



WINTERTUIN URSULINEN

GENERAL TERMS AND CONDITIONS OF SALE

The general terms and conditions of sale apply to all admission tickets for the heritage site 'Winter Garden of the Ursulines'. They include online tickets and tickets bought at the reception desk. By paying for a ticket, the buyer acknowledges having read the general terms and conditions of sale and expresses his or her agreement.

Vzw Wintertuin Ursulinen reserves the right to change the terms and conditions of sale at any time. Changes will take effect upon publication on the website.

Tickets

Tickets can be paid at the reception desk by Bancontact, credit card or cash. Online tickets can be paid via the webshop using Bancontact, Mastercard, Visa, Carte bancaire, Maestro, American Express, iDEAL, Sofort and Giropay. No transaction fees are charged. Unless stated otherwise, prices include VAT and taxes.

E-tickets

The webshop for the sale of online tickets is managed by Gantner /Enviso. Vzw Wintertuin Ursulinen uses their software for ticket sales. By using this webshop, you agree to the terms of vzw Wintertuin's online sales policy as set out below.

After the online payment of your e-ticket, you will receive an email confirming your order. The confirmation will include a PDF with e-ticket(s) attached. E-tickets are provided with a unique QR code. You must present this e-ticket at the reception desk (either printed or on your smartphone).

The customer is responsible for entering a correct email address and checking that any emails from the Ursulines asbl Winter Garden have not been blocked. After delivery, the ticket holder is responsible for keeping the tickets carefully.

Cancellation, rebooking and refunds

Individual ticket: Experience trail with audioguide and Walk-in tour

An order may be cancelled or rebooked, in whole or in part, at the customer's request, provided that Wintertuin Ursulinen vzw is notified by email at least 48 hours before the start of the relevant time slot.

Group visit with guide

Group visits with a guide may be cancelled or rebooked, in whole or in part, up to 14 days in advance, provided that Wintertuin Ursulinen vzw is notified by email at least 14 days before the start of the relevant time slot.

In the event of a full cancellation, only the admission tickets included in the order will be refunded. Service fees are never refunded. In the case of a partial cancellation of a group visit, the minimum required number of tickets remains applicable: these admission tickets are also not refunded.

Tickets are only refunded to the purchaser registered with Wintertuin Ursulinen vzw, or to the registered third party to whom the tickets have been digitally transferred.



WINTERTUIN URSULINEN

(Temporary) changes to the experience trail or guided tours, including the closure of spaces for restoration, maintenance or use by third parties, do not entitle the customer to any refund or ticket exchange.

Misuse

Any reprint or imitation of admission tickets in any form and by any process is strictly prohibited. No statements may be made on the tickets. Holders of tickets to which alterations have been made may be denied entry.

Resale at a ticket price higher than the original is prohibited.

Only the first presenter of the original (e-)ticket will be granted access to the site. Any ticket presented a second time will be considered a copy and will not give access to the site.

Personal data and privacy

The data collected by vzw Wintertuin Ursulinen at the time of purchase is never passed on to third parties by vzw Wintertuin Ursulinen.

The personal data you provide is kept for the purpose of carrying out checks and surveys. Also, this data is used to keep you informed in case of any changes or cancellation of a visit.

You always have the right to access, correct or delete your data.

For more information, please consult the public register (Commission for the Protection of Privacy, Hoogstraat 139, 1000 Brussels).

Access to the site

When entering the heritage site 'Winter Garden of the Ursulines', the ticket must be presented to the staff (reception officer or guide), if necessary together with the supporting document on the basis of which a discounted rate has been granted.

Vzw Wintertuin is not responsible for lost tickets, theft and possible accidents.

Statement of agreement

The buyer acknowledges having taken due note of the general terms and conditions of sale and hereby declares his/her agreement. This declaration of agreement is confirmed by the payment of the ticket.