#### **General Terms and Conditions**

Foundation "Stichting Noordwijk Space Expo", registered with the Chamber of Commerce under number 41167163

COVID-19 related matters can be found at www.space-expo.nl

### 1 General provisions: Definitions

In these general terms and conditions, the following terms will have the following meaning:

- 1.1 General Terms and Conditions: the present General Terms and Conditions of Space Expo Noordwijk;
- 1.2 Visitor(s): the natural or legal person who in one way or another, directly or indirectly, as a visitor, exhibitor, organizer, supplier or otherwise enters into an agreement with Space Expo Noordwijk or a Third Party regarding a visit to Space Expo. This also includes the natural or legal person who enters Space Expo, without this visitor having directly or indirectly concluded an agreement with Space Expo Noordwijk or with a Third Party;
- 1.3 Third Party/-ies: the natural or legal persons who are involved in one way or another, directly or indirectly, as organizer and/or sales organization of Space Expo Noordwijk in the agreements with Visitors and/or the visits to Space Expo by Visitors;
- 1.4 Excursion Ticket: a physical or digital document that entitles a Visitor to participate in the space shuttle excursion and/or any other excursion of Space Expo Noordwijk;
- 1.5 Employee(s): all natural persons working in and around Space Expo in the employment of and/or at the instructions of Space Expo Noordwijk;
- 1.6 Goods: all goods, including money, monetary values, and monetary papers;
- 1.7 Parties: Visitor and Space Expo Noordwijk jointly;
- 1.8 Space Expo Noordwijk: the Foundation "Stichting Noordwijk Space Expo", having its registered office in Noordwijk (Zuid-Holland), registered under number 41167163 in the trade register of the Chamber of Commerce, as well as any entities affiliated with Space Expo Noordwijk and/or the Third Party/-ies engaged by Space Expo Noordwijk;
- 1.9 Space Expo: the spaces open to the public or Visitors in and around the buildings, grounds, fields, etc. of Space Expo Noordwijk;
- 1.10 Admission Ticket: a physical or digital document that entitles a Visitor to access during opening hours Space Expo and/or one of the exhibitions at Space Expo.

# 2 Applicability of General Terms and Conditions

- 2.1 These General Terms and Conditions apply to every offer made by Space Expo Noordwijk and to every agreement made between Space Expo Noordwijk and the Visitors to Space Expo. These conditions are also applicable to all actions carried out in execution of the said agreements and to all natural and/or legal persons used by Space Expo in the context of its objectives. These conditions are therefore applicable to all Visitors to a Space Expo location, for whatever reason.
- 2.2 The applicability of any General Terms and Conditions of the Visitor is expressly excluded. If the General Terms and Conditions of Space Expo Noordwijk and of the Visitor do apply side by side, the General Terms and Conditions of Space Expo Noordwijk will prevail in case of any conflicting provisions.
- 2.3 Deviations from these General Terms and Conditions will only be valid if expressly agreed upon in writing and insofar as Space Expo Noordwijk is represented by an authorized director by virtue of the articles of association of Space Expo Noordwijk or otherwise authorized persons designated by Space Expo Noordwijk.

- 2.4 If one or more provisions of these General Terms and Conditions are null and void or should be annulled, the remaining provisions of these General Terms and Conditions shall remain in full force and effect.
- 2.5 Space Expo Noordwijk reserves the right to change these General Terms and Conditions unilaterally. The amended version will be applicable as soon as Space Expo Noordwijk has sent a copy of these amended General Terms and Conditions by email and/or by regular post to the Visitor's known email address and/or postal address. The most recent version of the General Terms and Conditions is always applicable to offers, agreements and other legal relationships that are subsequently concluded as well as in those situations in which various versions of these General Terms and Conditions can be deemed applicable.

# 3 Offer, conclusion and amendment of the agreement

- 3.1 All offers, announcements in whatever form or otherwise provided information and quotations made by Space Expo Noordwijk are without obligation. Space Expo Noordwijk does not accept any liability for possible errors in offers, announcements or other information and quotations made by Space Expo Noordwijk and others to the Visitor.
- 3.2 An agreement between Space Expo Noordwijk and the Visitor is concluded when the Visitor purchases an Admission Ticket and/or Excursion Ticket from Space Expo Noordwijk.
- 3.3 The Admission Ticket and/or Excursion Ticket is issued once and grants access to one person.
- 3.4 The Admission Tickets and/or Excursion Tickets are and remain the property of Space Expo Noordwijk. A valid Admission Ticket entitles its holder to visit Space Expo once. A valid Excursion Ticket entitles the holder to visit the excursion in question once, as stated on the Excursion Ticket. Only the holder of the Admission Ticket and/or the Excursion Ticket who shows the Admission Ticket and/or the Excursion Ticket first when entering Space Expo and/or the Excursion in question will be admitted. Space Expo Noordwijk may assume that the holder of this Admission Ticket and/or the Excursion Ticket is also the entitled party (the Visitor). Space Expo Noordwijk is not obliged with regard to valid Admission Tickets and/or Excursion Ticket to carry out further checks with regard to the rights of the holder of this Admission Ticket and/or Excursion Ticket. Visitors must ensure that they become and remain the holder of the Admission Ticket and Excursion Ticket issued by Space Expo Noordwijk.
- 3.5 The Admission Ticket and/or the Excursion Ticket is valid on the selected date and time slot mentioned on the Admission Ticket and/or Excursion Ticket. After completion of payment, it is not possible to change the date and time slot. An Admission Ticket and/or the Excursion Ticket does not entitle you to enter Space Expo and/or participate in the excursion in question on a different day and/or at a different time slot than that stated on the Admission Ticket and/or the Excursion Ticket.
- 3.6 Only a purchase from Space Expo Noordwijk or a Third Party designated by it guarantees the validity of the Admission Ticket and/or the Excursion Ticket. The burden of proof regarding the purchase from Space Expo Noordwijk or a Third Party designated by it rests with the Visitor.
- 3.7 Space Expo Noordwijk reserves the right to set a maximum number of Admission Tickets and/or Excursion Tickets per day, time slot or Visitor, and the Visitor is then obliged to adhere to the maximum set by Space Expo Noordwijk.
- 3.8 An Admission Ticket and/or Excursion Ticket cannot be exchanged.
  >> COVID 19 May 2020 update: see adapted measures on www.space-expo.nl

# 4 Purchase of Admission Ticket and/or Excursion Ticket

- 4.1 Admission tickets can be purchased in advance at www.space-expo.nl.
- 4.2 No right of withdrawal applies to the online purchase of Admission Tickets. Pursuant to Section 6:230p(e) of the Dutch Civil Code, the right of withdrawal under the Distance Selling Act does not apply to services in the field of leisure activities if the contract provides for a specific time or period of performance.

- 4.3 The Visitor is only entitled to purchase an Admission Ticket and/or Excursion Ticket independently if he/she is 18 years of age or older. Visitors who have not yet reached the age of 18 must have permission from their parent(s) and/or guardian(s) to purchase an Admission Ticket and/or Excursion Ticket.
- 4.4 An Admission Ticket and/or Excursion Ticket can consist of a physical or digital document provided by or on behalf of Space Expo Noordwijk with a digital code that can be read by a scanner. The digital code is a unique code.
- 4.5 If the Admission Ticket and/or Excursion Ticket is provided to the Visitor through electronic communication, the Visitor must ensure that this Admission Ticket and/or Excursion Ticket can be provided in a secure manner through electronic communication. If the Admission Ticket and/or Excursion Ticket is provided to the Visitor by regular post, the Visitor must ensure that this Admission Ticket and/or Excursion Ticket can be provided securely by regular post.
- 4.6 Space Expo Noordwijk cannot guarantee the confidentiality of the provided Admission Ticket and/or Excursion Ticket and its receipt. If the Admission Ticket and/or Excursion Ticket has not been received, this is not the responsibility of Space Expo Noordwijk. The Visitor must report this in writing to Space Expo Noordwijk no later than 24 hours prior to the date and time slot stated on the Admission Ticket and/or Excursion Ticket, together with supporting documents, so that Space Expo Noordwijk can invalidate the purchased Admission Ticket and/or Excursion Ticket in time and, as appropriate, issue a new Admission Ticket and/or Excursion Ticket, failing which Space Expo Noordwijk will be entitled to deny the Visitor access/participation.
- 4.7 Space Expo Noordwijk or its designated Third Party are entitled to charge the Visitor, in addition to the price of the Admission Ticket and/or Excursion Ticket, a fee to cover the costs involved in the conclusion of the agreement (hereinafter: Service Costs). Service costs are never refundable.

### 5 Prohibition on resale

- 5.1 Visitors are obliged to keep the Admission Ticket and/or Excursion Ticket for themselves and are therefore not permitted in any way to resell it to third parties, offer it for sale or provide it for commercial purposes.
- 5.2 Visitors may make their Admission Ticket and/or Excursion Ticket available to third parties free of charge, provided that this is not done for commercial purposes and that they also impose the obligations imposed on them as a Visitor under these General Terms and Conditions, including the prohibition on resale, on the person to whom they make the Admission Ticket and/or Excursion Ticket available and guarantees to Space Expo Noordwijk that this/these Third Party/-ies will comply with these obligations.
- 5.3 An Admission Ticket and/or Excursion Ticket that is/has been resold and/or is used for commercial purposes can be invalidated by Space Expo Noordwijk. An invalidated Admission Ticket and/or Excursion Ticket does not entitle the Visitor to enter Space Expo and/or participate in the excursion in question, without the Visitor and/or the holder being entitled to a refund and/or compensation.

# 6 Access to Space Expo

- 6.1 The Visitor is only entitled to enter Space Expo upon presentation of a valid Admission Ticket. Moreover, the Visitor is only entitled to participate in an Excursion upon presentation of a valid Excursion Ticket for the Excursion in question.
- 6.2 Visitors will be denied (further) access to Space Expo if it appears that the Admission Ticket has not been issued by Space Expo Noordwijk or a Third Party.
- 6.3 From the moment the Admission Ticket and/or the Excursion Ticket is/are made available to the Visitor, the Visitor bears the risk of loss, theft, damage or misuse of the Admission Ticket and/or the Excursion Ticket. Visitors will receive the Admission Ticket and/or the Excursion Ticket in such a condition that Space Expo Noordwijk is easily able to check its authenticity/validity. Visitors are required to show the Admission Ticket and/or the Excursion Ticket at Space Expo Noordwijk's first request prior to entering Space Expo and/or participating in the excursion in question. If the Visitor is unable to show the Admission Ticket and/or the Excursion Ticket or, for example due to damage, it cannot be checked for authenticity/validity, Space Expo Noordwijk has the right to refuse the Visitor any admission/participation.
- 6.4 Visitors are not entitled to a refund of the Admission Fee and/or Ticket price in the event of loss, theft, or damage to the Admission Ticket and/or Excursion Ticket.
- 6.5 Space Expo Noordwijk is entitled to adjust the regular opening hours of Space Expo to allow for incidental exercises by Space Expo's emergency response team (article 23 Arbowet [Dutch Working Conditions Act]) or, in the event of an actual emergency, in the context of a necessary full or partial evacuation of Space Expo. Such an adjustment of the regular opening hours does not entitle the Visitor to a refund of any admission price or excursion price, or to any compensation.

# 7 Attendance at Space Expo

- 7.1 The Visitor's attendance at Space Expo is at their own expense and risk.
- 7.2 During the Visitor's attendance at Space Expo, the Visitor must behave in accordance with the safety regulations, public order, and other rules of decency applicable to the visit to Space Expo. Visitors are also obliged to follow all reasonable directions and instructions given by Employees, the fire brigade, the police, and other authorised persons. If, in the opinion of the Employee, a Visitor acts in any way contrary to these regulations, standards, directions and/or instructions, he or she may be denied further access to Space Expo and/or participation in the excursion in question, all without Space Expo Noordwijk being obliged to compensate any loss or damage.
- 7.3 Space Expo Noordwijk is at all times entitled to deny a Visitor access to Space Expo and/or participation in an excursion for good or for a definite period of time, if the Visitor in question, during one or more previous visits to Space Expo and/or another museum:
  - a) has damaged an object through (gross) fault, deliberate recklessness and/or intent;
  - b) has violated the rules set out in these General Terms and Conditions; or
  - c) there is otherwise a fear of damage or violation of the rules set out in the General Terms and Conditions by the Visitor.
  - Space Expo Noordwijk also reserves the right to deny the Visitor (further) access to Space Expo or to remove him/her from Space Expo if Space Expo Noordwijk deems this reasonably necessary to maintain peace and order. The decision to deny entry shall be made known to the Visitor without delay, if possible, in writing.
- 7.4 In case of emergencies, for example the sudden disappearance of an object, a terrorist attack, fire or violence of any other kind, Space Expo Noordwijk is entitled to lock the doors of Space Expo immediately and/or cancel each excursion immediately and lead the Visitors present outside. In such a case, at the first request of an Employee, the Visitor must cooperate with the inspection of bags and the like, as well as with a search. Any Visitor who refuses to cooperate

with an inspection and/or a search must produce his/her identity document at the first request of an Employee before leaving Space Expo.

### **8** Code of Conduct

- 8.1 At the Space Expo location, Visitors must:
  - a) not carry or bring in bags larger than 25x25x25 cm, umbrellas, and/or other large objects;
  - b) not offer goods of any kind for sale to third parties or provide them free of charge;
  - not obstruct other visitors. This expressly, but not exclusively, includes the rule that it is
    not permitted to obstruct for an excessive period of time other visitors' view of exhibited
    objects and/or performances, to cause noise nuisance (including the use of mobile phones
    and other sound equipment), to display other inappropriate behaviour and/or to commit
    theft or vandalism;
  - not bring any pets or animals with them, except in areas where these are explicitly permitted or when this concerns guide dogs;
  - e) not smoke, except in locations where this is explicitly permitted;
  - f) not consume food or alcoholic or other beverages, except in the café/restaurant or other locations where this is explicitly permitted;
  - g) not touch any exhibited objects, unless expressly permitted to do so. Parents, teachers, or supervisors must strictly ensure that objects on display are not touched by the minor(s), individuals or groups accompanied or supervised by them. Children under the age of 12 are only allowed to visit the museum under supervision;
  - h) not make photographs, video and film recordings which involve the use of lamps, flash equipment and/or tripods, except with the prior explicit and written permission of Space Expo Noordwijk. Photographs, video, and film recordings may only be used for personal, non-commercial purposes. The use of photographs, video and film recordings for commercial use is prohibited, except with the prior explicit and written permission of Space Expo Noordwijk.
    - >> COVID-19 update May 2020: during the COVID-19 period, no photographs, video, or film recordings may be made in the Expo according to the Museum Association's museum protocol.
  - not make drawings or paintings without the prior explicit and written permission of Space Expo;
  - j) not cause any damage to the location and/or goods of Space Expo, other visitors and/or other third parties. Visitors are liable for any damage caused by them or by children and/or third parties under their supervision in or to the location and/or goods of Space Expo Noordwijk, other visitors and/or other third parties;
  - k) not bring with them any objects or substances that are hazardous and/or cause hindrance to the visitors of Space Expo Noordwijk, in the opinion of the persons designated by Space Expo Noordwijk for this purpose, under penalty of confiscation of these items.
- 8.2 Parents, teachers, or supervisors are at all times responsible and accountable for the behaviour of minors, individuals, or groups they are accompanying or supervising. They are also liable for any damage suffered by Space Expo Noordwijk, other visitors and/or other third parties in the context of a violation of the provisions of this article 8 committed by minors, individuals or groups accompanied or supervised by them.

# 9 Refunds

9.1 The following circumstances can never lead to any obligation for refund by Space Expo Noordwijk to the Visitor of amounts paid, or to any right to compensation on the part of the Visitor:

- a) objects in the permanent collection of Space Expo Noordwijk that are not (properly) visible;
- b) the partial closure of Space Expo, including explicitly, but not exclusively, a partial closure of Space Expo as a result of the assembly or dismantling of exhibitions;
- nuisance or inconvenience caused by other visitors, including but not limited to noise nuisance, inappropriate behaviour (including molestation and vandalism), theft and public drunkenness;
- d) damage caused by other visitors;
- e) nuisance or inconvenience caused by maintenance work, including explicitly, but not exclusively, rebuilding or (re)fitting out of spaces;
- f) nuisance or inconvenience caused by facilities in Space Expo not functioning properly.

# 10 Rights of Space Expo Noordwijk

- 10.1 In the event of violation of one or more of the provisions of these General Terms and Conditions by the Visitor or a minor, individual or group accompanied by the Visitor or under his/her supervision:
  - a) the Visitor will be in default by operation of law without further notice of default being required; and/or
  - b) Space Expo Noordwijk will be entitled to dissolve the (purchase) agreement with immediate effect and without judicial intervention; and/or
  - Space Expo Noordwijk will be entitled to deny (further) access to Space Expo and/or participation in the excursion in question for good or for a definite period of time to the Visitor and/or the third party/-ies accompanied and/or supervised by him/her;
  - d) Space Expo Noordwijk will be entitled to remove the Visitor and/or the third party/-ies accompanied and/or supervised by him/her from Space Expo and to refuse them further entry.
- 10.2 The Visitor or the third party/-ies accompanied and/or supervised by him/her will not be entitled to a refund of the amount paid to Space Expo Noordwijk for the Admission Ticket and/or the Excursion Ticket and/or any other compensation in any of the above cases.
- 10.3 In addition, an Admission Ticket and/or Excursion Ticket invalidated by Space Expo Noordwijk does not entitle/ no longer entitles the holder to (later) access to Space Expo and/or participation in the excursion in question. Holders of invalidated Admission Tickets and/or Excursion Tickets are not entitled to a refund or compensation in any other way.

# 11 Liability

- 11.1 Entering Space Expo and participating in excursions is at the Visitor's own risk and expense. Space Expo is therefore not liable for damage caused by said entry or participation, including damage to hearing, sight and other physical disorders and/or injury, except in the event of intent or deliberate recklessness on the part of Space Expo Noordwijk or its managers.
- 11.2 Space Expo Noordwijk will only be liable for direct damage suffered by the Visitor that is the direct and sole result of intent or deliberate recklessness on the part of Space Expo Noordwijk or its managers. Only direct damage for which Space Expo Noordwijk is insured is eligible for compensation and in that case only up to the amount that is compensated by the insurer in the relevant case.
- 11.3 In the case of physical injury or death, the total liability of Space Expo Noordwijk will in no case exceed the compensation arrangement described in paragraph 2 of this article 11.
- 11.4 Space Expo's liability for indirect damage, including consequential loss, loss of profit or wages, missed savings etc., is excluded at all times.

# 12 Force majeure

- 12.1 In these General Terms and Conditions, force majeure is deemed to mean, in addition to what is understood in the law and jurisprudence, all external causes, foreseen or unforeseen, on which Space Expo Noordwijk has no influence, but as a result of which Space Expo Noordwijk is not able to fulfil its obligations. Force majeure includes nuisance, inconvenience and/or wrongful acts caused by third parties (including other Visitors), maintenance work, improper functioning of facilities and/or the presence of persons and/or objects impeding a clear view. In cases of force majeure there is no right to refund and/or compensation.
- 12.2 In the event of force majeure in the broadest sense of the word, including in this context disease, strikes, fire, pandemic, epidemic, government measures, (terrorist) attacks, war, revolution, exceptional weather conditions or natural phenomena etc., Space Expo Noordwijk has the right to postpone the validity date on the Admission Ticket and/or the Excursion Ticket to a later date or to cancel the Admission Ticket and/or the Excursion Ticket.
- 12.3 If the Admission Ticket and/or Excursion Ticket is cancelled by Space Expo Noordwijk before the Visitor has entered Space Expo and/or participated in the excursion in question, Space Expo Noordwijk will only be obliged to refund the Visitor the fee stated by Space Expo Noordwijk on the Admission Ticket and/or Excursion Ticket, or in the absence thereof, the fee paid by the Visitor to Space Expo Noordwijk or to a Third Party. If the Admission Ticket and/or Excursion Ticket is cancelled by Space Expo Noordwijk after the Visitor has already entered Space Expo but has not yet left and/or has already participated in the excursion but has not yet completed the excursion, Space Expo Noordwijk will only be obliged to refund a part of the fee to be determined by Space Expo Noordwijk as stated on the Admission Ticket and/or Excursion Ticket, or in the absence thereof the fee paid by the Visitor to Space Expo Noordwijk or to a Third Party. Refunds will be made after the date of cancellation within twelve weeks of the date on which the Visitor presents Space Expo Noordwijk with a valid and undamaged Admission Ticket and/or Excursion Ticket. Service costs or other damages will not be reimbursed. Nor can the Visitor claim (replacement) access to Space Expo and/or another excursion if this is not offered by Space Expo Noordwijk.
- 12.4 If the validity date on the Admission Ticket and/or the Excursion Ticket is postponed to another date by Space Expo Noordwijk due to or in connection with force majeure, the Admission Ticket and/or the Excursion Ticket will remain valid for the new date. If the Visitor is unable or unwilling to visit Space Expo on this date and/or is unable or unwilling to participate in the Excursion in question on this date, the Visitor is entitled to hand in his/her Admission Ticket and/or Excursion Ticket at Space Expo Noordwijk. If the Visitor submits a valid and undamaged Admission Ticket and/or Excursion Ticket to Space Expo Noordwijk within four weeks of the announcement of the new date, but at all times no later than before the new date commences, the Visitor will be entitled to a refund of the fee stated on the Admission Ticket and/or Excursion Ticket, or in the absence thereof, the fee paid by the Visitor to Space Expo Noordwijk or a Third Party. Service costs or other damage will never be reimbursed. Refunds will be made within twelve weeks of the date on which the Visitor submits a valid and undamaged Admission Ticket and/or Excursion Ticket to Space Expo Noordwijk.

### 13 Use of the cloakroom

- 13.1 If Space Expo Noordwijk provides a guarded cloakroom, Space Expo Noordwijk has the right to refuse to store any items in the cloakroom, including objects that Space Expo Noordwijk deems to be too large. In principle, only coats, scarves, bags, hats, helmets, and umbrellas will be accepted for safekeeping. With the exception of bags, the items handed over to Space Expo Noordwijk for storage must not contain any objects. Space Expo Noordwijk is not liable for any loss of or damage to objects that may still be in these items.
- 13.2 One receipt will be issued for each item handed over for storage. Items will only be returned upon presentation of this receipt.

- 13.3 Space Expo Noordwijk does not wish to enter into a storage agreement for items (including their contents) with a (total) value exceeding € 150. Items (including their contents) with a (total) value of more than € 150 may not be stored in the cloakroom. The person making use of the cloakroom guarantees that the value of an item to be handed over (including its contents) does not exceed € 150 and can and will not hold Space Expo Noordwijk liable in case of loss of or damage to it for an amount higher than € 150.
- 13.4 The liability of Space Expo Noordwijk is at all times limited to € 150 for each item handed over to the cloakroom (including its contents). Space Expo Noordwijk will not be liable for any other (indirect or consequential) damage, other than the direct damage to or in connection with the loss of a correctly handed over item for which the Visitor can provide Space Expo Noordwijk with a receipt.
- 13.5 The Visitor handing over an item to the cloakroom indemnifies Space Expo Noordwijk against any claims from third parties regarding damage suffered by them that is caused by the item handed over or its contents.
- 13.6 The Visitor is obliged to collect any items handed in at the cloakroom at Space Expo Noordwijk before leaving Space Expo, and if the Visitor fails to do so Space Expo Noordwijk has the right not to return them. Each storage agreement will end at the moment Space Expo closes on the day on which the items have been handed over to Space Expo Noordwijk.

### 14 Found objects

- 14.1 Items found by Visitors in Space Expo can be handed in to an Employee or at the box office of Space Expo Noordwijk.
- 14.2 Space Expo Noordwijk will take found items into safekeeping or hand the found object in to the Municipality of Noordwijk or another third party for safekeeping.
- 14.3 Alleged owners of found item who contact Space Expo Noordwijk will have the option of collecting the item in question at the location where it is located or to have the item in question sent cash on delivery. Dispatch of the found item is at the expense and risk of the alleged owner. In both cases, alleged owners must be able to properly identify themselves. In case of doubt on the part of Space Expo Noordwijk about the status of the alleged owner, Space Expo Noordwijk is entitled to demand proof of ownership.

### 15 Privacy

15.1 Space Expo Noordwijk and/or a third party designated by it processes personal data, including the name, address, and place of residence of Visitors and possible clicking behaviour of the visitors to its website(s). This always takes place in accordance with its privacy statement and with the applicable privacy regulations.

### 16 Complaints procedure

- 16.1 In case of complaints, the Visitor can make them known by sending an e-mail to <a href="info@space-expo.nl">info@space-expo.nl</a>. Complaints about the execution of the agreement between Visitor and Space Expo Noordwijk must reach Space Expo Noordwijk within eight (8) weeks after the execution of the agreement has taken place. Space Expo Noordwijk has the right not to process complaints submitted after this period.
- 16.2 When a complaint is processed, the Visitor's complaint will be investigated and responded to in writing or by telephone.

# 17 Other conditions and applicable law

- 17.1 The applicability of these General Terms and Conditions does not affect the possible applicability of other contractual conditions and/or regulations of Space Expo Noordwijk.
- 17.2 These General Terms and Conditions and the agreement between the Parties are governed by Dutch law. As far as is permitted by law, disputes arising from the agreement between the

Parties shall be submitted to the competent court in The Hague. Space Expo Noordwijk will at all times be entitled to submit the dispute to another court that is competent by law.