

GENERAL TERMS AND CONDITIONS FOR THE EXHIBITION

1. OBJECT

- 1.1** These General Terms and Conditions (the “General Terms and Conditions”) are applicable to any purchase of one or more tickets made by any natural or legal person (the “Customer”), online on the website [•] or on site via the electronic terminal situated at the entrance to the exhibition, to visit the Bel Expo exhibition organised by Bruxelles Environnement, a public interest body whose registered office is at avenue du port 86/C, 1000 Brussels, and which is registered with the Crossroads Bank for Enterprises under number 0236.916.956 (“Bruxelles Environnement”).
- 1.2** The General Terms and Conditions define the contractual relations between Bruxelles Environnement and the Customer, and also the conditions applicable to any ticket purchase made, whether the Customer is a business customer or a consumer.
- 1.3** The purchase of a ticket implies unconditional acceptance of the General Terms and Conditions by the Customer.
- 1.4** The General Terms and Conditions take precedence over all other general or specific terms and conditions not expressly approved by Bruxelles Environnement. The applicable General Terms and Conditions are those in force on the website on the date the ticket is purchased. Bruxelles Environnement reserves the right to adapt or amend the General Terms and Conditions at any time in accordance with the regulations in force.

2. PRICES

- 2.1** The ticket prices displayed on the website or on the electronic terminal are given in euro inclusive of all taxes but exclusive of processing or shipping costs, where appropriate.
- 2.2** Bruxelles Environnement reserves the right to amend its prices at any time. Nevertheless, the prices applicable to the purchase are those that are in force when the purchase is confirmed.

3. PURCHASE TERMS

3.1 Purchase procedures

- 3.1.1** The Customer chooses the number of tickets desired and the date and time of the visit, subject to availability.
- 3.1.2** Group visits of 10 or more persons must be booked online.
- 3.1.3** The available times are indicated on the website. Certain time slots may be unavailable.
- 3.1.4** A summary of the order, which specifies that it is an order with a payment obligation, is displayed on the website or on the electronic terminal.

3.2 Procedures for accepting the General Terms and Conditions

By clicking on “Confirm” at the end of the order process on the website or via the electronic terminal and by ticking the box “I accept the General Terms and Conditions”, the Customer declares that they have read and unconditionally accepted all the General Terms and Conditions.

3.3 Online payment procedures

3.3.1 Online payment can only be made by bank card or credit card (Visa, Mastercard, Bancontact or Maestro) on the website [•].

3.3.2 After checking the order and accepting the General Terms and Conditions under the conditions mentioned above, the Customer is redirected to a secure payment server where they pay for the order online using the reference details of their bank card or credit card, which include the card’s number and expiry date and the security code shown on the back of the card.

3.3.3 The purchase is definitively recorded when the Customer has accepted the General Terms and Conditions and confirmed their payment.

3.3.4 The Customer’s bank account is debited with the amount of the order upon final confirmation of the transaction. A printable payment receipt is sent to the Customer at the end of the transaction.

3.3.5 If the payment is rejected by the payment centre, the purchase transaction is automatically cancelled.

3.3.6 At the end of their order, the Customer receives a purchase confirmation email. This email has no value as a ticket. It may serve as proof of purchasing the ticket, which will be issued according to the conditions stated in Article 4.2 “Ticket issue”.

3.4 On-site payment procedures

3.4.1 On-site payment can only be made by bank card or credit card (Visa, Mastercard, Bancontact or Maestro) via the electronic terminal situated at the entrance to the exhibition.

3.4.2 After checking the order and accepting the General Terms and Conditions under the conditions mentioned above, the Customer is redirected to a secure payment server where they pay for the order by inserting their bank card or credit card into the bank terminal provided for that purpose.

3.4.3 The purchase is definitively recorded when the Customer has accepted the General Terms and Conditions and confirmed their payment.



- 3.4.4 The Customer's bank account is debited with the amount of the order upon final confirmation of the transaction. At the end of the transaction, the electronic terminal issues a payment receipt to the Customer.
- 3.4.5 If the payment is rejected by the payment centre, the purchase transaction is automatically cancelled.
- 3.4.6 The electronic terminal issues the ticket to the Customer at the end of their order.

4. TICKETS

4.1 Ticket use restrictions

The ticket is valid exclusively for one visit to the exhibition on the date and during the time slot indicated on the ticket.

4.2 Ticket issue

- 4.2.1 The ticket is issued immediately by the electronic terminal for tickets purchased on site.
- 4.2.2 A printout of the confirmation page or of the email sent by Bruxelles Environnement to the Customer for online purchases does not constitute a ticket. On no account may this document be used as a ticket or allow access to the exhibition.
- 4.2.3 The Customer selects the ticket issue method for each online purchase. They have the choice of (i) a print-at-home ticket ("E-Ticket"), or (ii) a ticket that can be downloaded to their mobile telephone ("M-Ticket").

a) Print-at-home tickets

Print-at-home tickets are available and may be printed by the Customer up to the date of the visit booked by the Customer by opening the PDF file attached to the confirmation email. To be valid, the E-Ticket must be printed in one (1) copy, using an inkjet or laser printer, on white A4 paper that is blank on both sides. No other medium, such as an electronic medium, will be accepted.

Each ticket has a QR code that allows access to the exhibition.

Good quality printing is essential. Tickets that are partially printed, dirty, damaged or illegible will not be accepted and will be deemed invalid. In the event of an accident or poor quality printing, the Customer must reprint their ticket.

b) Tickets that can be downloaded to a mobile telephone



The M-Ticket contains:

- a unique QR code that allows access to the exhibition;
- the date and time of the visit to the exhibition.

Good visibility is required. Damaged telephones (screens that are cracked, broken, scratched, etc.) which make the ticket QR code illegible will not be accepted and will be deemed invalid. Bruxelles Environnement cannot be held liable for any malfunction linked to a compatibility problem between the M-Ticket and the Customer's computer environment.

timeslot indicated on the ticket.¹

4.3 Refund and exchange

4.3.1 The ticket cannot be exchanged or refunded, even in the event of non-attendance or late arrival (for whatever reason), loss or theft.

4.3.2 Bruxelles Environnement cannot be held liable if a force majeure event disrupts the visit to the exhibition, leading, if necessary, to its total or partial closure. If, due to force majeure, Bruxelles Environnement is required to restrict or refuse entry to the exhibition or to a substantial part of it, the ticket price will not be refunded.

5. TERMS OF ENTRY TO THE EXHIBITION

5.1 Reception and conditions of the visit

5.1.1 Customers with tickets should present themselves at the entrance to the exhibition at the latest at the time indicated on the ticket. Customers in possession of a ticket for the current time slot will be granted access on a first-come, first-served basis.

5.1.2 Customers who arrive after the time indicated on the ticket may enter only if the maximum number of Customers in the following time slot has not been reached. Customers who arrive late will be allowed to enter the exhibition depending on visitor numbers, with priority given to Customers who observe their entry times.

5.1.3 Once they have left the exhibition, visitors may not re-enter using the same ticket.

5.2 Ticket checks

5.2.1 Only tickets issued in accordance with Article 4.2 "Ticket issue" are valid for entry to the exhibition.

¹ Translator's note: this line seems to be here in error as it does not relate to what comes before or after it.



5.2.2 All tickets are systematically checked at the entrance to the exhibition. This check is carried out by reading the QR code reproduced on the ticket and, if need be, upon presentation of proof of concession eligibility.

5.2.3 Customers must not relinquish their tickets as they may be required to produce them at any time.

5.3 Entry restriction

5.3.1 Customers are prohibited from taking any of the following items into the exhibition:

- dangerous, explosive, inflammable or corrosive substances;
- handbags or rucksacks;
- any object which, due to its intended use or its characteristics, presents a risk to personal safety or to the exhibition or its facilities.
- any excessively heavy, bulky or odorous object;
- weapons and munitions;
- umbrellas, unless they can be folded and placed in a garment or hand bag;
- food and drink.

5.3.2 Bruxelles Environnement reserves the right to refuse entry to the exhibition to Customers behaving in an aggressive, hostile or agitated manner, who may compromise public order or public or personal safety or offend public morality.

5.3.3 Bruxelles Environnement reserves the right to refuse entry to the exhibition to Customers who are clearly under the influence of alcohol or illegal substances.

5.3.4 Animals are prohibited from entering the exhibition, with the exception of service dogs.

5.4 Opening times

5.4.1 The opening times of the exhibition are as follows:

- School term time

Monday	Closed	/
Tuesday	9.00am - 4.00pm	Schools by prior arrangement
Wednesday	9.00am - 1.00pm 1.00pm - 5.00pm	Schools by prior arrangement General public
Thursday	9.00am - 4.00pm	Schools by prior arrangement
Friday	9.00am - 4.00pm	Schools by prior arrangement
Saturday	10.00am - 5.00pm	General public



Sunday	10.00am - 5.00pm	General public
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- School holidays

Monday	Closed	/
Tuesday	10.00am - 5.00pm	General public
Wednesday	10.00am - 5.00pm	General public
Thursday	10.00am - 5.00pm	General public
Friday	10.00am - 5.00pm	General public
Saturday	10.00am - 5.00pm	General public
Sunday	10.00am - 5.00pm	General public

5.4.2 The exhibition is closed to the public on the following days:

- 1 January;
- 1 May;
- 11 November;
- 3rd week in June;
- 1st week in September
- 24 December;
- 25 December;
- 31 December.

6. CLOAKROOMS

6.1 Free cloakrooms are provided where Customers can leave garments, sticks, umbrellas, suitcases, bags, etc. Any large bag or object must be left in the cloakroom.

6.2 School groups must report to reception on arrival and leave their belongings in the cloakroom.

6.3 For security reasons, the acceptance of bags or luggage in the cloakroom may be subject to such items being opened by the Customer. The reception staff may refuse to accept objects whose presence does not seem compatible with security or with the smooth running of the exhibition.

6.4 The reception staff will accept deposited items up to the size and capacity limits of the cloakroom.

6.5 Bruxelles Environnement accepts no liability in the event of loss, theft or damage caused to an object left in the cloakroom.



6.6 Any item left in the cloakroom must be collected when leaving the exhibition and, in any event, on the day before the exhibition closes.

6.7 Objects found in the exhibition and objects left in the cloakroom which have not been collected will be retained for a period of one year. If they are not claimed within this period, they will be donated to a charity.

6.8 Perishable food will be thrown away each evening after closing time.

6.9 Locked bags or sealed packages which have been abandoned in the exhibition or in the cloakrooms and which appear to present a security risk may be destroyed by the security services immediately and without warning.

7. USE OF THE ELECTRONIC WRISTBAND

7.1 Each Customer receives an encoded electronic visitor wristband, in other words containing identity information relating to the Customer.

7.2 Customers receive their electronic wristbands from the reception staff who initialise them before the Customer enters the exhibition.

7.3 Customers are asked to wear their electronic wristband on their wrist throughout their visit to the exhibition. When they enter each exhibition stand, Customers indicate their presence using the wristband and receive the interactivity instructions specific to the stand.

7.4 The results of the challenges taken up by the Customers are recorded using the electronic wristband and are available to them on the exhibition website in a secure format.

7.5 At the end of the exhibition, the Customers place their electronic wristband in the spaces provided for that purpose. If a wristband has not been returned, an alarm will notify the reception staff and the Customer will be asked to hand it in.

8. GENERAL CUSTOMER BEHAVIOUR

8.1 Customers shall ensure that the exhibition areas are kept perfectly clean. Customers are therefore prohibited, in particular, from smoking in the exhibition, bringing in food or drink and throwing paper, rubbish or chewing gum on the ground.

8.2 Customers shall ensure that their behaviour does not pose a threat to the exhibition staff or to the other Customers and does not compromise the integrity of the facilities or the appropriate conditions for visiting the exhibition.

8.3 Customers are required to obey the orders given to them by the exhibition staff.



8.4 Customers who notice any damage caused to the exhibition or any defects in the facilities are asked to indicate them to the exhibition staff.

8.5 Customers will be liable for any damage they cause to the exhibition or to its facilities.

9. CAMERA SURVEILLANCE

9.1 The exhibition spaces and the surrounding areas are filmed in accordance with the Law of 21 March 2007 governing the installation and use of surveillance cameras. Pictograms warning of the use of video surveillance are displayed at the entrance to the filmed areas, in accordance with the Royal Decree of 10 February 2008 defining the way in which the existence of camera surveillance is indicated.

9.2 The aim of the video surveillance is to ensure general monitoring and to guarantee the security and protection of the property, the building and the people inside the building. Images are recorded in order to gather evidence of any events that constitute an infringement or cause damage, and to look for and identify perpetrators, troublemakers, witnesses or victims.

10. INSTRUCTIONS IN THE EVENT OF AN EMERGENCY

When the alarms sound, Customers must leave the exhibition and the building by following the “normal exit” or “emergency exit” pictograms and by obeying the specific instructions given by the evacuation staff.

11. LIABILITY

11.1 The Customer has sole responsibility for the visit to the exhibition.

11.2 Bruxelles Environnement accepts no liability in the event of theft (pickpockets or otherwise), loss or damage caused to personal belongings or in the event of an accident occurring within the exhibition or in the surrounding area.

11.3 Bruxelles Environnement cannot be held liable if the full or partial failure to perform its obligations or the improper performance of its obligations under the General Terms and Conditions is attributable (i) to the Customer, or (ii) to the unforeseeable and insurmountable action of a third party who is not connected with the provision of the services specified in the General Terms and Conditions or (iii) to a force majeure event.

11.4 The ticket purchase site is available 24 hours a day and 7 days a week, subject to being taken off line for maintenance or repair or in the event of force majeure or any other event outside the control of Bruxelles Environnement. Bruxelles Environnement cannot be held liable in the event of loss or damage sustained by the Customer related to transmission of a virus, contamination of computer services or network failure.



12. INTELLECTUAL PROPERTY

The Exhibition site, and all the elements that comprise it (such as logos, brands, domain names, titles, images or other content) provided by Bruxelles Environnement are the property of Bruxelles Environnement or have been the subject of a prior authorisation of use by a third party and may be protected by intellectual property rights. The Customer is not permitted to reproduce, exploit, rebroadcast or use in any way, even partially, elements from the site, whether software, visual or audio.

13. PROTECTION OF PERSONAL DATA

13.1 In the performance of the contract, Bruxelles Environnement handles personal data concerning the Customer (contact data, account data, payment data, visit data) in accordance with the legislation in force, in order to deal with the booking and the management of the visit. The contact data, account data and visit data are retained until the Customer requests its deletion, or, at the latest, [•] month[s] from when the Customer last logged in.

13.2 The Customer has the right to correct and delete the personal data concerning him, and the right to restrict or object to the processing performed, by contacting Bruxelles Environnement.

13.3 The customer may also contact the Data Protection Officer at the following email address: privacy@environnement.brussels, or lodge a complaint at [Commission de la protection de la vie privée](#) [Privacy Protection Commission] (35, rue de la presse – 1000 Brussels).

14. CUSTOMER SERVICES

For all information and questions relating to the General Terms and Conditions or to the exhibition, the Customer may contact Bruxelles Environnement:

- by telephone: [•], on working days from [•] [am/pm] to [•] [am/pm];
- by email: [•];
- by post: [•], avenue du port 86/C, 1000 Brussels.

15. COMPLAINTS AND DISPUTES

15.1 Any complaints relating to the visit conditions must be made on site to the reception staff so that a solution can be considered. Failing this, the visit will, by express agreement, be deemed to have taken place under satisfactory conditions.

15.2 Any dispute relating to the execution or the interpretation of the General Terms and Conditions will fall within the exclusive jurisdiction of the courts of the judicial district of Brussels.

15.3 The General Terms and Conditions are subject to and interpreted in accordance with Belgian law.

