

GENERAL TERMS AND CONDITIONS VISITORS JUMPING AMSTERDAM

ARTICLE 1 – DEFINITIONS

The terms used in these General Terms and Conditions of Visitors at Jumping Amsterdam shall have the following meanings, unless otherwise agreed in writing. Terms in the singular also include the plural and vice versa, insofar as the text requires.

- 1.1 **Accommodation:** the halls, rooms and other spaces located in RAI Amsterdam, situated at Europaplein 24 in Amsterdam, as well as associated areas such as entrances, corridors, stairways, cafés and/or restaurants, parking garages and (outdoor) grounds where the Event takes place.
- 1.2 **General Terms and Conditions Visitors Jumping Amsterdam:** these General Terms and Conditions of Visitors are for the benefit of Jumping Amsterdam.
- 1.3 **Visitor:** the natural person or legal entity who, in any manner whatsoever, directly or indirectly, as visitor, partner, sponsor, supplier or otherwise enters into an agreement with Jumping regarding attendance at the Event. Also, the natural person or legal entity who attends any Event in the Accommodation without having directly or indirectly concluded an agreement with Jumping.
- 1.4 **Event:** the 65nd edition of the equestrian event Jumping, which will take place from 22 to 26 January 2026 in RAI Amsterdam
- 1.5 **Jumping:** Jumping Amsterdam B.V., with its registered office in Amsterdam at Europaplein (trade register no. 34195195).

ARTICLE 2 – APPLICABILITY OF THE CONDITIONS

2.1 These General Terms and conditions for Visitors apply to every agreement between Jumping Amsterdam and the Visitors to the Accommodation, as well as to all visitors to the Accommodation, for whatever reason.

2.2 Jumping will make every reasonable effort to ensure that the visit to the Accommodation proceeds in accordance with the Visitor's wishes. Jumping will also endeavor to ensure that the Events in the Accommodation take place without disruption.

ARTICLE 3 – TICKET SALES, OFFERS & PRICES

3.1 All offers, (programme) announcements, notices or other information and quotations provided by Jumping or third parties in relation to the Events are without obligation. Jumping accepts no liability for any errors in announcements, offers, notices or other information and quotations made to the Visitor by Jumping and/or third parties, nor for errors made in the (pre)sale of tickets by third parties.

3.2 The Visitor is at all times obliged, upon request, to present his/her admission ticket and any card granting a discount on that admission ticket to identifiable officials of Jumping or third parties at their request. The admission ticket must in any case be shown upon entry to the Accommodation.

3.3 The admission ticket is strictly personal. Jumping reserves the right to refuse admission if it appears that the Visitor has provided a false or incorrect name.

3.4 The Visitor is not entitled to reimbursement by Jumping of the admission price or any other compensation in case of loss or theft of his/her admission ticket, or if the Event to which the admission ticket grants access does not take place for reasons not attributable to Jumping. If the Visitor, for any reason whatsoever, does not use the admission ticket, this

shall be at his/her own expense. An admission ticket once obtained cannot be exchanged. In these cases, no reimbursement of the admission price shall take place.

3.5 Admission tickets remain the property of Jumping, even after the Visitor has paid the admission price. The Visitor may be denied entry if it appears that the admission ticket has not been obtained from Jumping or from other (pre)sales addresses recognised by Jumping. Only tickets purchased at sales outlets recognised by Jumping will be accepted.

ARTICLE 4 – STAY IN THE ACCOMMODATION

4.1 During his/her stay in the Accommodation, the Visitor shall not act in violation of public order, morality, or the standards of decency applicable to the nature of the Event visited. In this regard, the Visitor is also obliged to strictly comply with the instructions and directions given by identifiable officials of Jumping or by third parties at its request. If, in the reasonable opinion of a senior official of Jumping or of third parties at its request, the Visitor acts in any way contrary to these standards, instructions, or directions, the Visitor may be denied (further) access to the Accommodation for the relevant Event or for subsequent editions, without the Visitor being entitled to any refund of his/her admission ticket or other costs.

4.2 The Visitor is not permitted to enter the arena or any other area within the Accommodation designated as “no entry for unauthorised people,” including but not limited to the areas where horses and/or riders are present. Violation of this rule will automatically result in denial of (further) access to the Event, without the Visitor being entitled to any refund of his/her admission ticket or other costs.

4.3 The Visitor is not permitted to carry or display banners or other expressions in the Accommodation, unless Jumping has given its explicit prior consent. The same applies to the distribution of flyers or comparable materials. Violation of this rule will automatically result in denial of (further) access to the Event, without the Visitor being entitled to any refund of his/her admission ticket or other costs.

4.4 The Visitor is not permitted to disrupt the Event and its programme, for example by (but not limited to) verbally or visually distributing certain expressions during, prior to, or after the programme. Violation of this rule will automatically result in denial of (further) access to the Event, without the Visitor being entitled to any refund of his/her admission ticket or other costs.

4.5 The Visitor is, inter alia, prohibited from:

- a. offering for sale or providing goods of any kind to third parties within the Accommodation, whether for consideration or free of charge;
- b. bringing (domestic) animals into the Accommodation;
- c. bringing food and/or (alcoholic) beverages into the Accommodation;
- d. bringing into or carrying within the Accommodation, in the opinion of an Accommodation official, dangerous and/or disturbing objects or substances, unless expressly permitted otherwise in writing by Jumping;
- e. smoking within the Accommodation.

4.6 In special cases where general safety reasonably requires, Jumping or a third party at its request may require inspection of (hand) luggage carried by the Visitor. If reasonably deemed necessary, specially trained personnel may also request the Visitor to cooperate in a security frisk. In the event of refusal to cooperate, the Visitor may be denied (further) access to the Accommodation without being entitled to any refund of the price of the admission ticket or other costs.

4.7 Jumping reserves the right to make (or have made) visual and/or audio recordings of the Event attended by the Visitor. The Visitor shall not raise any copyright or other objections to the use of his/her portrait/likeness in connection with the publication of said recordings. The Visitor should also be aware that other visitors may take photographs within the Accommodation.

ARTICLE 5 – LIABILITY OF JUMPING

5.1 The Visitor's stay in the Accommodation is at his/her own expense and risk.

5.2 Jumping is only liable for property damage and/or consequential damage suffered by the Visitor or for personal injury sustained by the Visitor, which is directly and exclusively the result of intent or deliberate recklessness on the part of Jumping and/or its officials, provided that only such damage shall be eligible for compensation as is covered by insurance held by Jumping, or should reasonably have been covered by insurance. Jumping's liability is, inter alia, excluded for:

- a. damage resulting from the actions of third parties, including persons engaged by Jumping or by third parties at its request, as well as tenants of (spaces within) the Accommodation and persons engaged by other third parties;
- b. damage resulting from failure to follow instructions given by officials of Jumping or of third parties at its request, and from failure to comply with generally applicable rules of decency;
- c. (consequential) damage resulting from unforeseeable changes in the starting and finishing times of Events to which the agreement between Jumping or third parties at its request and the Visitor relates;
- d. damage caused in any way by other Visitors.

5.3 Jumping is never liable for damage suffered by the Visitor arising from force majeure on the part of Jumping.

ARTICLE 6 – COMPLAINTS

6.1 Complaints regarding the performance of the agreement between Jumping and the Visitor must preferably be submitted without delay, and in any case within two months after performance of the agreement, to the management of Jumping by registered letter. Complaints submitted after this period will no longer be considered by Jumping.

6.2 Complaints are in principle not possible with regard to issues and circumstances that cannot be avoided by Jumping and therefore do not give rise to any obligation to pay damages by Jumping, such as:

- a. complaints and circumstances relating to changes in the programme, including but not limited to changes in its composition, cancellations, or rescheduling of Events to another date;
- b. complaints and circumstances relating to nuisance or inconvenience caused by other Visitors, including but not limited to noise nuisance, inappropriate behaviour, theft, demonstrations, or disturbances; in case of repeated nuisance or inconvenience caused by specific Visitors, Jumping will take reasonable measures to deny such Visitors access in the future if necessary;
- c. complaints and circumstances relating to nuisance or inconvenience caused by malfunctioning facilities in the Accommodation;
- d. complaints and circumstances relating to nuisance or inconvenience, including limited visibility for the Visitor, caused by (audio-)visual recordings by the media and the related technical facilities in the halls;
- e. complaints and circumstances relating to the allocation and distribution of seats and/or any changes in such distribution or in the seating plan required by circumstances;
- f. complaints and circumstances relating to nuisance or inconvenience, including limited visibility of the arena.

ARTICLE 7 – PARKING

If the Visitor makes use of the parking garages belonging to the Accommodation, the Visitor is also bound by the obligations set out in the General Terms and Conditions for Parking of RAI Amsterdam. If and as far as the General Terms and Conditions of Visitors conflict with the General Terms and Conditions for Parking, the latter shall prevail.

ARTICLE 8 – APPLICABLE LAW / COMPETENT COURT

8.1 These General Terms and Conditions of Visitors are governed by Dutch law.

8.2 All disputes arising from the agreement between the Visitor and Jumping shall be submitted exclusively to the competent court in Amsterdam.

ARTICLE 9 – FINAL PROVISIONS

9.1 If and as far as any provision of the General Terms and Conditions of Visitors is null and void or annulled, the remaining provisions shall remain in full force. Jumping shall then establish a new provision to replace the null and void/annulled provision, taking into account as far as possible the purpose of the null and void/annulled provision.

9.2 Jumping reserves the right to amend the General Terms and Conditions of Visitors. The Terms and Conditions that have entered into force replace all previous General Terms and Conditions of Visitors, unless explicitly stated otherwise by Jumping
