
General terms and conditions (Park Regulations) of Stichting Internationale Bloemententoonstelling Keukenhof in Lisse.

Definitions:

Admission tickets: entry ticket, e-ticket, spring pass (lentepas).

Keukenhof: Stichting Internationale Bloemententoonstelling Keukenhof in Lisse, Chamber of Commerce no.: 28029200.

Park: the Keukenhof site.

1. PARKING

- The same traffic regulations apply in the Keukenhof car park as on the public highway. The maximum speed on the site is 10 km per hour.
- You must always comply with instructions given by the Keukenhof parking attendants. Should you fail to comply (correctly) with the traffic regulations and/or instructions, Keukenhof is entitled to remove your car from the site at your risk and expense.

2. ENTRY

- Entry to Keukenhof is only permitted with a valid entry ticket. The entry ticket should be shown to one of our ticket inspectors when entering the park.
- Admission tickets which have been issued for a period of time (e.g. season tickets or spring passes) remain the property of Keukenhof. They can be withdrawn if the user breaches these park regulations.
- You should retain your entry ticket during your visit and show it when requested to do so by a Keukenhof employee. Right of entry to the park lapses when you leave Keukenhof.

3. PRESENCE

- The visitor's presence in the park is entirely at the visitor's own risk and expense.

4. SAFETY & PUBLIC ORDER

- Dogs are only permitted in the park when kept on a short lead. You must remove dog fouling yourself.
- You must follow the fire regulations and instructions from external emergency services and Keukenhof employees at all times.
- You must follow the marked paths to walk through the park. You may not walk on the grass, with the exception of the spring meadow (lenteweide) and the picnic meadow.
- You may not enter the park other than on foot, with the exception of wheelchairs and push-chairs.
- The possession and carrying of weapons and items which can pose a danger (such as fireworks) is prohibited during the visit to the park. Keukenhof employees are entitled to confiscate these weapons and items.
- Keukenhof employees have the right to ask you for proof of identity.
- If a Keukenhof employee finds that you are under the influence of alcohol or drugs or are disrupting public order and/or safety in another way, make use of intrusive musical devices, treat the gardens neglectfully, are not wearing appropriate clothing or are bothering other visitors, you will be refused entry to the park immediately or you can be removed from the park. Appropriate clothing means at least a shirt, shorts and shoes. The removed visitor is not entitled to compensation.
- Children under 12 and young people (aged 12 to 16) may not visit the park unaccompanied.

5. FIRST AID/COMPANY EMERGENCY SERVICE

- Should an accident or emergency occur, you should always comply with the instructions given by the relevant (Keukenhof) worker(s).
- Report an accident or emergency immediately. Keukenhof Reception: 0252 465 533. You can also alert a Keukenhof employee.

6. LIABILITY

- Entry to Keukenhof and the car park is entirely at your own risk.
- Keukenhof accepts no liability for any loss which you suffer unless Keukenhof is liable in law. In that case Keukenhof's liability is restricted to the direct loss.
- If the visitor damages an item belonging to the park, Keukenhof reserves the right to recover all restoration and repair costs from the visitor, without prejudice to Keukenhof's right to full compensation.
- If loss or damage of any kind is caused by a minor visitor or by members of a group of visitors, the parents/guardians and/or the organisers who have arranged/accompanied a visit to Keukenhof will be jointly and severally liable with the visitor(s) concerned for reimbursing the loss or damage which has occurred.

7. OTHER

- Conducting promotion, reselling entry tickets or selling services and/or goods in the car park, in front of the main entrance or inside the park is not permitted without the written permission of the management.
- Photography and filming are permitted in Keukenhof, but only for personal use. Publication of audio or visual material is not permitted other than with the prior written permission of the Keukenhof management.
- Visitors accept that they may be filmed in the park for various purposes, including security purposes.
- Keukenhof always reserves the right to use this material for publication.
- By purchasing an admission ticket you accept the applicability of these terms and conditions.
- Admission tickets and restaurant vouchers will not be refunded or exchanged for cash or admission tickets for other seasons. Abuse of admission tickets will be reported to the police.
- Keukenhof reserves the right to amend prices, these general terms and conditions and special terms and conditions without giving reasons.

8. APPLICABLE LAW AND COMPETENT COURT

- The contract between you and Keukenhof is governed by Dutch law. All disputes relating to the agreement will be submitted exclusively to the competent Court in The Hague.