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## General terms of use for website

Access to and use of this website are subject to the following terms of use ('Terms of Use'). You are kindly requested to read the Terms of Use carefully before using this website in any way.

By continuing to visit this website or by making any use of it, you expressly agree to these Terms of Use. If you find it difficult to read these Terms of Use or if you do not agree with their content, please do not continue to use this website.

### 1. Purpose and content of the website

This website provides information about visiting the Royal Greenhouses and you can book admission tickets online via this website.

### 2. Contact details

This website is operated by the Civil List of HM, the King, with address at Hertogstraat 2, B-1000 Brussels, and with company number 0850.553.705 ('we' or 'us'). If you have any questions or comments regarding the website, you can contact us by post or via [info@monarchie.be](mailto:info@monarchie.be).

If you have any questions or comments on the functioning of the website or its technical management, please contact the Federal Public Service for Policy and Support (BOSA), Boulevard Simon Bolivar 30/1, 1000 Brussels, or [info@bosa.fgov.be](mailto:info@bosa.fgov.be). BOSA is responsible for the technical management and follow-up of this website.

### 3. Type of information offered

The information available on this website is of a general nature. The information is not adapted to personal or specific circumstances and therefore cannot be considered as personal, professional or legal advice. This website and all services offered are provided as available and 'as is' and without any guarantees.

### 4. Booking and payment of tickets

On the website, you can buy admission tickets online for a visit to the Royal Greenhouses.

The cost of an online ticket shown is the total price including costs and taxes, which are entirely borne by the buyer.

Online tickets are booked at the time of submitting the registration form on the website. The purchased ticket will be sent exclusively by email in the form of a QR code after receipt of payment. If we have not received your payment within one hour of making a reservation, your reservation will be cancelled from the system and you will have to make the reservation again.

Payment is only possible via the payment service provider Mollie, which supports the payment methods Bancontact and Paypal. We disclaim all responsibility with regard to this payment service provider and payment modules. If they do not work correctly for any reason, please try to make your reservation at another time.

If you have not received the purchased ticket, you can contact us via the contact form to find out the cause of the problem.

### 5. Conditions of reservation and use of tickets

When reserving a ticket online, you are responsible for specifying the correct time and filling in the correct personal details for yourself and any visitors before placing the order. Once the order has been placed and paid for, the purchase is final and no change to the time of visit or to the personal details entered, nor any refund, is possible. If you and/or your visitors present yourself at the wrong time, or if you bring visitors who were not included in the reservation, we may deny you and/or your visitors access to the Royal Greenhouses without this giving rise to any right to reimbursement of your ticket.

In particular, we cannot be held liable if the online ticket reaches the wrong recipient because you entered an incorrect email address.

Online tickets may not be sold or given away for use by third parties. In such a case, we are entitled to refuse access by any third parties using your ticket, without this giving rise to any right to refund.



The ticket with QR code must be shown at the entrance to the Royal Greenhouses. This can be done either via a mobile device or via a clearly legible printout on paper. If the print on paper is illegible (e.g. because the QR code cannot be read), we cannot be held responsible for this and may refuse access to the Royal Greenhouses to you or any visitors.

## 6. Information on right of withdrawal

The legal right of withdrawal, pursuant to Article VI.53, 12° of the Economic Code, does not apply to the purchase of 'services relating to leisure activities, if the contracts provide for a specific date or period of performance'. The purchase of online tickets via this website falls under this exception, so you may not exercise the statutory right of withdrawal in relation to online tickets purchased.

## 7. Liability

We make every effort, but offer no guarantee, to ensure that the operation of the website and the information displayed on it is complete, correct, accurate and up-to-date. Despite these efforts, inaccuracies may occur. If the website should contain errors or if certain information should be unavailable, an effort will be made to correct this as soon as possible. If you notice any inaccuracies in the information provided, please contact us.

We will make every effort to secure the Website using all reasonable means, and to limit any inconveniences caused by technical faults as much as possible. However, we cannot rule out the possibility of incorrect technical manoeuvres or unauthorised interventions. For these reasons, we cannot guarantee that access to the website will not be interrupted or hindered in any other way by such problems. Under no circumstances can we be held liable for any direct or indirect damage resulting from the use of this website or the information made available.

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## Prosecution

Non-compliance with these provisions and any unlawful use of all or part of the contents of the website may be prosecuted.

## 9. Changes

These Terms of Use may evolve. It is your responsibility to regularly review the applicable terms. These Terms of Use were last amended and revised on 9 March 2022.

## 10. Protection of your personal data

We respect your privacy. For more information, please read our Privacy Policy.

## 11. Applicable law and applicable court

These Terms of Use and the Privacy Policy are governed by Belgian law. By using this website, you agree that the courts and tribunals of Brussels shall have exclusive jurisdiction in the event of a dispute.

