organisation engaged by or on behalf of SOENDA B.V. for the sale of Admission Tickets for Events, includes those where Admission Tickets can be purchased online/digitally.
Website:	The SOENDA B.V. website (www.soenda.com) and any website(s) of Events specifically linked thereto, which are registered in the name or for the benefit of SOENDA B.V.

Artikel 2 Applicability

2.1 These General T&C for Visitors apply to any Agreement that is concluded between SOENDA B.V. and the Visitor irrespective of the manner in which this Agreement is concluded, and to any visit made by the Visitor to the Event Location.

- 2.2 SOENDA B.V. has the right to change these General T&C Visitors in whole or in part at any time. SOENDA B.V. will notify the Visitor in a timely manner of changes to the General T&C Visitors by reporting these on its Website and/or in the Social Media. If the Visitor considers that the changes are contrary to the principles of reasonableness and fairness, the Visitor will be required to notify SOENDA B.V. thereof within 10 (ten) working days after notification, failing which the Visitor declares that he agrees to the changes.
- 2.3 The applicability of any general terms and conditions applied by the Visitor and Customer is expressly excluded by SOENDA B.V.
- 2.4 The nullity of any provision of these General T&C Visitors does not affect the validity of the other provisions of the General T&C Visitors.
- 2.5 The purchase of an Admission Ticket may (also) be subject to the (general) conditions of the ticket service in addition to the General T&C Visitors.
- 2.6 Staying at the Campsite designated by or on behalf of SOENDA B.V. may also be subject to (general) conditions and/or house rules of the relevant campsite in addition to the General T&C Visitors, the House Rules and the Privacy Statement.

Artikel 3 Offers and conclusion of the Agreement

- 3.1 Information, offers, announcements, (promotional) special offers and quotations relating to Events and/or (the sale of) Admission Tickets are issued, represented or provided as accurately as possible by SOENDA B.V. and/or third parties orally, by telephone, e-mail, via the Website or Social Media. SOENDA B.V. does not accept liability for any inaccuracies or incompleteness in the aforementioned statements made by SOENDA B.V. and/or third parties.
- 3.2 An Agreement is concluded at the moment the Visitor or Customer has purchased an Admission Ticket from SOENDA B.V. or from an (Advance) Sales Outlet engaged by SOENDA B.V. or, at any rate, has accepted an offer by or on behalf of SOENDA B.V. to acquire an Admission Ticket, for payment or otherwise, and/or by entering the Event Location.

Artikel 4 Admission and Admission Ticket

- 4.1 The Visitor is obliged, when entering the Event Location and during the period the Visitor is present at the Event Location, to hold a valid proof of identity, a valid and rightfully obtained Admission Ticket and, if and insofar a discount is applicable, proof of evidence of such discount, and show these at the first request of SOENDA B.V. employees, Event Location employees, security staff, the police and/or another competent authority. Unless otherwise provided for in the House Rules, Visitors to the Event and the Event Location must in principle be at least 18 years of age. Employees of SOENDA B.V. or the Event Location and/or security staff have the right at all times to demand that the Visitor identifies himself by means of a valid proof of identity. If and as soon as it becomes clear that the Visitor has not yet reached the age of 18, the Visitor may be denied access to the Event and/or the Event Location, without the Visitor being entitled to compensation of the Admission Price and any service and/or administration costs charged and/or costs that arise otherwise.
- 4.2 An Admission Ticket is provided to the Visitor once and grants one Visitor access to the Event and the Event Location, ultimately until the end of the Event.
- 4.3 An Admission Ticket only grants the holder of the Admission Ticket access to the Event Location. It is the Visitor's personal responsibility to ensure that he becomes and remains the

holder of the Admission Ticket. Admission Tickets are and remain the property of SOENDA B.V.

- 4.4 An Admission Ticket may consist of a document issued by or on behalf of SOENDA B.V. or a barcode issued by or on behalf of SOENDA B.V. The barcode is a unique code that is provided to the Visitor via means of electronic means of communication (for example by e-mail). If the Visitor has chosen to receive the Admission Ticket in this manner, the Visitor will be required to ensure that this Admission Ticket can actually be provided to him in a secure manner via the electronic means of communication. SOENDA B.V. guarantees neither the confidentiality nor the receipt of the Admission Ticket.
- 4.5 Only purchase via SOENDA B.V. or the (Advance) Sales Outlets engaged by it guarantees the validity of the Admission Ticket. SOENDA B.V. shall be entitled to designate Admission Tickets invalid and/or to deny access to the Event Location if it were to become clear that the Admission Ticket was not obtained from SOENDA B.V. or from an (Advance) Sales Outlet engaged by SOENDA B.V. and/or in case of fraud, misuse and/or violation by the Visitor of the rules stipulated in this Article 4.
- 4.6 In the event the Visitor claims a discount when purchasing an Admission Ticket, the Visitor will be obliged to show the document that entitles to a discount.
- 4.7 The risk of the loss, theft, damage or abuse of the Admission Ticket rests with the Visitor from the moment the Admission Ticket has been made available to the Visitor. The Visitor is not entitled to a refund of the Admission Price or any other compensation in the event of loss, theft, damage or abuse of the Admission Ticket or if the Visitor does not use the Admission Ticket for any reason. Once an Admission Ticket has been obtained it cannot be returned or exchanged.
- 4.8 The Visitor is not permitted to remove and/or modify statements in respect of copyrights, trademarks, logos, trade names and/or other industrial or intellectual property rights of SOENDA B.V., its licensors and/or (Advance) Sales Outlets, from the Admission Ticket or to have such done, and/or to violate intellectual property rights of SOENDA B.V. alternatively.
- 4.9 SOENDA B.V. reserves the right set a maximum number of Admission Tickets that may be acquired by each (potential) Visitor; the (potential) Visitor is obliged in such cases to comply therewith.
- 4.10 Access to Events which will take place outdoor will be granted in principal until 8pm (20:00 hrs). After 8pm (20:00 hrs) Visitors will be denied access to the Event Location, unless SOENDA decides otherwise.
- 4.11 Articles 4.1 to 4.10 apply in full to Customers.

Artikel 5 Prohibition on selling on Admission Tickets

- 5.1 It is prohibited to sell the Admission Ticket in any way to a third party, to offer it for sale or to provide it to third parties for commercial purposes, or to have such done, except for additional official sales platforms designated by or on behalf of SOENDA B.V., such as Ticketswap. It is not allowed to exceed the maximum of Admission Tickets set forth in Article 4.9, either directly or indirectly, amongst others by buying, offering, selling and providing Admission Tickets via third parties, including in conjunction with commercial interests, except for regular reselling via Ticketswap.

- 5.2 The Visitor is not allowed to advertise or create any other form of publicity in connection with the Event and/or any part thereof, or cause such to be done.
- 5.3 If the Visitor makes the Admission Ticket available to third parties for no consideration and for non-commercial purposes, the Visitor will be obliged in such cases to impose all obligations arising for the Visitor from the Agreement or from these General Visitor Conditions in full on those third parties. The Visitor guarantees that the aforementioned third parties comply and/or will comply with all of those obligations.
- 5.4 If the Visitor fails to comply with the obligations arising from this article, SOENDA B.V. will have the right designate the Admission Ticket as invalid, to deny the Visitor access to the Event location, and the Visitor will owe SOENDA B.V. an immediately due and payable penalty that is not subject to judicial mitigation of €1,00 (in words: one hundred euros) per Admission Ticket and €100 (in words: one hundred euros) per day this violation continues, without prejudice to all other rights of SOENDA B.V., including the right to claim performance and/or full compensation as well. The holder of an invalid Admission Ticket is denied entry to the Event or to the Event Location and is not entitled to any compensation.
- 5.5 Articles 5.1 to 5.4 apply in full to Customers. SOENDA B.V. may nevertheless conclude different agreements with Customers in writing.

Artikel 6 Liability

- 6.1 Traveling to and from and entering, residing in and leaving the Event Location and attending the Event at the Event Location takes place entirely for the risk of the Visitor.
- 6.2 SOENDA B.V. is not responsible and accepts no liability for any damage resulting from cancellation, changes to or relocation of an Event nor for any other damage whatsoever that results directly or indirectly from the acts or omissions of SOENDA B.V. and/or the Event Location, of persons employed by (either of) them, or other persons that have been employed by or on behalf of (either of) them, or of third parties, during the Event or in connection with the travel to and from or the stay at the Event Location, unless the damage results from intent or gross negligence on the part of SOENDA B.V.
- 6.3 SOENDA B.V. is not liable and does not accept liability for the manner in which programme of the Event is implemented, modified or otherwise, including the content and duration of the programme of the Event.
- 6.4 If and to the extent SOENDA B.V. is liable on any ground towards the Visitor for any damage sustained by the Visitor, said liability is always limited to direct damage and/or the amount that will be paid out pursuant to SOENDA B.V.'s statutory liability insurance, and only if it is obliged by law to do so. In such cases, SOENDA B.V. is also only liable if the Visitor notifies SOENDA B.V. in a solid manner in writing of the defect without delay, whereby a reasonable term is provided to remedy or comply with the obligation as yet and if SOENDA B.V. continues to fail to comply with the obligation after the notice of default as well.
- 6.5 SOENDA B.V. is not responsible and accepts no liability for the loss of clothing and/or other property owned by the Visitor or the Customer and does not accept any liability as such. If the Visitor is able to demonstrate by means of specific evidence that the loss of clothing and/or other property owned by the Visitor results exclusively from intent or gross negligence on the part of (employees of) SOENDA B.V., which has to be reported in writing to SOENDA B.V. as soon as possible (under pain of nullity), SOENDA B.V. will, upon display of a valid receipt, pay

compensation for the relevant property to that Visitor in the amount of the purchase amount subject to a maximum of €250 (in words: two hundred and fifty euros).

- 6.6 Lost and found items must be handed in to the person working behind the bar, the counter at the lockers or the cash register of the Event Location. Lost and found items are kept by the lessor of the lockers, during which period the lawful owner can retrieve the property lost by him or her from the lessor of the lockers.
- 6.7 The Visitor is expressly aware of the fact that loud music may be played during the Event and on or near the Event Location. SOENDA B.V. advises Visitors to protect their hearing during the Event using special ear plugs and allowing their hearing to rest from time to time by going to an area where no music is played. SOENDA B.V. is not responsible and accepts no liability for damage as a result of hearing loss, vision loss, blindness and/or other personal injury in conjunction with the Event and/or the Event Location.

Artikel 7 Cancellation or relocation of the Event

- 7.1 SOENDA B.V. has the right to change an Event or parts thereof. SOENDA B.V. will refund the Admission Price, with the exception of the service and administration costs, to the original purchaser of the Admission Ticket at the written request of the Visitor only if the Event is cancelled entirely.
- 7.2 SOENDA B.V. has the right to cancel or relocate all or part of an Event. It is the responsibility of the Visitor to verify whether (parts of) an Event is to be or has been cancelled or is to be or has been relocated and, should this be the case, to find out the new date or the new venue. If an Event is cancelled or relocated, SOENDA B.V. will endeavour to ensure that, as soon as it becomes aware thereof, the Visitor is notified thereof. SOENDA B.V. cannot guarantee, however, that the Visitor receives this information before the start of the Event. SOENDA B.V. is not liable for any damage in this respect.
- 7.3 In principle, Admission Tickets for Events that are relocated remain valid for that relocated Event. Visitors can contact SOENDA B.V. at info@soenda.com and/or via the Website and Social Media for more information.
- 7.4 If an Event is moved to a different date by or on behalf of SOENDA B.V., for example as a result of or in connection with force majeure, the Admission Ticket will remain valid for new date on which the Event will take place. If the Visitor is unable or unwilling to attend the Event on the new date, the Visitor will have the right to return the Admission Ticket to SOENDA B.V. or to an (Advance) Sales Outlet engaged by SOENDA B.V. against refund of the compensation that is stated on the Admission Ticket, irrespective of the price the Visitor paid for the Admission Ticket. Service and/or administration costs will not be compensated.

Artikel 8 House Rules SOENDA B.V.

- 8.1 The House Rules apply to each visit by the Visitor to the Events. Visitors are required to act in accordance with these House Rules of SOENDA B.V. and/or the Event Location and in accordance with the prevailing social standards of decency and public morality. If the Visitor does not act in such a manner in the opinion of the employees of SOENDA B.V. and/or the Event Location and/or security staff, the Visitor may be confronted in this connection by employees of SOENDA B.V. and/or the Event Location and/or security staff. In the event the House Rules are violated or in case of any repeated or continued conduct on the part of the

Visitor that is not in accordance with the aforementioned House Rules and the prevailing social standards of decency and public morality, the Visitor may be denied access to the Event and, if necessary, the Visitor may be handed over to the police, without the Visitor becoming entitled to compensation of the Admission Price of the Admission Ticket and any service and/or administration costs charged and/or other costs

- 8.2 The Visitor is not permitted to record the Event in any form, on any (digital) carrier, including photographing, filming, or any other way of making sound and/or visual recordings of (parts of) the Event. If and insofar the Visitor has recorded the Event in a non-professional manner, such as with the help of a smart phone, the Visitor is solely allowed to the private use of such recordings and without commercial purposes.
- 8.3 SOENDA B.V. has the right make or have made sound and/or visual recordings of (parts of) the Event, including Visitors, during the Event. Visitors who visit an Event:
- a. expressly agree to the recording and/or (re)use of his/her name, voice, portrait and/or image and persona by means of sound and/or visual recordings, broadcast live or otherwise, (re)broadcasting or other forms of publication, reproduction and/or distribution, in any manner whatsoever and via any media or technologies whatsoever, known now and/or in the future;
 - b. consents expressly, irrevocably and unconditionally to the (re)use as referred to under (a), for an indefinite period, worldwide and for no consideration;
 - c. will hold liable neither SOENDA B.V. nor the parties who make use of visual and/or audio materials with the permission of SOENDA B.V., for commercial purposes or otherwise, for the (re)use of such visual and/or audio material;
 - d. expressly waives towards SOENDA B.V. and its licensees his/her portrait and image rights, personality rights to the extent it concerns visual and/or audio materials in and around the Event Location whereby he/she is shown in an identifiable manner; and
 - e. acknowledges that a video surveillance system is operational and agrees that video recordings can be made of him/her by or on behalf of SOENDA B.V. within the context of public order and safety.
 - f. acknowledges that any intellectual property rights, including copyrights and neighbouring rights, with respect to the image and/or sound material created by or on behalf the Visitor become jointly owned by SOENDA B.V.; the Visitor will cooperate at SOENDA B.V.'s first request and for no consideration in all possible formalities required to realise a transfer of rights or other granting of rights; SOENDA B.V. has the right at all times to use or cause the use of the image and/or sound material created by or on behalf of the Visitor as referred to above, in any manner whatsoever.
- 8.4 Without the prior written permission of SOENDA B.V., the Visitor is not allowed to hand out or cause to be handed out promotional material, including samples, flyers, advertising material and/or brochures, at the Event Location, to the extent such is permitted by law.
- 8.5 In principle, smoking at the Event Location is only allowed in the designated (smoking) area(s). Smoking outside these (smoking) areas is expressly not allowed. SOENDA B.V. will endeavour within reason to point out the smoke-free nature of (parts of) the Event Location to the Visitor. Nevertheless, SOENDA B.V. does not guarantee that the Event will be entirely smoke-free. The fact that the Event may not be entirely smoke-free does not entitle the Visitor to a refund of the Admission Price or any other compensation. The Visitor will be immediately removed from the

Event and the Event Location if the Visitor violates the smoking ban. Any fines imposed on SOENDA B.V. as a result of the violation of the smoking ban on the part of the Visitor will be recovered from the Visitor. For the avoidance of doubt, e-smoking and e-cigarettes are to be deemed as smoking within the meaning of this Article 8.5.

- 8.6 SOENDA B.V. will do everything that is within its power within reason to guarantee the Visitor's safety as much as possible while he is at the Event Location. The Visitor is therefore obliged, within the context of safety in or around the Event Location, at the first request of employees of SOENDA B.V. and/or the Event Location, security personnel, police and/or another competent authority (no cooperation could result in denying access without restitution):
- a. to render his or her cooperation in the investigation of clothing (search), both when entering the Event and the Event Location and during the stay at the Event and the Event Location; and/or
 - b. to allow inspection of items carried (bags, backpacks, carrier bags), both when entering the Event and the Event Location and during the stay at the Event and the Event Location; and/or
 - c. passing through a security gate; and/or
 - d. showing identification both when entering the Event and the Event Location and during the stay at the Event and the Event Location.
- 8.7 SOENDA B.V. and its cooperating partners, including the Event Location and security personnel, have the right referred to above in article 8.6 (a) and (b) to search the Visitor or have the Visitor searched and to search or have searched any bags, backpacks, carrier bags brought in by the Visitor. Visitors who do not wish to submit to the above may be refused or denied access to the Event and the Event Location without being entitled to a refund of the Admission Price or other compensation.
- 8.8 The Visitor is not allowed to loiter (unnecessarily) in front of emergency exits and places in or around the Event Location where fire extinguishers are located or where other fire-resistant and/or safety measures have been implemented.
- 8.9 The Visitor is expressly not allowed to bring or have professional recording equipment (e.g. cameras, drones, recording devices), glass, plastic bottles, cans, fireworks, drugs, nitrous oxide patterns, (fire) arms and/or other dangerous objects and/or substances (including spray cans and CS gas), food and/or (alcoholic) beverages and/or pets or animals, at the Event Location, subject to confiscation of these items or substances and/or transfer to the police. Confiscated items or substances are not returned and may be destroyed.
- 8.10 The Visitor is not allowed to impair and/or damage the (inventory of the) Event Location or the vicinity of this location in any manner whatsoever. The Visitor is not allowed to cause endangerments for other Visitors, (personnel of) SOENDA B.V., security personnel and other third parties, amongst others by climbing objects (e.g. stages, fences, containers) present at the Event Location. The Visitor is not allowed either to harm the reputation of SOENDA B.V., its Events or its possible cooperating partners or cause it to be harmed. If the Visitor damages (the inventory of) the Event Location or the vicinity of this location and/or the reputation of SOENDA B.V. in any way, its Events and its possible cooperating partners, the Visitor will be obliged to compensate this damage.
- 8.11 The Visitor is obliged to comply at the first request with instructions, regulations and/or the directions of employees of SOENDA B.V. and/or the Event Location, security personnel, the

police and/or another competent authority. These instructions may also relate to the prevention of the (undesirable) formation of groups, aggressive behaviour, immoral or offensive behaviour, discrimination, defamation, threats, endangerments, wearing provocative clothing, signs, badges, hats and flags etc.

- 8.12 SOENDA B.V. may impose further conditions on access to an Event and the stay at the Event Location with or without consultation with one or more of its cooperating partners such as carriers (shuttle traffic), security personnel, the fire brigade, the police, and other emergency services.
- 8.13 If the Visitor refuses to comply with the (safety) regulations referred to in article 8 and/or other instructions or prohibitions issued by or on behalf of SOENDA B.V., the Visitor may be denied access to the Event and/or the Event Location and removed from the Event Location, without being entitled to any compensation of the Admission Price of the Admission Ticket and any service and administration costs charged and/or costs that arose otherwise or any other compensation.
- 8.14 SOENDA B.V. employees and/or the Event Location, security personnel, the police and/or other competent authority have the right to demand that the Visitor come with them in the event of a violation as referred to in this article 8. In such cases, the Visitor will always cooperate in such a request voluntarily, without resistance, and may then be removed from the Event Location and requested to provide a copy of his valid proof of identity to the relevant person(s). The Visitor will cooperate in such a request voluntarily and without resistance. SOENDA B.V. will decide during or after the Event, in consultation with the authorities involved, whether the Visitor will be denied access to one or more SOENDA B.V. Events.
- 8.15 Vouchers or coins for refreshments purchased during the Event or during the stay at the Event Location are only valid during the relevant Event. SOENDA B.V. will never refund the purchase amount of these vouchers or coins during the Event or after the Event has ended. The Visitor is not allowed to resell vouchers or coins.

Artikel 9 Force Majeure

SOENDA B.V. cannot be held liable for damage sustained by a Visitor and/or Customer that results from force majeure in the broadest sense of the word and does not accept any liability as such. Force majeure includes: strikes, fires, extreme weather condition, epidemics, (threat of) acts of terrorism and all other circumstances that are beyond SOENDA B.V.'s control. In the event of force majeure, SOENDA B.V. will have the right to move the Event to another date or to cancel the Event in whole or in part or to change (parts of) content of the programme of the Event.

Artikel 10 Privacy and personal data

- 10.1 Concluding an agreement with SOENDA B.V. means that the Visitor's personal and other data may be collected, recorded and stored in a data file. The personal and other data provided by the Visitor are processed by or on behalf of SOENDA B.V. When concluding an agreement with SOENDA B.V., the Visitor explicitly consents to the processing of personal and other data in accordance with the Privacy Statement of SOENDA B.V.
- 10.2 The processing of personal and other data provided by the Visitor are subject to the Privacy Statement of SOENDA B.V., which can be consulted on the Website. SOENDA B.V. will handle the personal and other data it has obtained with due care and process them exclusively in accordance with the Personal Data Protection Act, and, as per 25 May 2018, the applicable

General Data Protection Regulation (GDPR), also known as Algemene verordening gegevensbescherming (AVG), as well as other relevant privacy regulations.

- 10.3 In the event image and/or sound recordings are made using security cameras during the Event and/or the Visitor's stay at the Event Location, SOENDA B.V. will have the right to hand these over to third parties, including the police and judicial authorities, in the case of (imminent) emergencies, violations and/or crimes.
- 10.4 The use and processing of the personal data of Visitors is governed by the Privacy Statement of SOENDA B.V., which is published and can be consulted on the Website(s). For privacy related matters, the Customer is always free to contact us in writing via the following e-mail address: privacy@soenda.com.

Artikel 11 Complaints

11.1 SOENDA B.V. will do everything that is within its power within reason to make the Visitor's stay as enjoyable as possible at the Event Location during the Event. In that connection, SOENDA B.V. will limit as much as possible any nuisance or inconveniences for the Visitor and guarantee the safety of the Visitor as much as possible. In the unlikely event the Visitor has complaints concerning the performance of the Agreement and/or the services of SOENDA B.V., the Visitor can report these in writing by sending an e-mail to info@soenda.com. Complaints on the part of the Visitor must be reported to SOENDA B.V. within at most 7 (seven) days after the date of the stay at the Event Location.

Artikel 12 Disputes

- 12.1 These General Visitor Conditions and all Agreements to which these General T&C Visitors apply are governed exclusively by Dutch law.
- 12.2 All disputes of any kind that arise between a Visitor and SOENDA B.V. pursuant to or in connection with the Agreement or further agreements in implementation thereof, will be submitted exclusively to the competent court in the Midden-Nederland (Utrecht) court district. In addition, disputes between SOENDA B.V. and consumers could be submitted alternatively upon mutual agreement to the Dutch Foundation for Consumer Complaints Boards as a part of the Online Dispute Resolution (ODR) platform (<https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home.show&lng=NL>). Such complaints can be sent to complaints@soenda.com.
- 12.3 If the General T&C Visitors are also used in a language other than the Dutch language, the Dutch will be decisive in the case of disputes concerning their interpretation.

Drawn up in Utrecht, 25 May 2018.