

BEEKSE BERGEN

TERMS AND CONDITIONS E-TICKETS SAFARIPARK BEEKSE BERGEN

1. Applicability

- These general terms and conditions are applicable to all offers and agreements of Beekse Bergen Exploitatie B.V. with regard to the sale and purchase of e-tickets for admission to Safaripark Beekse Bergen (both Beekse Bergen Exploitatie B.V. and Safaripark Beekse Bergen will be hereinafter referred to as: Safaripark Beekse Bergen)
- Safaripark Beekse Bergen has its registered office at Beekse Bergen 1, 5081 NJ Hilvarenbeek, The Netherlands, and is registered with the Chamber of Commerce under number 18048909.
- Safaripark Beekse Bergen reserves the right to amend these general terms and conditions. By placing an order via the webshop, you accept the offer of Safaripark Beekse Bergen.
- In the event of any discrepancy between this English translation of the general terms and conditions and the Dutch version, regardless of the reason for such discrepancy, the Dutch version shall prevail.

2. Conclusion of the agreement

- The e-ticket purchase agreement between you and Safaripark Beekse Bergen is concluded by fully and correctly following and completing the booking process on the website of Safaripark Beekse Bergen. As soon as Safaripark Beekse Bergen has received the total price owed for the e-tickets purchased by you, it will send the confirmation of your order to the email address specified by you. Safaripark Beekse Bergen uses the payment environment of Worldline for the sale and payment of its e-tickets in the webshop. When paying for the order you have the choice between various payment methods. Once your payment has been verified, we will be informed that the order has been paid. The purchase amount is immediately debited and charged.

3. Correct details

- You are personally responsible for correctly and fully entering your details when ordering the e-ticket. Providing incorrect or incomplete details may result in your desired e-ticket not being sent. In such a situation, Safaripark Beekse Bergen is not obliged to pay any compensation to you.

4. E-ticket and validity

- Your e-ticket has a unique barcode. This barcode will be scanned at the entrance to Safaripark Beekse Bergen. Each e-ticket may only be used once. Each e-ticket has a period of validity/expiry date. The e-ticket is not valid outside this period/date.
- An e-ticket, in the case of an entrance ticket, for a specific date is only valid on that date. An e-ticket without a date is valid until the date stated on the e-ticket and in the webshop. Parking tickets are only sold without a specific date and are valid until the date stated on the parking ticket and in the webshop.
- When leaving Safaripark Beekse Bergen, but in any case at closing time of Safaripark Beekse Bergen on the day of your visit, the validity of the e-ticket will expire, as well as unused components of any package.
- The e-ticket must be shown at the request of an employee of Safaripark Beekse Bergen.
- Resale, use for commercial purposes and/or counterfeiting of e-tickets is not permitted.

5. Use of e-tickets

- An e-ticket is only valid in the case of a good-quality print on paper (colour or black and white) of if the e-ticket is displayed on the screen of a mobile telephone or tablet and the barcode can be scanned. E-tickets whose barcode cannot be scanned, for example because the paper on which the e-ticket is printed is damaged or folded, or because the barcode is otherwise illegible or only partially visible, are not valid and do not grant admission to Safaripark Beekse Bergen. In such a situation, Safaripark Beekse Bergen is not obliged to pay any compensation to you.

6. Cancellation

- The right of withdrawal applies to e-tickets purchased online that are not date-specific. This means that an e-ticket may be cancelled without giving a reason within 14 days of the date of purchase, provided that the e-ticket has not yet been used.
- In the case of a date-specific e-ticket, the agreement to purchase an e-ticket cannot be cancelled. In that case, the e-ticket will not be taken back by Safaripark Beekse Bergen, will not be exchanged for cash and will not be replaced by another entrance ticket. However, the period during which the e-ticket can be used may be postponed twice.

To do so, please contact the Guest Service of Safaripark Beekse Bergen (see "contact" below).

The following conditions apply.

- The period can only be changed for all e-tickets purchased at the same time;
- When changing to a more expensive period, the difference between the amount paid for the previous period and the amount paid for the new period must be paid;
- No refund will be given when changing to a cheaper period;
- Administration costs may be payable when changing to a different period. These costs will be shown prior to the change.

7. Technical fault

- Safaripark Beekse Bergen is not liable for the damage that you suffer in the event that your order cannot be completed, processed and/or authorised correctly or in time, as a result of a technical fault of whatever nature. In such a situation, Safaripark Beekse Bergen is not obliged to pay any compensation to you.

8. Park regulations

- In addition to the general terms and conditions for e-tickets, the [park regulations](#) are also applicable to the e-ticket purchase agreement. By entering Safaripark Beekse Bergen, you declare that you agree to these park regulations. Safaripark Beekse Bergen reserves the right to amend the park regulations.

9. Processing personal data

- Safaripark Beekse Bergen processes your personal data carefully and observes the laws and regulations for the protection of personal data. The data that is provided by you during the e-ticket ordering process will only be processed for the performance of the agreement between you and Safaripark Beekse Bergen and in order to fulfil our legal obligations. The information you provide will be kept on record for as long as necessary for the purpose as described above.
- The [privacy statement](#) of Safaripark Beekse Bergen is applicable to the processing of personal data.
- Safaripark Beekse Bergen uses the services of Worldline for the payment of your e-tickets. Worldline is the controller in this regard. The processing of personal data by Worldline is subject to the privacy statement of [Worldline](#).
- If you have any questions regarding the processing of your personal data or if you wish to inspect or modify this data or have it deleted, you can contact the [privacy team](#).

10. Contact

- If you have any questions regarding a visit to Safaripark Beekse Bergen, e-tickets, these general terms and conditions and/or the park regulations, please contact our reception by calling +31 88 9000 321 or send an e-mail to tickets@beeksebergen.nl.
- We can be reached by telephone during the opening hours of Safaripark Beekse Bergen, as listed on the website. E-mails are also answered during opening hours of Safaripark Beekse Bergen.