

TERMS AND CONDITIONS OF YOUR CONFERENCE REGISTRATION PURCHASE

GENERAL TERMS

- ESNS (Eurosonic Noorderslag) is organised by Stichting Eurosonic Noorderslag.
- The conference part of the event is partly organized by Buma Cultuur and commissioned by Stichting Eurosonic Noorderslag.
- Stichting Eurosonic Noorderslag organizes a number of events and sells tickets to music professionals.
- Stichting Eurosonic Noorderslag manages and sells ESNS conference registrations.
- The personal information of all the conference visitors is handled by both Buma Cultuur and Stichting Eurosonic Noorderslag.
- You can purchase your ESNS conference registration via Universe.
- The currency is in EUR.

PAYMENT TERMS

- This transaction does not constitute a mail order or an e-commerce sale contract as pursuant art. 46a t/m 46j Book 7 Dutch Civil Code. This means that the seven days right of revocation and return is not applicable. Each admission ticket order becomes binding directly following registration and subsequent confirmation by Stichting Eurosonic Noorderslag.
- The registration will only become valid once Stichting Eurosonic Noorderslag has received the payment confirmation.
- The registration will only be accepted from a physical or legal person (artistic names, false names or similar will not be accepted).
- All registrations are personal and non-transferable.
- In case, if you lose your ticket and the purchase confirmation or if you wish to obtain a new registration, you will need to submit the payment again.
- Stichting Eurosonic Noorderslag's refund policy allows you to cancel your registration and receive a refund, minus € 25,- administration costs. If you wish to refund your ticket you need to do so at least one month prior to the first day of the event. For example, if the event happens from January, 15th to January 18th 2020, you need request your refund before December, 15th 2019. You can request the refund by contacting us via support@esns.nl.

TERMS OF DELIVERY

- After you purchase an ESNS conference registration, you will receive an automatic email from our ticketing partner Universe with a brief summary of the transaction. This email serves as an official confirmation of your registration.
- Please note, that you will receive your actual ticket 7 days prior to the event. At that point in time, you will also receive a service email containing more detailed information about the conference and music programme.
- You can pick up your registration on the day of the event at the conference registration desk. After your details are successfully verified you will receive a non-transferable wristband that allows you access to our events. Please be advised, that a removed or lost wristband will be not replaced.
- After you exchange your ticket confirmation for a wristband the confirmation email will not be valid anymore.
- You can access conference and festival locations only with a wristband, a confirmation email is not sufficient.
- Stichting Eurosonic Noorderslag reserves the right to change or cancel parts of the programme. Only if the event is completely cancelled you may receive a ticket refund.
- The customer is obliged to agree to a body search during the event.
- Stichting Eurosonic Noorderslag reserves the right to deny admissions without refunding the ticket fee.
- In case of Force Majeure, including strikes, fire, impossible weather conditions, Stichting Eurosonic Noorderslag has the right to postpone, reallocate, or cancel the event.
- In case of cancellation, Stichting Eurosonic Noorderslag will reimburse tickets only if the buyer can provide, both an undamaged wristband and a copy of the official confirmation sent by ESNS within 6 (six) weeks of the annulled date.

OTHER

- Stichting Eurosonic Noorderslag does not accept any liability for damage or loss of visitor's personal property.
- Stichting Eurosonic Noorderslag is not liable for the content and the manner of performing.
- Stichting Eurosonic Noorderslag is not liable if the organizers or the authorities deny access to a visitor, due to an intentional act or omission or gross negligence.