

# Terms and Conditions visitors STRP events 2024

## 1. Definitions and principles

### 1.1 Definitions

- Ticket: An e-ticket received by e-mail after an order via [www.strp.nl](http://www.strp.nl) or one of the Eventix (online) ticket-outlets, which gives you access to the event.
- Eventix: The official and only company providing tickets for STRP events.
- Record(ing)(s): Video, photo, audio or any other registrations made at the festival.
- Service Fee: An additional amount of money added by the ticket provider for the use of their service.
- Visitor(s): Any person visiting the festival in any capacity or function.
- STRP, Festival, Organizer, Organization or Event: Any event or performance organized by STRP, registered as Stichting STRP at the Chamber of Commerce in Eindhoven.

### 1.2 Principles

By ordering a ticket and or entering the event's venues or locations, you agree with these Terms & Conditions.

- We may change these Terms & Conditions at any time without notice. You can find them on our website [www.strp.nl](http://www.strp.nl).
- These Terms & Conditions are deposited at the Chamber of Commerce in Eindhoven.
- These Terms & Conditions fall under Dutch law.
- Any legal conflict arising from these regulations will be governed by Dutch law and are subject to the judgement of the competent court in the Eindhoven court district.

## 2. Tickets

### 2.1 General

- No refunds or exchanges will be given on any tickets for any reason except the total cancellation or postponement of the event.
- Refunds will be handled by STRP. Fees and transaction costs cannot be refunded.
- In the event of cancellation or postponement, the Organizer cannot be held liable for any personal costs that the Visitor may have incurred i.e.: travel or accommodation costs.
- All tickets are sold online via [www.strp.nl](http://www.strp.nl) via Eventix and their ticket outlets.
- Tickets are and remain property of the Event.

### 2.2 E-tickets

- You will receive a confirmation of your booking by e-mail with a link to your tickets. Tickets include a unique barcode which gives you access to the event. All digits of the ticket code will give you access to the online events. When visiting the STRP EXPO 2024, you need to exchange your ticket for a wristband.
- Payments are processed via the payment methods offered by Eventix: iDeal, Mastercard, Visa. You can see all payment methods and their respective fees in the payment section while ordering your tickets.
- Eventix will assist Visitors in case of problems during the ordering process.
- You are responsible for purchasing the correct ticket.

- Student/youth tickets with discount are only valid in combination with a valid ID or student card and will be asked to show this for verification.

### **2.3 Tickets via ticket outlets**

- Hard copy tickets for the Event from any outlet (presale or doors) are purchased via Eventix and include a unique barcode which gives you access to the online Event. Tickets for offline events must be shown at the door, or in some cases you must exchange the ticket for a wristband which will give you entrance. Read more about how to use your ticket via our website: [www.strp.nl](http://www.strp.nl)

## **3. Visiting the festival**

### **3.1 Admittance and house rules**

- Recordings for personal use are allowed at all performances and events, unless mentioned or instructed otherwise by the event's qualified personnel or instructions at the site. Approved media are excluded from this regulation.
- Professional recordings, e.g. records for publications and broadcastings, are not permitted at any time, unless agreed in writing by the Event Organization.
- Media must have prior written consent from the Organizer to make any kind of recording(s).
- The Organisation has the right to make audio, photo and video recordings, featuring Visitor(s), and use these for marketing purposes. If you do not want to be filmed or photographed, please inform STRP personnel and your wishes will be taken into account.
- Respect both Artists and other visitors. Don't talk loud during a show or performance and let people enjoy what they came to see/experience.
- The Event will host interactive works of art. Participating visitors must observe all regulations and instructions associated with the relevant piece of art and may have to sign the STRP waiver. Visitor will participate entirely at their own risk. Organiser will not accept any liability for any possible injury or damage that may result from participating with said interactive works.

It shall not be permitted:

- To access areas not open to visitors
- To bring (alcoholic) beverages, food, glass, cans, plastic bottles, spray cans, fireworks, weapons, objects that can be used as weapons and other dangerous objects into the venue. These items will be taken and if needed reported to the police
- To climb works of art, decoration material, furniture, stairs or walls other than for normal use
- To take pets to the Event's site
- To threaten, damage, harass, destroy, abuse, intimidate or discriminate in any way
- To demonstrate sexual harassment, aggressive behaviour or racism
- To wear offending symbols or clothing
- To drink or order alcoholic beverages under the age of 18
- To provide alcoholic beverages to visitors under the age of 18
- To smoke outside of the designated smoking areas
- To be under the influence of drugs or other hallucinogenic agents
- To advertise your event or business with folders, flyers or sell any goods without prior written consent from the organiser

- To damage property belonging to Organiser or to persons or businesses it has hired, to visitors, the site or local residents. This includes sticking banners or spraying graffiti in any form. Any damage will be reported to the police. Event staff is authorised by Organiser to decide whether or not any of the regulations above have been violated. Failure to follow any of the house rules or terms and conditions shall result in ejection of the premises without refund of your ticket.

The following age regulations apply:

- Visitor is required to hold and display a valid proof of identity (passport, identity card, drivers licence) when entering the Venue, to determine the age.
- Dance nights are 18+ events. No visitors under 18 will be allowed into the venue. The website will clarify when an event is categorized as Dance night.
- Concert nights are all ages. Persons under the age of 18 are only granted access if they are accompanied by a Visitor aged 18 or over.
- Neither Organiser nor persons working for Organiser accept any liability for any damage incurred by visitors or third parties or caused by them on or in the vicinity of the Venue where Event takes place, in any case including property damage or injuries due to:
  - Violation of any of these regulations
  - The loss of property
  - Noise or sound levels
  - Too close proximity to stages

### **3.2 Online behaviour**

- We want our online event to be a safe space for every visitor. There is no room for discrimination, sexism, intimidation or any other kind of disrespect towards other visitors, artists or participants.
- Be respectful to other visitors when you join an online conversation or presentation.
- The Organisation reserves the right to withdraw access to festival elements, without notice or refund, for those guilty of displaying disrespectful behaviour.
- Do you feel unsafe at our event? Please contact [info@strp.nl](mailto:info@strp.nl). If you would prefer to speak to an independent organisation, you can contact the following Dutch organisation: [www.slachtofferhulp.nl](http://www.slachtofferhulp.nl) or by phone Slachtofferhulp Nederland 0900 0101.

### **3.3 Line-up and changes**

- The right is reserved to add, withdraw, reschedule or substitute and/or vary programs, artists, prices, venues and audience capacity at any time, without notice.

## **4. Privacy Policy**

- For any and all info on our privacy policy, we kindly redirect you to our privacy policy available on our website [www.strp.nl](http://www.strp.nl).