BETTER TOGETHER – TERMS AND CONDITIONS

Version 2026-01

ARTICLE 1 – APPLICABILITY OF THE TERMS AND CONDITIONS

These general terms and conditions apply to all festival days, parties, concerts, gatherings, activities, workshops, camping events, side events, livestreams, or other experiences (hereinafter “Event”) organized by Better Together BV (with its registered office at Noordersingel 28/30, 2140 Antwerp and registered with the KBO under number 0800.378.078) and/or its affiliated companies, hereinafter “Better Together” or “we.”

The ticket page specifies the event for which the ticket is valid and, if a company other than Better Together is the legal organizer or seller, which company that is. In addition, special terms and conditions or house and safety rules may apply to a specific event. These will be communicated prior to purchase or, if that is not reasonably possible, before or upon entering the event.

Better Together may collaborate with venues, ticketing platforms, security companies, suppliers, artists, sponsors, and other service providers to organize an event.

The version of these terms and conditions in effect at the time the ticket was purchased remains applicable to that purchase. We may amend these terms and conditions for future ticket sales. The most recent version is always available through Better Together’s official channels.

In the event of conflicting provisions, the special terms and conditions for the event in question shall apply to the extent that they have been clearly communicated to the attendee and do not conflict with mandatory law.

ARTICLE 2 – PURCHASE OF A TICKET

An order is final as soon as payment has been received in full and correctly, and the visitor has received an order confirmation.

Before completing the purchase, the visitor will be provided with information regarding at least:

- the event and its date or period;
- the type of ticket;

- the total price, including mandatory fees and taxes;
- any admission conditions and restrictions;
- these terms and conditions.

The visitor is responsible for the accuracy of the information provided at the time of purchase.

Based on objective reasons, Better Together reserves the right to:

- refuse ticket orders;
- cancel tickets (e.g., in the event of unauthorized resale);
- to impose purchase limits;
- to declare tickets invalid in the event of fraud, abuse, or unauthorized resale;
- to require the personalization of tickets.

Tickets may not be resold commercially without prior written consent from Better Together.

In the case of personalized tickets, Better Together may conduct identity checks. Personal data will be processed in accordance with our Privacy Notice.

ARTICLE 3 – RESALE AND TRANSFER OF TICKETS

The sale and resale of admission tickets must comply with Belgian law regarding the sale of admission tickets to events. Regular or commercial resale in violation of the law is prohibited.

When Better Together offers an official system for ticket transfers or resales for an event, we recommend using only that system.

Tickets obtained fraudulently or sold or resold in violation of applicable laws may be invalidated.

Better Together is not responsible for tickets purchased through unofficial channels and cannot guarantee their validity.

ARTICLE 4 – CHANGES, CANCELLATIONS, REFUNDS, AND FORCE MAJEURE

4.1. Tickets pertain to leisure services provided on a specific date or during a specific period.

For such agreements, the law does not provide for a 14-day right of withdrawal.

A ticket is therefore non-refundable simply because the attendee changes their mind, is unable to attend, or no longer wishes to attend the event, unless Better Together expressly offers a different arrangement or the law provides otherwise.

4.2. Changes may be necessary for artistic, organizational, technical, weather-related, or safety reasons. Events are dynamic. Better Together reserves the right to:

- change lineups;
- replace artists;
- adjust schedules;
- adjust opening and/or closing times;
- close zones;
- cancel program components;
- relocate the event;
- adjust security measures.

Such changes do not automatically entitle the ticket holder to a refund, compensation, or damages, as they do not substantially alter the nature or essential elements of the event.

4.3. Unless expressly stated otherwise at the time of purchase, a ticket is purchased for the event as a whole and not exclusively for a specific artist, act, or program item.

Better Together will make reasonable efforts to carry out the announced program but makes no guarantee regarding specific artists, performances, schedules, or festival experiences.

4.4. In the event of a circumstance beyond Better Together's reasonable control that results in the organization or execution of the event—in whole or in part—becoming impossible or no longer reasonably expected of Better Together, this shall constitute force majeure. Better Together is not liable for the (partial) failure to carry out, delays, or changes to an event when and to the extent that these result from force majeure. Under no circumstances is Better Together obligated to continue organizing or carrying out an event if doing so would entail a safety, health, or legal risk or if this would require the implementation of alternative measures that are manifestly disproportionate.

The following circumstances, among others, may constitute force majeure:

- extreme or exceptional weather conditions (or forecasts thereof), natural disasters, flooding, fire, explosion, or other serious damage to the event venue or essential infrastructure;
- pandemics, outbreaks of infectious diseases, or other serious risks to public health;
- strikes;
- terrorist threats or armed conflict;
- government measures;

- prolonged or severe technical malfunctions;
- failure of essential infrastructure;
- cyberattacks;
- security threats;
- illness of performers;
- logistical problems that were unforeseeable and insurmountable.

Better Together will take reasonable measures, given the circumstances, to mitigate the consequences of force majeure. However, Better Together is not obligated to provide an alternative solution if it is not available in a timely manner, would substantially compromise the nature or safety of the Event, or would entail disproportionate costs, risks, or efforts.

Interruptions, temporary evacuations, partial closures of areas, weather-related adjustments, technical issues, or safety measures do not automatically entitle attendees to a full or partial refund.

In the event of cancellation, Better Together reserves the right, at its sole discretion and taking into account the circumstances of the case and legal obligations, to:

- set a new date;
- offer a voucher or credit;
- develop an alternative compensation arrangement;
- grant a partial refund;
- withhold service, administrative, and transaction fees to the extent permitted by law.

Better Together is in no way liable for any additional costs or indirect damages that the visitor may incur as a result of a *force majeure* event.

If a refund is granted, it will in all cases be limited to a maximum of the face value of the ticket, subject to mandatory statutory law. Refunds will be issued exclusively through the official sales channel and only to the original purchaser.

ARTICLE 5 – ACCESS TO THE EVENT

A valid ticket entitles the holder to admission to the event to which it pertains, subject to the applicable admission, safety, and venue rules.

Better Together or its representatives reserve the right to conduct reasonable security checks.

Better Together may deny admission or ask a visitor to leave the event when this is objectively justified, including but not limited to when the visitor:

- cannot present a valid ticket;
- refuses to undergo a previously announced necessary identity or age check;

- endangers safety or public order;
- exhibits aggressive, discriminatory, intimidating, inappropriate, or seriously disruptive behavior;
- is clearly under the influence of alcohol or other substances, thereby causing a disturbance;
- possesses prohibited or dangerous items;
- commits fraud or is suspected of fraud;
- fails to comply with reasonable instructions from staff, security, or emergency services.

If a visitor has previously engaged in serious misconduct during an event that endangered the safety of other visitors, staff, or the event itself, access to a future event may be denied if there are specific and proportionate safety reasons for doing so. Security personnel or staff will make an objective assessment of the situation, and this decision is final.

Any refusal of admission or removal will always be carried out within the limits of the law.

In such cases, there is no right to a refund.

ARTICLE 6 – PRIVACY AND PERSONAL DATA

Better Together processes personal data in accordance with its Privacy Notice and in compliance with applicable privacy laws, including the General Data Protection Regulation (GDPR).

Where consent is required for a specific processing activity—for example, for certain marketing activities or non-essential cookies—that consent will be requested separately.

ARTICLE 7 – PHOTOGRAPHS, VIDEOS, AND AUDIO RECORDINGS

During events, photographs, videos, audio, and other audiovisual recordings may be made by or on behalf of Better Together.

General atmospheric and audience shots may be used to document the event, report on it, and promote future events, in accordance with applicable privacy laws and our Privacy Notice. We inform visitors of this, including through the Privacy Notice and, where appropriate, via signage at the event.

Visitors may ask questions or raise objections for valid reasons using the contact information provided in our Privacy Notice.

ARTICLE 8 – INTELLECTUAL PROPERTY

The intellectual property rights to names, trademarks, logos, websites, graphic material, artwork, designs, official photos, videos, livestreams, and other event-related material belong to Better Together or its licensors.

Visitors may take their own photos and short videos for normal personal use, unless this is restricted for a specific event or area for artistic, contractual, safety, or privacy reasons.

Commercial recording, broadcasting, exploitation, or reproduction of the event or Better Together's material is not permitted without prior authorization. Professional cameras, drones, or recording equipment may be prohibited without prior written authorization.

It is prohibited to commercially reproduce, distribute, or exploit Better Together material without prior written permission.

ARTICLE 9 – RULES OF CONDUCT AND SAFETY

Better Together strives to create a safe and respectful environment for its events.

Visitors agree to:

- follow instructions from staff and security personnel;
- refrain from engaging in dangerous, discriminatory, inappropriate, or disruptive behavior;
- not to bring or use illegal substances;
- not to damage the property of third parties.

Better Together reserves the right to remove visitors from the premises without a refund. If necessary, the police or other authorized authorities may be called in.

For alcohol, the legal age limits and the rules communicated for the specific event apply.

The visitor is liable for any damage caused by his or her fault in accordance with applicable law.

ARTICLE 10 – LIABILITY AND LIMITATION OF DAMAGES

Entry to the event grounds is entirely at your own risk.

Better Together is liable only in the event of proven intentional misconduct or gross negligence.

To the extent permitted by law, Better Together's liability is excluded for damages that:

- is caused exclusively by the visitor or a third party for whom Better Together is not responsible;
- is indirect or constitutes consequential damages, including loss of income;
- arises from a risk that is reasonably inherent in a well-attended live event and that Better Together could not reasonably have prevented (including, for example, loss or theft of property);
- is the result of a force majeure event.

Better Together's total liability shall in all cases be limited to the amount of the purchased ticket, subject to mandatory statutory provisions.

Any claim for damages must be reported to Better Together in writing, with a detailed explanation, no later than seven (7) calendar days after the event. Please include your name, ticket number, and a clear description of the problem.

ARTICLE 11 – CASHLESS PAYMENTS

If the event uses cashless systems, wallets, or digital payment methods, the applicable terms and conditions will be communicated in advance or, at the latest, upon use. The relevant information includes topping up the balance, administrative fees, the refund of unused balances, and any application and processing times.

Better Together is not liable for disruptions beyond its reasonable control.

ARTICLE 12 – SPONSORS, PARTNERS, AND THIRD PARTIES

Certain zones, activations, contests, or services at and around an event may be managed by external partners or sponsors who may offer their own products or services.

Better Together is not liable for services or products provided by third parties, unless otherwise required by law.

ARTICLE 13 – MISCELLANEOUS AND GOVERNING LAW

If any provision of these terms and conditions is found to be wholly or partially invalid or unenforceable, this shall not affect the validity of the remaining provisions.

These terms and conditions are governed exclusively by Belgian law. If the visitor is a consumer and, under mandatory international rules, is entitled to the protection of provisions of the country where he has his habitual residence, this choice of law shall not affect that entitlement.

Disputes shall be subject exclusively to the competent courts of the district of Antwerp, subject to mandatory statutory law.

CONTACT

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