

1. **General**

- 1.1 By purchasing an admission ticket and/or visiting Our House from Our House Amsterdam B.V. (KvK-number 81175825) ("Our House") visitors agree with these terms and conditions.
- 1.2 The visitor must at all times follow the directions and instructions of the staff of Our House.
- 1.3 Our House has the right to refuse the visitor access to Our House or to remove the visitor from Our House when these visitor conditions are violated or if Our House deems it necessary, without any right to refund of the entrance fee or any other reimbursement.
- 1.4 Objects found during the visit should be handed in to a member of Our House staff as soon as possible.

2. **House rules**

- 2.1 Visitors are not permitted to enter under the influence of alcohol and/or narcotics and/or to trade in or be in possession of narcotics.
- 2.2 Vandalism, violence, noise pollution, disorderly conduct or other undesirable behaviour will not be tolerated and may lead to denial of access or expulsion in accordance with rule 1.3.
- 2.3 Carrying weapons or other dangerous objects is prohibited.
- 2.4 Smoking is not permitted during the visit.
- 2.5 Our House is a building with limited access for pushchairs and wheelchairs. Access with a pushchairs or wheelchair is therefore only permitted with prior express permission.
- 2.6 Pets are not allowed, with the exception of assistance animals with prior permission. Our House may ask the visitor to submit a doctor's certificate before granting permission.
- 2.7 Bringing your own food and drinks in Our House is not allowed.
- 2.8 Access to Our House may be denied if, at the discretion of Our House, the visitor is wearing inappropriate or offensive clothing.

3. **Access to Our House**

- 3.1 Access to Our House is only possible with a valid admission ticket.
- 3.2 Children up to the age of 12 may only visit Our House if accompanied by an adult. The parents or guardians of children are at all times responsible for their behaviour. Unaccompanied children under the age of 12 may be denied access.
- 3.3 Our House has limited accessibility for disabled visitors. For information on limits to accessibility and/or for special medical requests, visitors should contact Our House before purchasing an admission ticket.
- 3.4 Due to the show special effects, including but not limited to light and sound effects and moving floors, visits to Our House are not recommended for people suffering from epilepsy or other similar conditions.

3.5 The opening days and opening hours are published on the Our House website <https://our-house.com/>. Our House may change opening hours at any time without prior notice.

4. **Admission tickets**

4.1 Tickets can be purchased online via Our House and SeeTickets websites <https://seetickets.com/>.

4.2 The prices of admission tickets are published on the website of Our House and See Tickets and/or via other means of advertising. Our House is entitled to change the prices of admission tickets.

4.3 Admission tickets can be changed free of charge up to 48 hours before the visit to Our House to another date and/or time slot.

4.4 An exact time slot will be allocated upon purchase of an admission ticket. If the visitor is too late for that time slot, the ticket will no longer be valid. In this case, there will be no refund of the admission ticket. Our House will in that case try, as much as possible, to change the ticket to another time slot on the same day.

4.5 Visitors are not entitled to a refund of the cost of the admission ticket.

4.6 An admission ticket cannot be exchanged for money and/or for another admission ticket.

5. **Privacy**

5.1 Our House carefully stores, processes and secures personal data.

5.2 When purchasing the admission ticket, the visitor declares that he/she has read the information on privacy and grants separate permission for the processing of his/her personal data. The personal data provided will only be used to carry out the services to be provided.

5.3 For security and protection reasons, camera surveillance is installed in Our House.

5.4 Visitors acknowledge and agree that Our House may take photographs, video and film recordings where visitors may be visible and which may be used for publications and/or commercial purposes. All intellectual property rights of these recordings rest with Our House.

5.5 Visitors may only take photographs, video and film recordings at Our House for their personal use. Visitors acknowledge and agree that all photo, video and film recordings made public them (for example on social media) are intellectual property of Our House and may be used by Our House for publications and/or commercial purposes.

6. **Liability**

6.1 Access to Our House is at the visitor's own expense and risk.

6.2 Our House does not accept any liability, unless the damage is the direct result of intent or gross negligence of Our House and is expressly limited to those damages for which Our House is insured and only up to the amount that the insurer pays out in the relevant case.

6.3 If the insurer does not refund the damage or if the damage is not covered by the insurance, the liability for compensation is limited to the costs of the admission ticket.

7. **Complaints**

- 7.1 A complaint and/or request can be submitted via the contact form on the Our House website.
- 7.2 A request for a refund of the ticket must be submitted to Our House or to SeeTickets customer service, depending on where the ticket was purchased.
- 7.3 Any visitors' right, for whatever reason, towards Our House in connection with the visit to Our House terminates four (4) weeks after the visit has taken place and Our House has not received a written complaint and/or claim from the visitor before the end of this period.
- 7.4 Our House will send a receipt confirmation no later than five (5) working days after the complaint was filed and within three (3) weeks a more detailed explanation of the procedure and handling.

8. **Choice of applicable law and jurisdiction**

- 8.1 These terms and conditions and the choice of jurisdiction as included in article 8.2 are governed by Dutch law.
- 8.2 Any disputes arising from these terms and conditions shall be submitted exclusively to the competent judge of the District Court of Amsterdam.