

VISITORS REGULATIONS
EVENTS
(version March 15, 2015)

Visitor Regulations

Tickets

Tickets are not taken back, refunded, replaced or renewed. Visitors should not fold or damage the barcode on the tickets. If the bar code cannot be scanned visitors will be refused admission. There is no point in copying tickets. Abuse will be prosecuted. A ticket grants the holder one-time admission to the event (unless otherwise stated on the ticket), hereinafter to be called 'the Event'. The ticket shows the venue and dates including admission times for the Event.

Visitor Regulations

Visitors to the Event must comply with the following regulations.

1. General

Visitors come to the Event and take part in activities at the Event at their own risk. Parents and accompanying adults are responsible for their children's actions. Visitors must comply with our staff's directions at all times. Our staff have the right to remove visitors who do not comply with these regulations or (threaten to) disturb the peace. In these cases, visitors are not entitled to compensation.

2. Admission

Admission to the Event is possible with a valid ticket only. Visitors must keep their tickets with them at all times while at the Event and produce their tickets upon request of our staff. The ticket is valid only on the day of issue and will no longer be valid when the holder leaves the Event, unless otherwise stated on the ticket. Jaarbeurs B.V. reserves the right at all times to refuse admission to visitors, for instance if they are under the influence of alcohol or drugs, or (threaten to) disturb the peace.

3. Carried-In Items

Visitors may not carry arms or other dangerous items (at the discretion of our staff). The use of narcotics is not permitted. Radios and other sound equipment are not permitted. No kick scooters, (children's) bicycles, skates or other means of transport are permitted at the Event with the exception of wheelchairs.

4. Safety

For their own safety visitors are not permitted to enter technical areas and/or areas clearly restricted to authorised staff.

5. Animals and Pets

For their safety and that of the visitors no pets or other animals are allowed to the Event. There is no care facility for animals or pets at the Event. Guide, hearing and assistance dogs are welcome, however.

6. Clothing and Footwear

All visitors (adults and children) must be fully clothed and wear shoes when visiting the Event.

7. Filming and Photography

Unless otherwise stated at the entrance, photography for personal use is permitted. The use of flash and/or tripods is prohibited. The publication of images and/or sound material is not permitted unless with the prior written consent of Jaarbeurs B.V. Visitors may be videotaped or photographed as guests. Jaarbeurs B.V. always reserves the right to use this material for publication purposes.

8. Visitor Traffic and Technical Breakdowns

Due to the layout of the Event not all exhibitors are capable of receiving large numbers of visitors. It is therefore possible that visitors cannot visit every exhibitor. Jaarbeurs B.V. is not liable for any damage or disappointment. Technical breakdowns may cause delays.

9. Smoking

It is prohibited to smoke inside the venue. Outside smoking is permitted in the designated areas.

10. Hospitality

Hospitality deliveries are governed by the Uniform Conditions for the Hotel and Catering Industry ('UVH'). A copy of these conditions is available on request.

11. Children and Supervision

Children up to the age of 18 must be accompanied by at least one adult, unless otherwise indicated by Jaarbeurs B.V.

12. Buying Tickets, Changes and Discounts

We recommend visitors to you buy their tickets online. Notices of new (reduced admission) programmes are no grounds for refunds.

13. Damage

Although we make every effort to carefully maintain the venue of the Event visitors may face unsafe situations or damage. We kindly request visitors to immediately report to our staff so we can take action. It may also happen that visitors unintentionally cause damage. In that case, too, we request visitors to inform our staff before leaving the Event.

14. Liability

Before they leave visitors should report to reception any damage or loss they have sustained during their visit to the Event. Compensation, if any, is excluded if the incident is reported at a later stage. Jaarbeurs B.V. does not accept any liability for any loss or damage sustained by visitors unless such loss or damage is the direct result of wilful intent or gross negligence on the part of Jaarbeurs B.V. or its staff. Jaarbeurs B.V. is not liable for loss or damage to items deposited during a visit to the Event. The exclusion of liability does not apply if Jaarbeurs B.V. receives compensation for the loss and damage caused from an insurer or other third party.

15. Refund in case of Absence or Late Arrival

Jaarbeurs B.V. will not pay any refunds in the event of no-shows or late arrivals of a member or members of a group and/or individual visitors.

There will be no refund if visitors do not use their tickets, regardless of the reason. Once purchased, tickets cannot be exchanged. The right of withdrawal does not apply.

16. Rescheduling, Calamities and Cancellation of Events

Jaarbeurs B.V. reserves the right to reschedule or cancel the Event. If an Event is rescheduled, the tickets will remain valid. If visitors cannot visit an Event because it has been rescheduled, Jaarbeurs B.V. will issue refund using the same method of payment used to purchase the ticket(s). There will be no refund for any service and handling fees.

If the Event is cancelled definitely, or cannot be held, a refund will be issued using the same method of payment used to purchase the ticket(s). There will be no refund for any service and handling fees.

17. Governing Law / Competent Court

These visitor regulations are governed by Dutch law. All disputes will be submitted to the competent judge of the Court of Midden-Nederland.

18. Changes

Jaarbeurs B.V. may change these regulations at all times. Changes will take effect on the stated date.

In addition to the above regulations, the venue regulations for Jaarbeurs B.V. apply in their integrity.

VENUE REGULATIONS JAARBEURS B.V.

Article 1 Definitions

1. Venue regulations: These regulations, which apply to anyone who for whatever reason is on the premises of Jaarbeurs Complex. For the most recent version of the venue regulations please go to www.jaarbeurs.nl (venue regulations).
2. Visitor: Anyone visiting the Jaarbeurs Complex.
3. Jaarbeurs Complex: The buildings and grounds of Jaarbeurs B.V.
4. JB: The private limited liability company Jaarbeurs B.V. having its registered office and place of business at Jaarbeursplein in Utrecht.

Article 2 Applicability of Venue Regulations

1. The Venue Regulations apply to the entire Jaarbeurs Complex.
2. Everyone visiting the Jaarbeurs Complex is requested to respect the provisions contained in these Venue Regulations .

Article 3 Jaarbeurs Complex – General

1. Provided they carry proper proof of identity, authorised JB agents always have access to all JB areas.
2. JB requests visitors to the Jaarbeurs Complex, suppliers, organisations working for JB or third parties at Jaarbeurs Complex to comply with the requirements set by JB regarding public order and safety and the requirements governing safe and sustainable use of the Jaarbeurs Complex.
3. JB requests anyone conducting a business on JB's premises, whether or not temporarily, be it as tenants, sub-tenants, suppliers and/or licensees, to comply with the Dutch Working Conditions Act and any decrees based thereon.
4. It is not permitted to leave the marked paths or roads if not necessary, to be obviously inebriated or under the influence of any substances or to cause a nuisance and/or dangerous situations.
5. Unless with JB's prior written consent it is not permitted in the Jaarbeurs Complex to:
 - a. Have or keep and/or bring in animals and/or reptiles, with the exception of service dogs. Service dogs must be kept on a leash or be tethered at all times;
 - b. Remove barriers;
 - c. Hawk or sell;
 - d. Carry out commercial activities, or have others do so;
 - e. Speak in public or conduct any propaganda acts;
 - f. Publicly raise funds or make collections;
 - g. Affix advertising signs, bills, placards or have others do so, to distribute printed matter or pictures or advertise in any way whatsoever.

Article 4 Fire Safety

1. No smoking is permitted in the Jaarbeurs Complex, with the exception of the special smoking areas approved and designated by JB.

2. Fire extinguishers, fire hydrants, lockable fire wells, roads, exits, passages, hallways, emergency exits, and stairs in the Jaarbeurs complex must always be visible and accessible.
3. In the Jaarbeurs Complex the following acts always require the prior written consent of JB:
 - a. Bringing in, having available and/or using canisters containing compressed gases or liquid gases;
 - b. Transporting or storing flammable liquids.

Article 5 Parking

In the Jaarbeurs Complex the following acts always require the prior written consent of JB:

- a. Parking vehicles and/or articulated lorries outside the designated parking bays and/or other designated areas. Cars that are illegally parked or block (emergency) exits and/or access roads will be towed. The owner of the car will pay the costs of towing.
- b. Parking in loading bays and the indoor areas of the Jaarbeurs Complex.

Article 6 Labour

1. All labour within the Jaarbeurs Complex is subject to the prior consent of JB.
2. JB may attach conditions to its written consent.

Article 7 Use of Vehicles

1. In the outside areas of Jaarbeurs Complex a speed limit of 15 km/h applies to (electric) motor vehicles and moving equipment.
2. Pedestrians always have priority over vehicles and moving equipment.
3. Motorised traffic is permitted in the indoor areas (halls) of the Jaarbeurs Complex only with the prior written consent of JB, with the exception of JB's regular suppliers.

Article 8 Noise Levels

The Jaarbeurs Complex is subject to an environmental permit, which means that specific limits have been set for noise levels. If necessary, JB may apply for an exemption.

Article 9 Waste

With the exception of the contractor hired by JB waste contractors will not be allowed access to the Jaarbeurs Complex.

Article 10 Breaches

1. In the event that Visitors fail to comply with any provision contained in these regulations or directions given by JB, such at the sole discretion of JB, JB has the right to take all such measures it deems necessary to ensure general safety, health, welfare, public order and the environment.
2. JB reserves the right to remove Visitors who in JB's opinion disturb the peace at the Jaarbeurs Complex and ban such Visitors from the premises for a specific period of time.

Article 11 Liability

1. JB will not be liable for any loss, damage and/or personal injury caused by or during a stay in the Jaarbeurs Complex (e.g. theft from unattended vehicles, broken windows) except in the event of wilfulness or gross negligence on JB's part. In that case JB's liability will never exceed the amount to be paid by its insurer. Consequential loss and loss of profits will never be eligible for compensation.
2. Any direct or indirect loss sustained by JB will always be paid by the party causing such loss due to an act or omission by that party. Indirect loss will include loss of profits, business interruption loss, as well as the costs of fines, penalties and measures under administrative and criminal law.

Article 12 Changes

JB will always have the right to make changes to these regulations. Such changes will not take effect until the specified date.

Date of approval and entry into force: 3 January 2012