

Voodoo Village terms & conditions

General

These conditions are based on the Ministerial Decision of 19 March 2020 (including the amendments made on 7 April 2020). The Ministerial Decision lays down rules regarding 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: [Ministerial Decision of 19 March 2020](#)

These terms and conditions apply exclusively to the sale of tickets that provide access to the event **Voodoo Village 2020** from **Voodoo Village** to the holder of (a) ticket(s) (hereinafter: "Customer"). 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 of the original order. The Customer's choice replaces c.q. modifies the existing agreement between **Voodoo Village** and the Customer.

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

In case an event of **Voodoo Village 2020** could not take place due to the Corona-crisis, the Customer may choose to convert the paid ticket fees for admission to the event in question of **Voodoo Village** into a gift to **Voodoo Village**.

The existing agreement between **Voodoo Village** 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 **Voodoo Village**. As a result, there are no further (mutual) obligations between **Voodoo Village** and the Customer.

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

In case an event that could not take place due to the Corona-crisis is rescheduled within two years of the original date or an activity with the same essential characteristics is organised during this period, the Customer may choose a voucher.

The existing agreement between **Voodoo Village** 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 amount paid for the original entrance ticket 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 October 2020 (or earlier if possible).

No fee will be charged for the delivery of the voucher.

The voucher states that it was delivered as a result of the Corona-crisis.

The value (credit) of the voucher includes the full value of the amount paid for the original entrance ticket.

The value of the voucher can be used to purchase a product of **Voodoo Village** for an unlimited period from the date of the original event.

The Customer will not be charged any surcharge for attending the new event.

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 that could not take place due to the Corona-crisis is cancelled (i.e. cannot be rescheduled within two years of the original date and an activity with the same essential characteristics can also not be organised during this period), the Customer may choose for a refund.

In case an event that could not take place due to the Corona-crisis is rescheduled within two years of the original date or an activity with the same characteristics is organised during this period, and the Customer provides evidence to **Voodoo Village** that he/she is unable to attend the event/activity on the new date, the Customer may choose for a refund.

The existing agreement between **Voodoo Village** 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 by **Voodoo Village** of the full value of the amount paid for the original entrance ticket.

The refund of the amount paid for the original ticket will be made using the same payment method as the original purchase.

If the event has been rescheduled within two years of the original date or an activity with the same essential characteristics is organised during this period, and the Customer is unable to attend the event/activity on the new date, the refund will be made within a reasonable period of time.

If the event has been cancelled, the refund will take place no later than three months after the date on which the Ministerial Decision expires.

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.
