

GENERAL TERMS & CONDITIONS

These are the general terms and conditions of Erasmus Sustainability Days 2021, of Burgemeester Oudlaan 50 3062 PA Rotterdam Nederland and all work undertaken by ESD shall be on these terms unless specifically varied in writing and agreed to by both parties prior to the event.

VISITING THE EVENT AND HOUSE RULES

1. GENERAL

1.1 At visits to the Erasmus Sustainability Days, visitors are obliged to conform to conditions and rules of conduct set by the Erasmus Sustainability Days 2021.

1.2 The visitors accept the contents of these terms and conditions by means of acquiring and/or use of the ticket, entering the location of the event and/or by cognisance of this via the website.

1.3 The ESD displays house rules at or near the events, also tailored to relevant specific circumstances of the event. Visitors are held to abide by these house rules under all circumstances. The consequences of a violation of any provision of this chapter of these terms and conditions apply accordingly to the consequences of a violation of a provision of the house rules mentioned in this article.

1.4 Visitors enter the (site of) the ESDs at their own risk.

2. ACCESS

2.1 The ESD can limit the number of tickets a visitor can buy.

2.2 The electronic version of the Full as well as the Online Pass is provided only once per e-mail and provides access to only one person.

2.3 Once one type of ticket is purchased by the visitor, the ticket is not exchangeable, i.e., once the Full Pass is purchased, the ticket cannot be changed to an Online Pass, and vice versa.

2.4 From the moment that the ticket is supplied to the visitor, the visitor carries the risk and must account for loss, theft, damage or misuse of the ticket.

2.5 Access to the ESDs is only obtained by showing a valid and undamaged ticket, which may be scanned. Visitors who do not have a valid ticket are denied access to the ESDs or to be removed from the location of the event. A ticket that does not recognise the access control system as such and/or yields an incorrect code is invalid or leads to expiration of validity of the ticket, without right to a refund of the purchase price. Additionally, if a ticket is in all likelihood fake, the ESD is allowed to refuse or deny the holder of this ticket access to (the site of) the event. The visitor or the holder is not able to claim any compensation for damage or loss that this may cause them.

2.6 Access is only given to the first holder of the ticket which is scanned at the entrance to the event. The ESD may assume that the ticket belongs to the holder. The ESD is not obliged to carry out any further checks to verify that the ticket is valid. The visitor has responsibility regarding the ticket purchased by them.

2.7 The visitor is only allowed in places the ticket expressly entitles them to. Instructions on this subject by security staff, police, employees of the ESD and/or other competent authorities must at all times be followed immediately by the visitor.

3. REFUSAL OF ACCESS

In general, the ESD reserves the right to deny access or further access to certain persons at (site of) events or to clear them from (site of) the events as deemed appropriate by them for maintaining the public order and security during the event. The same applies if the visitor carries clothing, texts or characters who, in the opinion of the organisation, can be considered offensive, discriminatory or may cause aggression or unrest of other visitors. Additionally, if a ticket is in all likelihood fake, the ESD is allowed to refuse or deny the holder of this ticket access to (the site of) the event. The visitor or the holder is not able to claim any compensation for damage or loss that this may cause them.

4. TRANSFERABILITY AND RESALE

4.1 It is prohibited without the prior written consent of the ESD to directly or indirectly resell tickets for the ESDs or to use them for commercial purposes.

4.2 The ESD can enable a recognised (online) sales platform (e.g. an extra official sales channel) for tickets to the ESDs. Visitors are not allowed to buy or to sell a ticket to the ESDs anywhere other than an official sales channel, unless there is an individual transaction in the private sphere.

4.3 The visitor that transfers their ticket for compensation to a third party, without commercial purpose, that is to say an individual transaction in the private sphere, remains (partly) responsible to the ESD for compliance with the conditions set out in this article.

4.4 The ESD is entitled to void or cancel the tickets without the visitor being entitled to a reimbursement of the amount they paid to the ESDs for the ticket (including service charge), directly or through an official sales channel.

5. (PARTIALLY) MOVE OR CANCEL EVENT

5.1 The ESD may, in the event of force majeure within the meaning of these general terms and conditions, (partially) move the ESD to online events or (partially) cancel events. For the offline events an alternative will be offered to holders of the Full Pass Ticket.

5.2 In the case of cancelling offline events, a change from the Full to the Online Pass cannot be initiated.

5.3 In the case of complete cancellation, the ESD is only held to refund the price of admission in the means of a voucher for the ESDs 2022 or a free membership to the Erasmus Sustainability Hub for a year, but not the booking or administration fees¹. For refund requests please contact esd@eshub.nl.

¹ The admission fee equals €0.29 per ticket.

5.3 The refund will only be made within one month after the date of the cancelled event, when visitors provide valid tickets, as determined and announced by the ESD through their channels.

6. OTHER RULES

6.1 The visitor is obliged to adhere to the rules, internal regulations, any amendments to them and the instructions of the ESD, operators of the location of the event, the transport company of the shuttle bus, the security personnel, firefighters, police and other authorised parties.

6.2 The visitors have a shared responsibility in staying safe and healthy during the ESDs. The visitors only attend the event if they are feeling healthy, and not experiencing any symptoms consistent with COVID-19. Furthermore, visitors have not been diagnosed with or had direct contact with a known or suspected COVID-19 case in the past 14 days. Visitors must wear a face mask during all times of the event and keep a distance of 1.5m to other visitors. As soon as the visitor experiences symptoms, e.g. fever, tiredness, and dry cough to name a few, the visitor is asked to leave the event. Violation of policies will cause removal from the event. In case of not being able to attend the events due to COVID-19, visitors with a Full Ticket can pick up their goodie bags at a later point in time. For more information, please contact esd@eshub.nl.

6.3 Specific rules may apply on the site or location of an event which will be announced or made public. If possible the rules will also be published on the website prior to the event.

7. SANCTIONS

7.1 Visitors who in any way breaches the provisions of this chapter, other house rules or rules of conduct and instructions of the ESDs, operators of the location of an event, security personnel, firefighters, police and other authorised parties may be refused access or removed from (any part of) the location of the event by the latter parties without prior notice or be handed over to the police.

7.2 When the visitor is in breach of the provisions of this chapter and other house rules and/or rules of conduct, the visitor loses any claim to a refund of the price paid by the visitor for the ticket and any claim to compensation. In addition, the visitor cannot under any circumstances hold the ESD liable for any damage as a result of a circumstance alleging a violation of the provisions in this chapter and other house rules and/or rules of conduct (partly) caused by the visitor.