

## TERMS AND CONDITIONS OF ONLINE SALES

The agreements between the buyer and Tempora s.a. are entirely and exclusively governed by these general conditions, notwithstanding any provision to the contrary appearing on any document whatsoever issued by the client.

### 1. Prices

Ticket prices are indicated on our website ([www.bastognewarmuseum.be](http://www.bastognewarmuseum.be)) in euros including all taxes. Special conditions will only be applied at the exhibition reception desk on the day of the visit. Any buyer who has applied for a special rate (PRM, senior citizen, child, family) will be able to prove his legitimacy with an official document when passing through the entry control.

### 2. Personal data

When purchasing a ticket(s) via the internet, the buyer is obliged to follow all the steps. During the procedure, the buyer will have to provide specific information that is necessary for the management of his order. The buyer confirms that this information is correct and up to date. The ticket buyer shall take all precautionary measures required to keep his password secret. In accordance with the GDPR, Tempora s.a. will only use this data (e-mail address) to promote its activities. Tempora s.a. certifies that this data will under no circumstances be sold or exchanged. The visitor can unsubscribe from the newsletters and no longer be part of the Tempora s.a. database at any time by sending an e-mail to [reservation@tempora.be](mailto:reservation@tempora.be) or by manually unsubscribing.

### 3. Your ticket

1) Issuance: After acceptance of payment, the ticket is sent to the e-mail address indicated during the ordering process. It is delivered in .pdf format.

2) Validity: To be valid, your ticket must be printed at home in portrait mode, on a blank white A4 sheet or displayed on your smartphone screen. A ticket is issued for each entry purchased. The validity of tickets is checked and recorded at the entrance using barcode readers. The ticket is valid only on the date of visit selected when you order. It is not possible to be admitted more than once with the same ticket. Only the first person to present the ticket will be admitted to the exhibition. This person is presumed to be the rightful bearer of the ticket. It is therefore forbidden to reproduce, duplicate or forge the ticket in any way, or to make it available for such purposes. The buyer must keep his or her e-ticket in a safe place. The buyer must never accept a ticket offered by a stranger, as it could be a copy. The ticket holder may be a different person from the purchaser.

### 3) Payment

The fact of validating an order implies the obligation on the part of the buyer to pay the price indicated. The buyer must pay for his purchases on the site by credit card (Bancontact, Maestro, Visa and Eurocard, Mastercard). Debiting the bank account is independent of the use of the tickets. In any event, the tickets are paid for even if the buyer fails to print them. The proof of payment cannot be used as an admission ticket.

### 4) I have not used my ticket

Entry tickets are valid for a single passage through the control for the date and time slot mentioned on the ticket. Unused tickets will not be refunded or exchanged.