

Terms and conditions

General

This arrangement is based on the global agreement between ACM, the “Consumentenbond” and the industry concerning refunds and vouchers for events that have been rescheduled or cancelled due to the measures taken against the spread of the Coronavirus. This agreement can be found here: <https://www.saveyourticket.nl/ticket-value-scheme/>

These terms and conditions apply exclusively to the sale of tickets that provide access to the event **Pal Mundo Outdoor 2021** from **Pal Mundo** to the holder of (a) ticket(s). Any “Add-ons”, such as tokens and merchandise, are not covered by these terms and conditions. For these Add-ons, the original terms and conditions of sale apply in full.

The choice made by the Customer is binding and applies to all tickets in the order. The Customer’s choice replaces c.q. modifies the existing agreement between **Pal Mundo** and the Customer.

Article 1: in case the Customer chooses to make a full donation

In case an event is rescheduled or cancelled due to the measures taken against the spread of the Coronavirus, the Customer may choose to convert the paid ticket fees for admission to an event of **Pal Mundo** into a gift to **Pal Mundo**.

The existing agreement between **Pal Mundo** and the Customer regarding the original order will be dissolved by this choice. The Customer agrees that his/her original order will be cancelled and that his/her right of access to the event in question will thereby lapse. The Customer also agrees that the refund amount to which the Customer is originally entitled as a result of the cancellation of its original order, will be converted into a gift to **Pal Mundo**. As a result, there are no further (mutual) obligations between **Pal Mundo** and the Customer.

Article 2: in case the Customer chooses to get a voucher

In case an event is cancelled due to the measures taken against the spread of the Coronavirus, the Customer may choose a voucher.

In case an event is rescheduled due to the measures taken against the spread of the Coronavirus, and the Customer has notified **Pal Mundo** within four 4 weeks after the announcement of the rescheduling of the event in question that he/she is unable to attend on the new date of the rescheduled event, the Customer may choose for a voucher.

The existing agreement between **Pal Mundo** and the Customer regarding the original order will be amended by this choice. The Customer agrees that his/her original order will be cancelled and that his/her right to access the event in question lapse. The Customer also

agrees that as a result of this choice his/her right to get a refund of the original ticket price and service costs will lapse. The Customer agrees to receive a voucher.

The voucher will be sent with a voucher code to the email address with which the original purchase was made.

The email with the voucher code will be sent to the Customer from June 2020 (or earlier if possible).

The value (credit) of the voucher includes the original ticket price, including any booking or service fees.

The value of the voucher can be used for twelve 12 months after issue to purchase a ticket for another event of **Pal Mundo**. The validity period will be stated on the voucher.

If the voucher value is not sufficient for the new order, the difference will have to be paid by the Customer. If the voucher value is greater than the new order, the balance will be paid out as a new voucher to the Customer.

If a partial donation is chosen by the Customer, the voucher value will be reduced by the amount resulting from the donated percentage of the original voucher value as indicated by the Customer. For example: in case the Customer donates 50% of the original voucher value of EUR 100, the Customer will receive EUR 50 credit on the voucher.

Article 3: in case the Customer chooses to get a refund

In case an event has been rescheduled or cancelled due to the measures taken against the spread of the Coronavirus, and the Customer has notified **Pal Mundo** within four 4 weeks after the announcement of the rescheduling or cancellation of the event in question that he/she cannot make use of a voucher, the Customer can choose for a refund.

The existing agreement between **Pal Mundo** and the Customer regarding the original order will thus be dissolved. The Customer agrees that his/her original order will be cancelled and that his/her right to access to the event in question will thereby lapse. In return, the Customer is entitled to a refund of the original ticket price and service fees in money by **Pal Mundo**.

The refund of the original ticket price and service fees will be made using the same payment method as the original purchase.

If the event has been rescheduled, the refund will be made no later than one 1 month after the new date of the rescheduled event.

If the event has been cancelled, the refund will take place no later than three 3 months after the date of the cancelled event.

If a partial donation is chosen by the Customer, the refund amount will be reduced by the amount resulting from the donated percentage of the original refund amount as indicated by

the Customer. For example: in case of a 50% donation on the original refund amount of EUR 100, EUR 50 will be refunded to the Customer.