

# TERMS AND CONDITIONS OF SALE

## 1. Privacy Protection

The Royal Festival of Spa is committed to complying with personal data protection regulations, primarily the Belgian law of December 8, 1992, and the General Data Protection Regulation 2016/679 (effective May 25, 2018), also known as the “GDPR.”

As part of purchasing show tickets, certain personal data about you is collected directly from you.

The personal data collected includes: your last name, first name, postal address, email address, mobile phone number, potential company affiliation, the company’s contact details, payment and billing data, and your booking history.

Processing of this data is necessary for the performance of the contract, namely the purchase of show tickets. The Royal Festival of Spa also considers it has a legitimate interest in sending you information about other shows and events (newsletter), in accordance with the Regulation mentioned above.

For purposes including loyalty programs, your data will be retained indefinitely unless you exercise your right to erasure (see below).

To protect your personal data, we have implemented measures in line with the latest developments in IT security protocols.

In terms of privacy protection, you have the following rights:

- Right to access your personal data;
- Right to rectification (if your data is inaccurate or incomplete) and to erasure (“right to be forgotten”);
- Right to request limitation or cessation of data processing;
- Right to data portability (i.e., the right to request a copy of your personal data);
- Right to object to direct marketing (information on other events, newsletters, etc.).

**Image rights:** The Royal Festival of Spa reserves the right to photograph or film its audience during the performance or promotion of its shows. However, it commits:

- Not to use targeted photos or videos (portraits, close-ups, highlighted individuals) without prior consent. Consent may be implicit if the person poses for the photo or video.
- Not to share or sell these images to third parties for commercial purposes.
- To use the images only in the context of promoting the show or the festival, regardless of medium or format.
- To broadcast shows via radio or television only in compliance with privacy and copyright laws.

Acceptance of the terms and conditions implies your consent to the use of your data as described above.

For any questions or complaints regarding your data, contact the Festival at: [vieprivee@royalfestival.be](mailto:vieprivee@royalfestival.be), or the Belgian Data Protection Authority at: [www.privacycommission.be](http://www.privacycommission.be)

We will inform you of any significant change to our privacy policy as described above.

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## 2. General Conditions of Sale

These conditions apply by right, to the exclusion of all others, to all bookings made, and without restriction. They may be modified without notice. Booking confirmation and payment constitute full acceptance of these terms and conditions.

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### 2.1. Online Sales

Ticket prices are VAT included and expressed in euros.

Accepted payment methods: Bank transfer, Bancontact, Credit cards (Visa, Amex, Mastercard), Belfius Pay Button, KBC Payment Button.

Online payments are secure; all information is protected and encrypted before transmission.

Only one payment is allowed per order. Tickets purchased on our website cannot be returned, exchanged, or refunded.

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### 2.2. Ticket Office Sales

By phone: +32 (0)87 47 57 04 or in person at the Royal Festival of Spa ticket office (Tourism Office of Spa, Rue du Marché 1a – 4900 Spa – Belgium). Opening hours are available on our website.

Ticket prices are VAT included and expressed in euros.

#### **Payment methods:**

- By phone: Bank transfer to BE16 0013 3265 1674 – BIC GEBABEBB. Due to processing times, allow at least 5 working days. Bring proof of payment to collect tickets. Do not pay without booking confirmation.
  - At the ticket office: Cash and bank cards.
  - During the festival at other locations: Cash and bank cards (if available at the venue).
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### 2.3. Pricing

Ticket prices are available at the ticket office and on request via [www.royalfestival.be](http://www.royalfestival.be). All prices may change without notice.

#### **Base pricing:**

- **Full Price:** Standard rate for those not eligible for discounts.
- **Discounted Price:** Subscriptions (5+ shows), Category 2 at Théâtre Jacques Huisman, under-30s, and groups (4+ people for the same show).

- **Reduced Price:** Under 14s, performing arts professionals, job seekers, persons with reduced mobility, students in performing arts, BIM cardholders (with valid proof).

Specific pricing may apply for some shows or for youth/family programs. We accept Article 27.

Discounts or promotions may apply and must be requested at time of booking. No discount applies after payment. Proof of eligibility is required.

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#### 2.4. Availability and Seating

At the time of booking, ticket availability is shown in real-time.

Bookings are valid for 5 days from creation or until 30 minutes before the show. After this, unpaid reservations are cancelled automatically.

Buyers must respect payment deadlines or the tickets will be released for resale without notice or compensation.

Tickets (including subscriptions) are personal and non-transferable. ID may be requested at entry. Tickets are valid only for the date, time, and venue printed.

Subscribers who want adjacent seats must submit subscription requests simultaneously.

Arrive **at least 30 minutes before** the performance begins.

Booking implies full acceptance of these general conditions.

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#### 2.5. Ticket Collection

Tickets may be physical or electronic (e-ticket).

E-tickets must be presented at the venue on paper or smartphone (free of charge).

No ticket collection without the confirmation email.

Postal delivery incurs an additional €3 fee.

Entry requires valid ticket or e-ticket, only valid for the indicated date and time.

**Note:** Each QR code is valid for one scan only. Tickets are nominative, personal, and non-transferable.

Discounts must be verified with valid proof at the time of ticket collection or entry.

If postal delivery is no longer possible, paid tickets can be collected on site on the day of the show. Unused tickets are non-refundable and non-exchangeable. Bring proof of payment.

Lost tickets or subscriptions: A duplicate can be issued for €2 per ticket or €10 per subscription. Must be requested **in person** at the ticket office, at least one hour before the show.

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## 2.6. Modifications – No Right of Withdrawal

Tickets purchased at the ticket office or online are non-returnable, non-exchangeable, and non-refundable.

As ticket sales are for events held on a specific date or period, you do not have a right of withdrawal (Article VI.53, 12° of the Belgian Economic Law Code).

The program may be changed (show, cast, date, venue) without refund.

The Festival reserves the right to renumber venues if artistic or visibility needs arise. This gives no right to refund or exchange.

For subscriptions, a date change is allowed (if available) up to 48 hours before the original date, only for another performance of the same show during the current festival. No change possible after that.

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## 2.7. Sold-Out Shows – Waiting List

If a show is sold out, you may register on a waiting list. This does **not** guarantee entry.

If seats become available, you'll receive an email with a booking link.

Alternatively, you may join a **physical waiting line** 30 minutes before the show at the venue. No prior registration applies for this on-site list.

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## 2.8. Latecomers

Shows start on time. **3 minutes before** the show begins, the venue is unassigned. **No entry is allowed after the show starts.** Tickets are forfeited without compensation.

Arrive **at least 30 minutes early.**

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## 2.9. Unauthorized Recording

Any recording (including photography or digital) is strictly prohibited. Phones must be switched off during the performance.

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## 2.10. Force Majeure

In case of cancellation or force majeure, refunds or exchanges are possible **by bank transfer only**. No cash refunds.

Send refund requests with justification by post to:

**Spa Royal Festival, Rue de l'Hôtel de Ville 44, 4900 Spa, Belgium**

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## 2.11. Governing Law – Disputes

These sales are governed by **Belgian law**. In case of dispute, only the **courts of Verviers** have jurisdiction.