



## Terms and Conditions visitors Dutch Design Week (DDW) events

### 1. Definitions and determinations

#### 1.1 Definitions

- Ticket: An e-ticket received by email after placing an order via [ddw.nl](http://ddw.nl) or one of the (online) ticket outlets of See Tickets, which gives you access to the event.
- Wristband: DDW can only be visited if you have exchanged your e-ticket for a DDW wristband. The wristband will remain valid as long as it is on your wrist. Removal of the wristband will invalidate the wristband. It is not allowed to sell wristbands to third parties.
- See Tickets: The official and only company that provides tickets for Dutch Design Foundation events.
- Recordings: Video, Photo, Audio or other recordings 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 event in any capacity or function.
- Donation: an amount chosen by visitor to benefit a foundation or organisation selected by Dutch Design Foundation.
- Stichting Dutch Design Foundation, Dutch Design Week, DDW, Festival, Organiser, Organisation or Event: Any event or performance organised in any form whatsoever by Dutch Design Foundation, registered as Stichting Dutch Design Foundation with the Chamber of Commerce in Eindhoven.

#### 1.2 Provisions

By ordering a ticket or entering the event's venues, you agree to these General Terms and Conditions.

- The Organisation may change these General Terms and Conditions at any time without notice.
- These General Terms and Conditions were filed with the Chamber of Commerce in Eindhoven.
- Dutch law applies to these General Terms and Conditions.
- Any legal conflict arising from these General Terms and Conditions are governed by Dutch law and is subject to the opinion of the competent court in the Eindhoven district.

### 2. Tickets

#### 2.1 DDW Tickets purchased via [www.ddw.nl/tickets](http://www.ddw.nl/tickets)

- Tickets will not be refunded or exchanged for any reason whatsoever, except in the case of a full cancellation or postponement of the event.
- Transaction fees of 2% per order apply to all charges in the DDW Tickets ordering process, including the donation. This fee will be deducted from the donation to be deposited.
- Dutch Design Foundation will handle all refunds. Fees and transaction fees cannot be refunded.

#### Dutch design foundation

Strijp-S | Torenallee 22-08  
5617 BD Eindhoven

P.O. Box 8043  
5601 KA Eindhoven

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- If the event is cancelled or postponed, the Organiser cannot be held liable for any personal costs that Visitors may have incurred, such as travel or accommodation costs.
- DDW Tickets are sold online via [www.ddw.nl/ticket](http://www.ddw.nl/ticket), See Tickets ticket shops, or via DDW Ticket outlets during the event.
- Tickets are and remain the property of the event.
- A service fee, VAT and transaction fees are included in the price during the ordering process.
- Service fees may be subject to change or vary between different tickets or between different ticket outlets.

## **2.2 E-tickets**

- Visitors receive confirmation of a booking by email with the e-tickets attached. These tickets include a unique barcode, which can be scanned at the participating venues and exchanged for a DDW wristband.
- Payments are handled via the payment methods offered by See Tickets: iDeal, Visa, Maestro, MasterCard, Bancontact/Mr. Cash, Apple Pay, Google Pay, and PayPal. Visitors can see all payment methods in the payment section while ordering tickets in the online ticketshop.
- The See Tickets customer service can help Visitors if they encounter problems during the ordering process. The Organisation cannot provide assistance.

## **2.3 DDW tickets purchased on an invoice for schools and companies**

- Tickets on an invoice basis are subject to different rules with regard to refund rights and discounts. The rates as published at: [www.ddw.nl/tickets](http://www.ddw.nl/tickets) are leading.
- Billed tickets will be issued a) in the form of a DDW wristband or b) sent as e-tickets via email.
- Once e-tickets are chosen, an organisation can no longer choose wristbands as a method of receipt. One must then exchange the e-tickets for DDW wristbands themselves at one of the DDW ticket locations.
- After ordering DDW tickets, an invoice will be created and sent digitally. Payment of the invoice should be made before the e-tickets are sent or the DDW wristbands are collected. When purchasing more than 100 wristbands, companies are entitled to a refund of up to 20% of the unused wristbands. The remaining DDW wristbands can then be returned and credited until Friday 7 November 2025 at the latest, at location Torenallee 22-08, Eindhoven.
- For schools, DDW student tickets can be ordered by invoice for €15,00 per ticket. For every 20 students, you will receive 1 ticket for a companion for free. Please note that we apply a -5 rule: i.e. for 20 students, you will receive 1 ticket for a companion, the second free ticket will be received for 35 students, the third for 55 students, the fourth for 75 students, etc. Schools are not entitled to a refund or the return of unused e-tickets and/or wristbands.
- It is not possible to have the invoice changed after its payment. When completing the order form, all details must be entered correctly and completely. Organization accepts payments through CJP weborders, for this there will be an administration fee, 5% per order. These are not recovered from the school, but from Dutch Design Foundation. Invoice details can be submitted and modified at two points; when placing order and after receiving confirmation. After this, the Organisation will charge €45.00 for changes or adjustments.

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### 3. Visiting the Event

- Respect both the participants and other visitors. Please lower your voice during exhibitions and do not hinder fellow visitors during their visit to the exhibition, show, performance, etc.
- Access to the parts of the Event as announced on the Event's official communication channels is only guaranteed with a valid admission ticket.
- Tickets must be exchanged for a DDW wristband at one of the ticket exchange outlets.
- A DDW ticket is valid for one person. This means that it cannot be transferred to another person before or during the Event.
- Wristbands must be worn at all times during the Event.
- A ticket wristband is only valid when undamaged and cannot be taken off between multiple visits to the Event. This means that you cannot cut your wristband.
- Visitors who are unable to wear a wristband for either physical or professional reasons may request a personal pass at Klokgebouw or the Central Station service desk. The Organiser will provide a personal pass with photo instead of a wristband. You must first collect the wristband with your e-ticket. With your wristband on, you can request a personalised pass at the service desk.
- An e-ticket or wristband or personalised pass cannot be sold, offered for sale or exploited for commercial purposes to third parties.
- Pets of any kind are not allowed, unless they accompany a disabled person.

#### 3.1 Access and house rules

By entering the Venue, the Visitor complies with the Organiser's house rules:

- For the duration of the event, the Organiser is responsible and accountable for the Venue. All persons entering the Venue must follow instructions given by the Organiser or persons authorised by the Organiser. These include doormen, wardrobe staff, security and supervisors. They will be authorised to remove Visitors and third parties from the grounds without a refund of the ticket costs.
- The Organiser is entitled to ban Visitors or refuse Visitors access to the Event at all times.
- The Organisation is entitled to search the clothing and belongings (e.g. bags, wallets) of visitors if there is reason to do so. Visitors who refuse to be searched will be denied access to the Event.
- The Event will exhibit works and design pieces. Visitors must observe all regulations and instructions associated with the relevant design piece and might have to sign the Dutch Design Week waiver.
- Visitors may be exposed to continuous sound levels, which may cause damage to hearing; visitors are recommended to wear hearing protection.

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It is not permitted:

- To access areas not open to Visitors.
- To climb works of art and other exhibits as well as decoration materials, furniture, stairs or walls other than for normal use.
- To take pets to the Event, unless they accompany a disabled person.
- To threaten, damage, harass, destroy, abuse, intimidate or discriminate in any way.
- To engage in sexually harassing or aggressive behaviour.
- To display racist or discriminatory behaviour or expressions.
- 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 deal in or use soft drugs or hard drugs. Users and dealers who are caught using or supplying drugs will be removed from the Event, reported to the police and may face criminal prosecution.
- It is prohibited to advertise during the Event at venues of the Event for any purpose and by any means whatsoever – for example, by means of leaflets, flyers or sales – without prior written permission from the Organisation.
- To damage property belonging to the Organisation or to persons or businesses it has hired to the site of the Event or local residents. This includes putting up banners or spraying graffiti in any form. Any damage will be reported to the police.

Event staff is authorised by the Organiser to decide whether or not any of the above regulations have been violated. Failure to follow any of the house rules or terms and conditions will result in removal from the premises without refund of the ticket.

Additional rules may apply at different Event Venues. Visitors are obliged to follow these additional rules.

Recordings during the Event:

- Making recordings for personal use is allowed unless mentioned or instructed otherwise by the Event's staff or signings.
- Professional recordings, e.g. recordings for publications and broadcastings, are not allowed at any time, unless the medium has obtained written consent from the Organisation.
- Media must have written permission from the Organisation to make recordings of any kind prior to the event.
- By entering the Event Venues, Visitors give the Organisation permission to film, photograph and make sound recordings of Visitors as members of the audience. By entering the Event Venues, Visitors agree that they may be filmed or photographed for informational or educational use or for use for marketing or promotional purposes.

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For security reasons, there will be video surveillance. The Organisation has the right to hand over recordings to the police if necessary.

Neither the Organisation nor persons working for the Organisation accept any liability for any damage suffered or caused by the Visitor or third parties at or in the vicinity of the Venue where the Event takes place, in any case including damage to property or injury due to:

- Violation of any of these regulations
- The loss of property
- Noise or sound levels
- Too close proximity to stages

Lost items will be stored for 14 days after the Event. Visitors who have lost items at the Event Venues can report this to the organisation by email at: [info@dutchdesignfoundation.com](mailto:info@dutchdesignfoundation.com) or by telephone at +31 (0)40 296 11 50. After the period of 14 days, the Organisation will have the right to dispose of the goods.

In the event of calamities or emergencies, the Organisation's instructions must be followed.

### **3.2 Line-up and changes**

The Organisation has the right to add, withdraw, reschedule or substitute and/or change programs, artists, exhibitions, prices, venues and audience capacity at any time without notice.

## **4. Privacy policy**

- All details entered during the ordering process, e.g. address telephone number, date of birth etcetera. will remain in the hands of the Organisation. This information will never be disclosed to third parties. The Organisation may use some of the information for statistical purposes but no personal information will be used at any time.
- Information provided by Visitors will be securely stored on the servers of See Tickets and/or the Organisation. All information provided may be used only by the Organisation.
- The Visitor's e-mail address will be added to the Event mailing list after ordering Tickets, albeit only if the Visitor has chosen this option.
- The Organisation may also use the Visitor's e-mail address for urgent updates on the Event, like cancellations, a changed schedule, practical information etcetera. After the Event, the Organisation can send a link to the Visitor's e-mail address with the request to fill out an Event's survey for the purpose of improving the Event and to make the Visitor an offer for Tickets for the next edition of the Event.

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