

1. **Season tickets (general)**

- 1.1 Bring the season ticket with you whenever you visit the park. At the main entrance, you must personally hand over your season ticket to the inspector, who will check the validity of your ticket. Moreover, the photograph displayed on the season ticket is used to check if you are indeed the season ticket holder. Despite the fact that the details of you as season ticket holder are registered, you will be denied access to the park if you are unable to show your season ticket.
- 1.2 If a visual inspection shows that you cannot be clearly identified based on the photograph, Efteling will be authorised to request that you have a new photograph taken at the Visitors' Service Centre. Efteling's opinion will be binding here.
- 1.3 Season tickets are strictly personal and non-transferable. Season tickets cannot be converted into other season ticket types during the fixed or minimum term. It is only possible to purchase one season ticket per person.
- 1.4 As an annual pass holder, you are entitled to several benefits. The current benefits that apply to the various annual passes and the terms and conditions can be found at efteling.com/en/park/annual-pass.
- 1.5 If your season ticket is lost or stolen, you must report this immediately by calling +31 (0) 416 53 7777. To prevent any misuse by third parties, your season ticket will be blocked immediately. At the Efteling Visitors' Service Centre, you can ask for a duplicate season ticket in case of any loss, theft or damage. The administrative charges for a duplicate season ticket are € 7 per season ticket.
- 1.6 In the event of improper use of the season ticket and/or misbehaviour in the park, Efteling will seize or block the season ticket. If the season ticket is seized or blocked, the season ticket fee will not be refunded.
- 1.7 The identity must be proven of anyone who purchases a season ticket (or for whom a season ticket is purchased) at the Visitors' Service Centre. If the season ticket holder is below the age of 18, a parent or guardian will have to sign and be present when the season ticket is purchased at the Visitors' Service Centre.
- 1.8 If you purchase a season ticket online on behalf of someone else, this will only be possible if you have been authorised to do so by this person or if you are the legal representative of this person. By purchasing the season ticket for someone else, you state that you are entitled to do so.
- 1.9 The right of withdrawal applies to the online purchase of an Efteling season ticket: within 14 days after purchase, the unused Efteling season ticket can be returned to Efteling and the subscription fee already paid will be refunded. If the Efteling season ticket is used within 14 days after the purchase, the right of withdrawal expires.
- 1.10 The Park Regulations will apply when you access the park. The Park Regulations are available for inspection at the main entrance and can be found at efteling.com/en/terms-and-conditions.

2. **Season tickets at a reduced fee**

- 2.1 **Children aged 3 and younger**
If one of the parent(s)/guardian is a season ticket holder, it is possible to purchase a free season ticket for children aged 3 and younger. The season ticket will start from the date of purchase and will end on the same date as the end date of the season ticket of the parent(s)/guardian or – if this is sooner – when the child turns 4 years of age. When the child turns 4 years old, a paid annual pass can be purchased that expires at the same time as that of the parent(s) or guardian(s).
- 2.2 **Disabled guests**
Visitors who are unable to visit the attractions by means of the normal entrance because of an impairment will qualify for a season ticket at a reduced fee. For this, they must submit the 'Declaration disabled visitor'. The declaration can be found at efteling.com/en/park/annual-pass. This season ticket can only be purchased at the Visitors' Service Centre. If no declaration can be submitted, one will not qualify for a season ticket at a reduced fee. This way, Efteling can offer the actual service exclusively to those for whom this arrangement is intended.

3. **Parking season ticket**

- 3.1 If you want to make unlimited use of the car park during the term of your season ticket, you can opt for a parking season ticket. The method of payment of your parking season ticket must be the same as the method of payment of your season ticket for the park.
- 3.2 The parking season ticket will allow anyone who has a valid driving licence to make use of the car park for one car per day, exclusively if you visit the park using your annual pass.
- 3.3 The owner of the parking season ticket must, whenever the ticket is used, be in the vehicle upon arrival.
- 3.4 The owner of the parking season ticket must be 18 years of age or older and have a driving licence.
- 3.5 A parking season ticket will not give priority or guarantee a parking space on busy days. If there are no parking spaces left, you will not be entitled to compensation and/or a refund of your season ticket fee.
- 3.6 You are not allowed to lend the parking season ticket to third parties or use it in any manner other than in accordance with the above-mentioned conditions.
- 3.7 You are required to follow the directions of the parking attendants on duty.
- 3.8 Parking with a parking season ticket is only allowed during the regular opening times of the theme park.
- 3.9 If you purchased a parking season ticket, this will be incorporated into your season ticket for the theme park. When leaving the car park, you can use any of the barriers. When holding your season ticket in front of the pillar, the barrier will lift.
- 3.10 The parking season ticket is only valid if you visit the park using your annual pass. Entering the car park is no longer allowed from one and a half hours before the theme park closes. The current opening times can be found at efteling.com.
- 3.11 The parking season ticket can only be used in combination with a valid Efteling season ticket.

4. **Payment method**

- 4.1 When an Efteling season ticket is purchased, the entire fee must, in principle, be paid in advance and in one instalment. Payment in monthly instalments by means of a direct debit is also possible, subject, however, to the condition of correct compliance with the payment obligations. If you fail to comply with your monthly payment obligations, Efteling may immediately convert your season ticket into a regular season ticket that requires you to pay the entire fee in advance in one instalment. In that case, the remaining instalments will have to be paid all at once. After that, it will no longer be possible to purchase a season ticket by making monthly payments.
- 4.2 In case of monthly payments, you will have to pay the first monthly instalment of the season ticket in advance from the account to which the season ticket fee will be debited each month. The first debit collection (advance payment for the next month) will be debited within two weeks. After that, the monthly instalments will be paid by direct debit (also in advance). Debiting the season ticket fee to your account is deemed to have been accepted and approved by you as season ticket holder.
- 4.3 If the monthly season ticket fee cannot be paid by means of a direct debit, Efteling may - as provided in Article 4.1 - convert your season ticket into a regular season ticket and Efteling will reserve the right to exercise its statutory right to suspend its performance, thereby denying you access to Efteling with immediate effect by blocking your season ticket. Your season ticket will be unblocked as soon as you have complied with all your payment obligations.
- 4.4 In case of any overdue payments, Efteling will send a demand or notice of default. After expiry of the period(s) stated therein, Efteling will be entitled to pass on the claim to a collection agency and/or bailiff, in which case you will also have to pay the related additional costs.
- 4.5 If you want to make up the payment arrears and unblock your season ticket, you can find more information at efteling.com/en/park/annual-pass, unless the claim has been passed on to a collection agency.
- 4.6 The person applying and/or paying for the season ticket and the season ticket holder are jointly and severally liable and responsible for payment of the season ticket fee.

5. **Validity and term of the season ticket**

- 5.1 Season tickets that are paid at once will automatically end after 1 year. Season tickets that are paid in monthly instalments will continue for an indefinite period after the first year. For children aged 4 and younger, an adjusted minimum term of the season ticket may apply (see terms in Article 2.1).
- 5.2 A different number of access days applies to each type of annual pass - Classic, Plus and Premium - namely:
- Premium: access for 365 days
- Plus: access for 340 days
- Classic: access for 290 days
- 5.3 As regards the number of access days, Efteling may designate a certain number of no-access days per year; this is 25 days per year for a Plus Annual Pass and 75 days per year for a Classic Annual Pass. Your annual pass will not then be valid on these days. These days are published at least one calendar month in advance of the relevant days at efteling.com/en/park/annual-pass. Check the website for this. On the days you do have access, the annual pass is only valid during the regular opening times of the theme park. These times can be found at efteling.com/en/park/opening-hours and are subject to changes.

6. **Termination**

- 6.1 After expiry of the minimum term of an annual pass that is paid in monthly instalments, this annual pass will automatically be converted into an annual pass for an indefinite period. If you would like to convert your annual pass into another annual pass after this period, the twelve-month period will begin to run again from that point on.
- 6.2 After expiry of the minimum term, the season ticket can be terminated subject to one month's notice. The end date of the season ticket will depend on the start date. The season ticket can be terminated via efteling.com/en/park/annual-pass and also at the Visitors' Service Centre.

7. **Price / changes**

- 7.1 Efteling may change the terms and conditions applicable to your annual pass in the interim. Efteling will notify you of this at least one month before the change takes effect. If you do not agree to the change, you have the option of cancelling the annual pass early.
- 7.2 In case of an increase in the VAT rate, this increase will, if you pay your annual pass in monthly instalments, be passed on immediately and the monthly amount will be increased. Article 7.1 does not apply to such a change.
- 7.3 The terms and conditions of season tickets may be changed periodically.

8. **Privacy statement**

Efteling will treat the information you provide in accordance with the Dutch Personal Data Protection Act. More information can be found at efteling.com/privacy.

9. **Want to know more?**

For more information about Efteling annual passes, you can call +31 (0) 416 53 7777, send an e-mail to abonnementen@efteling.com or go to the Visitors' Service Centre at the main entrance. The Visitors' Service Centre is opened during the opening times of Efteling.