

TERMS AND CONDITIONS E-TICKETS

Terms and Conditions E-ticketing Van Abbemuseum Eindhoven

1. "E-ticket" means the ticket to be ordered and paid for on or through the websites of the Van Abbemuseum, including vanabbemuseum.nl and facebook.com/vanabbemuseum.
2. The e-tickets for regular admission are tied to a day and time and are valid for entry for 15 minutes starting from the indicated time. E-tickets for events are valid only on the day of the event and the event itself. Although our scanners are able to read from mobile phones, we recommend to print your e-ticket.
3. If a benefit is linked to an e-ticket, like for instance a 10% discount in the museum shop, then this is explicitly stated in the confirmation e-mail. This discount is valid only on the day you use the e-ticket, unless otherwise stated.
4. An e-ticket can not be returned and is not refundable. An e-ticket is not personal and can thus be used by anyone. Please be careful that the conditions that apply to tickets for children, students and membership cards are still valid when giving/selling your ticket to someone else.
5. For all questions and comments about e-ticket, you can use the e-mail address: e-ticket@vanabbe.nl or call +31 40 238 1000.
You can also send a complaint or comment in a letter to:
Van Abbemuseum
Attn. Administration PO
Box 235
5600 AE Eindhoven
You will receive a response within 7 working days on the handling of your complaint.
6. The agreement between you and the Van Abbemuseum is realized at the time the Van Abbemuseum has sent an e-ticket by e-mail after verification of the payment. These terms and conditions apply to all said agreement between you and the Van Abbemuseum. The e-mail will state the amount paid. With the purchase of an e-ticket, the statutory cooling-off period of seven days, according to the 'Law protecting consumers in respect of online purchases' is not applicable because of the time-bound nature of the e-ticket.
7. The rates on this website are inclusive of VAT. Payments are made with a credit card, through iDeal or PayPal. On payment, the terms and conditions of the bank and the corresponding payment module apply. Our payments are handled by Envisio Pay.
8. Privacy
The data provided by you in this order will be treated confidentially. Your address will not be sold or transferred to third parties.
You can choose to add your e-mail address to the Van Abbemuseum mailing lists.
These newsletters come several times a year and offer you the opportunity to unlist.
9. If you have used an incorrect e-mail address please contact info@vanabbemuseum.nl
The Van Abbemuseum is not liable for damage caused by third parties reading the information you have entered.

These Terms and Conditions E-ticketing are in addition to the General Conditions of the Van Abbemuseum. When visiting the Van Abbemuseum our general house rules apply.

<https://vanabbemuseum.nl/en/visit/house-rules/>

<https://vanabbemuseum.nl/en/about-the-museum/organisation/disclaimer-colophon/>

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**VAN
ABBE
MUSEUM
EINDHOVEN**