



## General terms and conditions day tickets 2023

### **1. Validity of day tickets**

Purchased tickets (both online and at the box office) are valid for one day (during the current opening hours).

### **2. Payment method and rates**

Payment must be made online via iDEAL. At the box office, payment may be made by pin or in cash. Fun Valley Maastricht reserves the right to change rates or processes in the interim or annually.

### **3. Loss, damage, theft or forgetting**

The guest is obliged to report the loss, theft or damage of his/her ticket(s) to Fun Valley Maastricht in order to prevent misuse. The guest will receive a new ticket and the old ticket will be blocked. Fun Valley Maastricht cannot be held liable if the ticket is forgotten on arrival.

### **4. Change date**

Unused ticket(s) may be moved to a new date once upon request. The change must be requested at least 3 days before the new date. Both the old and the new date must fall in the same season, it is not possible to move a ticket to a date for which different ticket prices apply. You will receive your new ticket(s) by mail.

### **5. Data protection**

The house rules, general terms and conditions and privacy statement of Fun Valley Exploitatie B.V. apply to all guests. Day tickets are NOT personal and are therefore transferable.

### **6. Provisions**

Data will be recorded for personal use only and will never be disclosed to third parties. Information regarding member cards will at all times be provided through our website.



## **7. Visual material**

Photographs and videos may be taken for marketing and promotional purposes. Permission will be granted for this purpose once the general terms and conditions have been approved. Fun Valley Maastricht cannot be held liable for this.

## **8. Alcohol and drugs**

The use of alcohol/drugs is not permitted at our park. If it is established that such substances are used, Fun Valley Maastricht has the right to refuse/deny access without entitlement to a refund.