

# KeukenhofBuzz Ticket Terms and Conditions

## Article 1 – Definitions

**Transport ticket** means a document that grants multiple access to Qbuzz buses. The applicable terms and conditions of Qbuzz are provided separately during the ordering process. For all other aspects, the conditions described for Transport Tickets apply, as stated in these Ticket Terms and Conditions.

**Electronic method** means the delivery of transport tickets through digital communication methods such as email, the internet, or other digital means.

**Customer** means the natural or legal person who orders transport tickets.

**Agreement** means the agreement, including the terms and conditions, underlying the purchase of transport tickets by the Customer and the delivery of those tickets by Qbuzz.

**Qbuzz** means the party entering into an agreement with the Customer for the electronic sale of transport tickets for the purpose of granting access.

**Qbuzz rules** means the applicable terms and conditions for public transport as established by Qbuzz, which are provided separately and made applicable to the Agreement during the ordering process.

**Ticket (or e-Ticket)** means the document (electronically and/or printed on paper) and the applicable conditions and/or terms, purchased via electronic means, through which the Customer is granted access to Qbuzz buses, unless otherwise stated on the website and/or Ticket.

**Ticketcounter** means Ticketcounter BV, which – in the capacity of subcontractor – issues Tickets from its systems on behalf of Qbuzz, facilitates payment, and sends Tickets to the Customer, and is in no case a party to the Agreement.

**Ticket terms and conditions** means these terms and conditions, which apply to the purchase of Tickets by Customers.

## Article 2 – Applicability

1. These Ticket Terms and Conditions apply exclusively to purchases (orders) made via Ticketcounter.
2. In addition to these Ticket Terms and Conditions, the General Terms and Conditions for Urban and Regional Transport always apply when using the transport ticket.

## Article 3 - Transport Tickets

1. Ticketcounter acts solely as an intermediary in the context of the agreement and is not a party to the agreement.
2. Each Ticket contains a unique (bar) code combined with a unique serial number. Readable text on the ticket is also included in the (bar) code. The (bar) code must be scannable to gain access to the Qbuzz buses.
3. A Ticket is valid for a one-time journey as either a return or single trip. A Ticket allows access for only one person or one group of persons (who meet the criteria specified on the Ticket) to the Qbuzz buses, unless it is expressly stated on the Ticket that it is a group ticket, in which case separate conditions may apply.
4. Transport Tickets are valid for a limited period and are marked with an expiration date or validity period. After this date or period, the right to access expires. Unless otherwise decided by Qbuzz, Transport Tickets are non-refundable and cannot be extended or modified.
5. The Customer must ensure that Qbuzz can verify the validity of the Transport Ticket upon electronic presentation (scanning from a smartphone) at the time of access. If a printed copy of the Ticket is required for access, the Customer is responsible for providing a paper printout. The Customer must ensure that the printout is of sufficient quality. Non-scannable Tickets may be refused, in which case Qbuzz may decide not to grant access.
6. Transport Tickets are for personal use and may not be resold. In cases of suspected resale, Qbuzz and/or Ticketcounter reserve the right to invalidate the Tickets.
7. The Customer is not permitted to make alterations to the Transport Ticket or to use the text and logos for any other purposes.

## Article 4 - Conclusion of the Agreement

1. The purchase of Transport Tickets by the Customer occurs with Qbuzz under this Agreement. Ticketcounter serves solely as an intermediary, utilizing systems operated by Ticketcounter and used by Qbuzz. The agreement is finalized upon acceptance of payment through the payment method selected by the Customer. Ticketcounter subsequently issues the Transport Tickets on behalf of Qbuzz.
2. The Qbuzz Rules are always applicable. Ignoring or violating these rules may result in (further) denial of access to Qbuzz services.
3. Qbuzz may establish a maximum number of Transport Tickets that can be purchased per Agreement. This maximum may be set based on payment method and/or Customer address (including email address). If more Tickets are desired than the allowed maximum, the Customer must contact Qbuzz.
4. Qbuzz reserves the right to refuse a purchase/order without providing reasons. Qbuzz may also terminate the Agreement based on a reasonable suspicion of the use of automated ordering systems. In such cases, payment will be reversed, with possible deductions for incurred costs. The Customer will be informed of this at the address used for the order.
5. The Customer is responsible for making the correct choice of Transport Tickets in terms of type and quantity before proceeding with the purchase. The Customer must accurately provide the information necessary to process payment through the options available on the website. Providing incorrect or incomplete information may result in the non-delivery of Transport Tickets.
6. The right of withdrawal applies within 14 days after purchase for Transport Tickets that are still valid at the time of cancellation. The right of withdrawal does not apply to Transport Tickets purchased for use on one or more specific dates and/or for Transport Tickets that are valid for a fixed period of up to 14 days.

## Article 5 - Prices and Payment

1. All prices listed on the website for Transport Tickets and combination tickets are inclusive of VAT and exclude any additional charges. Other promotions and/or discount campaigns do not apply to the Transport Tickets.
2. Transport Tickets and combination tickets can only be purchased using the payment methods displayed on the website.
3. If a payment that was initially accepted is later reversed (cancelled by the organization of the chosen payment method), Qbuzz reserves the right to invalidate and cancel the corresponding Transport Tickets.

## Article 6 – Delivery

1. Transport Tickets and combination tickets are provided to the Customer exclusively as e-Tickets. The Customer is responsible for providing correct electronic (delivery) addresses.
2. For electronic payments, the delivery timeframe is within 30 minutes after payment is received, with a maximum of 2 business days.
3. If the delivery timeframe is exceeded, the Customer has the right to cancel the purchase and request a refund of the paid amounts. To do so, the Customer must notify Ticketcounter in writing and include a refund request.

## Article 7 – Liability

1. Qbuzz is not liable for any technical failures, of any kind, that prevent payments from being processed, authorized, or completed correctly or on time.
2. Qbuzz reserves the right to make changes to the schedule or route in case of force majeure, including traffic issues, technical problems, weather conditions, or other unforeseen circumstances.
3. Ticketcounter is not liable for immaterial, material, or bodily harm, or any other form of damage resulting from travel with Qbuzz.
4. Website Information: Ticketcounter is not responsible for incomplete or incorrect information on the Qbuzz website. The urban and regional transport conditions apply to travel with Qbuzz.

## Article 8 – Privacy

1. Qbuzz adheres to a privacy policy in accordance with the General Data Protection Regulation (GDPR), which can be viewed at [qbuzz.nl](http://qbuzz.nl).

## Article 9 - Force Majeure

Qbuzz is not obligated to fulfill any responsibilities if hindered by circumstances beyond its control that are not its fault and are not attributable to it by law, legal act, or general accepted practices. In these Ticket Terms and Conditions, force majeure includes, but is not limited to, any external causes, whether foreseeable or not, that Qbuzz cannot influence but that prevent Qbuzz from fulfilling its obligations. Examples include, but are not limited to, fire, strikes, war, riots, sabotage, infrastructure failures, floods, blockades, and network or equipment failures, including internet, telecommunications, and corporate networks.

## Article 10 – Miscellaneous

If a situation arises where the Customer is denied access or access is restricted, and Qbuzz decides that the Customer is entitled to a refund, the refund will be governed by Qbuzz's rules and conditions, and Ticketcounter is not a party in this matter. Purchases of Transport Tickets subject to these Ticket Terms and Conditions are governed by Dutch law. Qbuzz can be reached Monday through Friday from 6:00 AM to 11:00 PM, and on Saturday and Sunday from 9:00 AM to 5:00 PM at [info@qbuzz.nl](mailto:info@qbuzz.nl). If any provision of these Ticket Terms and Conditions is found to be in conflict with applicable law or otherwise unenforceable, that provision will be amended to comply with applicable law while maintaining the intended meaning of the provision to the fullest extent possible.