
LIQUICITY EVENT TERMS AND CONDITIONS

Last updated: July 6th, 2026

1. LIQUICITY

1.1. Spooker+++ B.V. (hereinafter: "**Liquicity**") organises music events, club shows and festivals in the Netherlands and other countries ("**Events**"). These general terms and conditions ("**Terms**") apply to all legal relationships between Liquicity and the party that purchases a ticket for an Event and/or visits an Event ("**Visitor**").

1.2. By purchasing a ticket for an Event ("**Ticket**") or entering the Premises of an Event, the Visitor agrees to comply with these Terms. For each Event, Liquicity may publish additional Event-specific rules and information ("**Event-specific Info & Rules**") on the various Liquicity websites. Where Event-specific Info & Rules have been published prior to an Event, Visitors are responsible for consulting them before attending. The Event-specific Info & Rules form part of the agreement between Liquicity and the Visitor and are binding from the moment of publication. Where there is a conflict between the Event-specific Info & Rules and these Terms, the Event-specific Info & Rules shall prevail.

1.3. These Terms apply to all areas associated with an Event, including but not limited to the festival terrain, campsite, parking facilities, shuttle services, and any other ancillary areas (collectively: "**Premises**").

2. PURCHASE OF TICKETS

2.1. Tickets remain the property of Liquicity at all times. Only the first holder to present a valid Ticket or wristband will be granted access to an Event.

2.2. The Visitor bears the risk of loss, theft, damage, or misuse of the Ticket. Liquicity is not liable for any damage resulting from lost, stolen, or damaged Tickets.

2.3. Liquicity cannot guarantee the validity of Tickets purchased via sources other than official Liquicity sales channels.

2.4. For electronic Tickets, the Visitor is responsible for ensuring secure electronic delivery and for keeping any account credentials confidential.

2.5. Liquicity reserves the right to set a maximum number of Tickets per order and may decline or cancel orders exceeding this limit without liability.

2.6. Tickets are not personalised unless explicitly stated otherwise by Liquicity for a specific Event.

2.7. Tickets cannot be returned. The right of revocation is expressly excluded pursuant to Article 6:230p sub e of the Dutch Civil Code. The Visitor does not have a statutory reflection period of 14 days to cancel or return the Ticket at no cost.

2.8. Liquicity reserves the right to refuse entry or remove any Visitor whose Ticket was obtained in violation of these Terms. No refund will be issued in such cases.

3. RESALE OF TICKETS

3.1. Commercial resale of Tickets is prohibited.

3.2. Liquicity may designate an official resale channel for a specific Event through which Visitors may resell their Tickets. Where such a channel is available, it will be communicated via official Liquicity channels. The availability and use of any such resale channel may be subject to requirements, including the requirement to hold an IBAN bank account. Liquicity does not guarantee that all Visitors will be able to use the resale channel, and accepts no liability where a Visitor is unable to do so.

3.3. Liquicity cannot guarantee that Tickets purchased via unofficial resale channels are real or valid. Liquicity is not liable for any damage in connection with Tickets purchased outside official channels, including damage resulting from counterfeit, invalid, or duplicated Tickets.

4. VISITING EVENTS

4.1. To gain access to an Event, a Visitor must present a valid Ticket or wristband. Liquicity reserves the right to refuse entry on the basis of any Ticket or wristband that it deems invalid, including for example where it is damaged, expired, already used, issued for a different date or zone, or otherwise does not meet the requirements for the relevant Event.

4.2. The minimum age requirement for each Event will be stated on the Event page. Where no minimum age is stated, Visitors must be at least 18 years old. Valid, government-issued photographic identification such as a passport, national ID card, or driver's licence must be presented upon request. Copies or photographs of identification documents are not accepted.

4.3. Wristbands, access passes, and any other access credentials issued at the Event are strictly personal and non-transferable. Passing on a wristband or other access credential to another person will result in denial of entry or removal from the Event without entitlement to a refund.

4.4. Liquicity reserves the right to refuse entry to or remove any Visitor from the Event at any time, without liability for compensation or refund, where reasonably necessary. This right applies both at entry and at any point during the Event, and includes but is not limited to situations where the Visitor:

- cannot present a valid Ticket or wristband;
- cannot present valid identification upon request;
- does not meet the minimum age requirement for the Event;
- is visibly intoxicated or under the influence of substances, posing a risk to their own safety or that of others;
- has been previously banned from a Liquicity Event;
- violates any provision of these Terms or the applicable Event-specific Info & Rules;
- or where Liquicity otherwise deems it necessary to uphold safety and public order.

4.5. Liquicity reserves the right to conduct searches, or to have designated security personnel conduct searches, on Visitors prior to entry and at any time during the Event. If a Visitor refuses to cooperate with such a search, Liquicity may deny entry or remove the Visitor from the Event without any liability for compensation or refund.

4.6. Liquicity reserves the right to confiscate items from a Visitor. For confiscated items, Liquicity will determine whether the item will be disposed of or whether the Visitor may collect it upon leaving the Event. Items must be claimed at the Event before its conclusion by presenting the relevant token issued at the time of confiscation. Items not retrieved before the end of the Event will no longer be available for collection.

4.7. Visitors shall not bring to an Event any dangerous or prohibited objects, including but not limited to: glass containers, cans, aerosols, fireworks, pyrotechnics, weapons of any

kind, or items with sharp edges. The applicable Event-specific Info & Rules may specify additional prohibited items for specific Events.

4.8. Visitors shall at all times comply with the instructions of Liquicity staff, security personnel, medical staff, and all other authorised parties present at or around the Event, including venue staff, operators of transportation, the fire brigade, and the police.

4.9. In addition to the Event-specific Info & Rules published in advance, Liquicity may issue further rules and instructions at any time during an Event via staff, signage, or other on-site communication. Visitors are required to comply with such rules and instructions.

4.10. Where a Visitor holds a Ticket or wristband valid for more than one day, removal from the Event in accordance with this Article results in the loss of access to the entire Event, including any remaining days, without entitlement to a refund.

4.11. Visitors with specific accessibility requirements are encouraged to contact Liquicity in advance via events@liquicity.com. Liquicity will assess such requests on an individual basis.

4.12. Lost property handed in during an Event may be collected at the designated lost-and-found point at the Premises during the Event only. Liquicity gives no guarantee that lost items will be found, retained, or available for collection after the Event has ended, and accepts no liability for lost, damaged, or unclaimed property.

5. PROHIBITED CONDUCT

5.1. The following conduct and items are prohibited at all Events, unless explicitly permitted in writing by Liquicity:

Photography and recording:

- Professional photography and video equipment, including cameras with detachable or interchangeable lenses and professional audio recording devices;
- Drones or any other remotely piloted aircraft ("RPAS") – the Event Premises constitute a designated no-fly zone;
- Selfie sticks and extendable poles;
- Recording of performances for commercial purposes.

Clothing and appearance:

- Clothing or accessories bearing discriminatory, offensive, threatening, or hate-inspiring imagery or text.

General:

- Commercial activity or promotional conduct of any kind without prior written consent from Liquicity. This includes, but is not limited to, distributing flyers or other promotional materials, placing stickers, advertising third-party events, or soliciting other Visitors for any commercial purpose;
- Laser pointers;
- Smoking or vaping in indoor or covered areas, in accordance with Dutch law. Designated smoking areas will be indicated on-site where applicable.

5.2. Animals are not permitted on the Premises. Visitors who require access for a registered assistance animal such as a guide dog must contact Liquicity in advance via events@liquicity.com. Liquicity will assess such requests individually.

5.3. Violation of any provision in this article may result in immediate removal from the Event without entitlement to a refund. Liquicity additionally reserves the right to ban the Visitor from attending future Liquicity Events and to involve the authorities where applicable.

6. CODE OF CONDUCT

6.1. Liquicity is committed to creating a safe, inclusive, and welcoming environment for everyone at its Events. All persons present, including Visitors, crew, staff, artists, and partners, are expected to treat each other with respect.

6.2. The following behaviour will not be tolerated at any Liquicity Event:

- Any form of harassment, including sexual harassment, unwanted physical contact, or persistent unwanted attention;
- Discrimination on the basis of gender, gender identity or expression, sexual orientation, race, ethnicity, nationality, religion, disability, or any other characteristic;
- Verbal abuse, threats, or intimidatory behaviour;
- Any form of violence.

6.3. Consent matters. Visitors are expected to respect the personal boundaries of all other persons at the Event. If it is not a clear yes, it is a no.

6.4. Visitors who experience or witness behaviour that violates this Code of Conduct are encouraged to report it immediately to any Liquicity staff member or security personnel on-site. Incidents may also be reported at any time via events@liquicity.com. Liquicity handles all reports with care and confidentiality.

6.5. Violation of this Code of Conduct may result in immediate removal from the Event without entitlement to a refund, and may result in a ban from future Liquicity Events.

7. DRUGS AND ALCOHOL

7.1. The use, possession, or distribution of illegal substances is strictly prohibited on the Premises. Visitors found in possession of illegal substances will be removed from the Event and may be handed over to the police. Liquicity maintains a zero-tolerance policy with respect to illegal drugs.

7.2. Visitors who are visibly intoxicated, whether by alcohol or otherwise, may be denied entry or removed from the Event at any point, without entitlement to a refund. This applies both at entry and during the Event.

7.3. For Events where it is allowed to bring alcohol onto the Premises, rules regarding quantity limits, packaging requirements, and zone restrictions, are set out in the Event-specific Info & Rules published on the Liquicity website prior to the Event. Visitors are responsible for consulting these rules before attending.

8. HEALTH AND SAFETY WARNINGS

8.1. **Sound levels:** Events involve exposure to amplified music at high volumes. Sound levels at Events may reach or exceed 85 dB(A). Prolonged or repeated exposure to loud music may cause permanent hearing damage. Liquicity strongly advises all Visitors to wear hearing protection (earplugs). Pregnant Visitors are advised to take particular care regarding sound exposure and to seek medical advice if in doubt. Hearing protection may be available for purchase on-site.

8.2. **Lighting and visual effects:** Performances and stage productions at Events may include the use of strobe lighting, flickering or flashing effects, laser systems, smoke and haze machines, pyrotechnics, and other special lighting or visual effects. Visitors who have epilepsy, photosensitive conditions, or any other condition that may be triggered by such effects attend at their own risk. Liquicity strongly advises Visitors with such conditions to seek medical advice before attending. Liquicity is not liable for any damage to persons or

property resulting from the use of such effects, including damage to electronic devices caused by laser systems.

8.3. Physical risks: Attending an Event involves inherent physical risks, including crowd movement and physical contact. Visitors attend the Event and the Premises entirely at their own risk.

8.4. Hydration: Visitors are strongly advised to drink water regularly, to eat before and during the Event, and to be aware of symptoms of heat exhaustion, particularly in warm weather.

8.5. Medical assistance: First aid facilities will be present at Events. The location of first aid posts will be communicated via on-site signage and, where applicable, the Event-specific Info & Rules. In the event of a medical emergency, Visitors should alert the nearest security or medical staff member immediately.

8.6. Medication: Visitors who need to bring prescription or other medication to the Event must carry it in its original, sealed packaging, accompanied by a valid doctor's statement or prescription. If there is any doubt regarding the nature of the medication, Liquicity reserves the right to have it assessed by a medical professional on-site.

8.7. Liquicity is not liable for personal injury, medical expenses, or other damage arising from a Visitor's attendance at an Event, except to the extent expressly set out in Article 15.

9. PHOTOGRAPHY, RECORDINGS, AND MEDIA

9.1. By entering the Premises, the Visitor acknowledges that visual and/or audio recordings may be made of the Event and of persons present by or on behalf of Liquicity. Liquicity processes such recordings on the basis of its legitimate interest (Article 6(1)(f) GDPR) in promoting its Events. Such recordings may be used for promotional and editorial purposes directly related to the Event and to Liquicity's Events in general, including on Liquicity's website and social media channels. Visitors who believe they have been recorded in a personally identifiable manner and object to the use of that recording may submit a request to events@liquicity.com. Given the nature of large-scale event recordings, identification of specific individuals cannot always be guaranteed. Liquicity will respond within one month and handle such requests in accordance with applicable data protection law.

9.2. Professional photography and video equipment, including cameras with detachable or interchangeable lenses and professional audio recording devices, are not permitted on the Premises without prior written accreditation issued by Liquicity.

9.3. Drones and any other remotely piloted aircraft are strictly prohibited on and around the Premises. The Premises constitute a designated no-fly zone.

9.4. Personal photography and video recording for private, non-commercial use is permitted.

9.5. Creating, publishing, or distributing content for commercial purposes, including sponsored or paid-for social media posts, brand integrations, and influencer content, is prohibited without prior written consent from Liquicity.

9.6. Visitors may not record, broadcast, or distribute any part of any performance for commercial purposes. Recordings made in violation of this article may be confiscated, and Liquicity reserves the right to take further action.

10. PAYMENT METHODS AND TOKENS

10.1. Liquicity is entitled to determine the accepted methods of payment at an Event, which may include cash, debit cards, credit cards, physical tokens, and/or digital tokens (collectively "**Tokens**").

10.2. Tokens, whether physical or digital, have no monetary value outside of the Event. Unless explicitly stated otherwise by Liquicity, unused Tokens remaining after an Event that has taken place are not eligible for a refund. This applies regardless of whether the Tokens are held in physical or digital form, including on a wristband or similar carrier. In the event of partial cancellation of the Event, Liquicity will communicate whether and to what extent a Token refund will be made available. Article 14 applies in the event of full cancellation, relocation, or rescheduling of an Event.

10.3. Where Liquicity chooses to offer a Token refund, this will be communicated in advance and will be subject to conditions including a submission deadline and, where applicable, a minimum refund amount and transaction fee. Refund requests received after the stated deadline will not be honoured.

10.4. At certain Events, Liquicity may operate accessory Token systems, such as a reusable cup system or a silent disco headphone system, under which a Visitor exchanges a Token for a physical item and receives the Token back upon returning the item. Tokens obtained through such systems have no cash value, are not redeemable for a refund, and are not replaced if lost or damaged. Tokens not returned or exchanged before the close of the relevant service are forfeited.

10.5. Liquicity may decline to honour any Token where there is reasonable suspicion of misuse or fraud.

11. PRE-ARRANGED ACCOMMODATION

11.1. If a Visitor makes use of pre-arranged accommodation on the Premises such as glamping tents or similar structures ("**Accommodation**"), the Visitor is granted a right of use of the Accommodation for the duration of the Event.

11.2. The Visitor must handle the Accommodation with reasonable care and leave it in a clean and undamaged condition. In the event of damage to the Accommodation, the Visitor must inform Liquicity as soon as reasonably possible.

11.3. Liquicity may charge the Visitor for damage caused to the Accommodation during the period of use.

11.4. Visitors are not entitled to a refund of Accommodation costs in the event they are unable to attend the Event, or in the event the Accommodation is not used for any reason, except as provided in Article 14.

12. MERCHANDISE

12.1. Merchandise items ordered via the Event ticket shop or ordered in advance can exclusively be collected at the relevant Event. Collection location, dates, and times will be communicated via official Liquicity channels including in the ticket shop.

12.2. Where a Visitor fails to collect pre-ordered merchandise at the Event, the Visitor is not entitled to a refund or to subsequent delivery of the items.

12.3. Any concerns regarding merchandise items, including incorrect, missing, or damaged items, must be raised at the merchandise collection point at the time of collection. Where an issue is demonstrably attributable to an error by Liquicity, Liquicity will assess the claim and

determine an appropriate remedy. Claims raised after the Event cannot be guaranteed to be honoured.

13. CHANGES TO THE EVENT PROGRAMME

13.1. Liquicity will endeavour to ensure that each Event proceeds in accordance with the published programme. However, Liquicity reserves the right to make changes to the Event programme, line-up, set times, and schedule as necessary.

13.2. Liquicity is not liable for any changes to or deviations from the advertised programme, including artist cancellations or substitutions, changes to set durations, or changes to stage assignments. Such changes do not entitle the Visitor to a refund or other remedy.

14. CANCELLATION, RELOCATION OR RESCHEDULING OF AN EVENT

14.1. Liquicity has the right to reschedule an Event to another date, relocate an Event to another location, or cancel an Event, including in cases of force majeure. Force majeure includes any circumstance beyond Liquicity's reasonable control, including but not limited to: illness or cancellation of artists; restrictions, prohibitions, or orders from governmental or regulatory authorities; adverse weather conditions; pandemic or epidemic; fire; safety threats or security incidents; terrorist threats; failure of utilities or telecommunications; restrictions arising from applicable nature protection or environmental law, including requirements relating to protected species; and strikes or other labour actions.

14.2. Liquicity will not be liable for any damage or costs incurred by the Visitor resulting from an Event being rescheduled, relocated, or cancelled.

14.3. If Liquicity cancels, relocates, or reschedules an Event, Liquicity will inform Visitors and communicate a refund, relocation, rescheduling, or alternative procedure via electronic communication, including email and/or the Liquicity website.

14.4. In the event of full cancellation of an Event, any refund will cover the face value of the Ticket and cost of any Accommodation purchased directly from Liquicity. Service charges, booking fees, and other costs incurred by the Visitor, such as travel expenses and any accommodation not purchased directly from Liquicity, are not refundable.

14.5. In the event of cancellation, relocation, or rescheduling, any refunds and/or alternative solutions will in principle be issued to the Visitor who originally purchased the Ticket. If a Ticket has been resold or transferred, the buyer must contact the original purchaser to arrange a refund.

14.6. If an Event is rescheduled or relocated, the original Ticket remains valid for the new date or location. Visitors who cannot or do not wish to attend the rescheduled or relocated Event may request a refund in accordance with the procedure and within the period communicated by Liquicity at the time of the announcement. Visitors who fail to respond within that period, or who attend the rescheduled or relocated Event, waive their right to a refund.

14.7. Visitors are not entitled to any refund if they are unable to attend an Event for personal reasons, including costs for Tickets, Accommodation, pre-ordered merchandise, or any other costs incurred in connection with the Event.

15. LIABILITY

15.1. To the extent permitted by law, Liquicity excludes and/or limits its liability as set out in this Article 15. Nothing in this Article 15 excludes or limits liability for damage caused by intent (*opzet*) or conscious recklessness (*bewuste roekeloosheid*) of Liquicity, its managerial staff, or any person or party for whose conduct Liquicity is held liable by law (including under Articles 6:76, 6:170, 6:171 and 6:172 of the Dutch Civil Code).

15.2. Attending the Event and being present on the Premises, involves inherent risks typical of a large-scale outdoor music event, including but not limited to crowding, noise, weather conditions, and the unpredictable conduct of other Visitors. The Visitor accepts these inherent risks. Subject to Article 15.1 and the remainder of this Article 15, Liquicity's liability for damage arising from these inherent risks is excluded to the extent permitted by law.

15.3. Without prejudice to Article 15.1, Liquicity's liability is excluded for:

- (a) damage to or loss of personal property, including mobile devices and other electronics;
- (b) hearing damage, except where resulting from Liquicity's failure to take the sound-level precautions reasonably expected of it. Liquicity is not liable to the extent hearing damage results from factors affecting sound propagation that are outside Liquicity's reasonable control;
- (c) damage caused by lighting or visual effects, including laser systems, except where resulting from Liquicity's failure to comply with applicable safety requirements for such equipment; and
- (d) damage arising from the unlawful behaviour of other Visitors or third parties, except where Liquicity failed to take the security measures reasonably expected of it.

Personal injury, hearing damage, and medical costs are not excluded to the extent they result from Liquicity's failure to take the safety measures reasonably expected of an organiser of an event of this scale.

15.4. Where Liquicity is liable pursuant to this Article 15, such liability is limited to direct and demonstrable damage resulting from a proven failure by Liquicity to fulfil its obligations. Liquicity's liability shall in no event exceed the amount paid out under its applicable liability insurance policy in the relevant case. Where no such payment is made, liability is limited to the face value of the Ticket purchased by the Visitor for the relevant Event. This limitation does not apply to liability except under Article 15.1.

15.5. Without prejudice to Article 15.1, Liquicity's liability for indirect damage, including consequential loss, immaterial damage, loss of profit, or loss of savings, is excluded in full.

15.6. Third parties involved in organising or executing the Event are treated as follows:

- (a) Food, beverage, and other commercial vendors operating on the Premises do so independently, under their own name, and on their own account. They are not employees, agents, or representatives of Liquicity and are directly and solely liable to the Visitor for damage arising from their own products, services, or conduct.
- (b) Liquicity is not liable for damage caused by other visitors or by third parties present on the Premises who are not engaged by Liquicity in connection with organising or executing the Event.
- (c) For subcontractors, agents, security personnel, and other parties directly engaged by Liquicity to organise or execute the Event, including personnel supplied by such subcontractors to carry out the engaged work, Liquicity's liability is limited in accordance with Article 15.4, provided Liquicity exercised reasonable care in selecting and instructing the subcontractor.

15.7. The Visitor should report any damage to Liquicity as soon as reasonably possible, and in any event within 14 days after the official end of the Event, via events@liquicity.com, with available details and evidence. Late reporting affects the Visitor's right to claim only to the extent Liquicity is prejudiced by the delay, or the delay was unreasonable given the nature of

the damage. This period does not apply to damage that could not reasonably have been discovered or reported within it.

15.8. The Visitor agrees to indemnify Liquicity against third-party claims for damage for which the Visitor is legally liable, including reasonable resulting costs and legal expenses. This indemnity does not apply to damage caused by Liquicity or by any person or party for whose conduct Liquicity is liable by law.

16. DATA PROTECTION

16.1. Liquicity processes the personal data of Visitors in accordance with its privacy statement, which can be found at <https://liquicity.com/privacy-policy/>. The privacy statement sets out how Liquicity collects, uses, stores, and protects personal data, and how Visitors may exercise their rights under applicable data protection law, including the General Data Protection Regulation (GDPR).

17. GENERAL PROVISIONS

17.1. Liquicity may amend these Terms at any time. Amended Terms take effect upon publication on the Liquicity website. Liquicity will endeavour to notify Visitors of material changes via email or a prominent notice on the Liquicity website, but amended Terms are binding from the date of publication regardless of whether such notification was received. If a Visitor does not wish to accept the amended Terms, the Visitor must refrain from purchasing Tickets and/or attending Events.

17.2. If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions shall continue to apply in full. The invalid or unenforceable provision shall be replaced by a valid provision that most closely reflects the intent of the original.

17.3. These Terms are governed by Dutch law. In the event of a dispute arising from these Terms, the competent court in Amsterdam shall have exclusive jurisdiction, without prejudice to the right of a Visitor acting as a consumer to submit the dispute to the court of their place of residence. A Visitor wishing to exercise the right to submit the dispute to the court of their place of residence must notify Liquicity within one (1) month of Liquicity invoking the jurisdiction of the Amsterdam court.

For questions about these Terms, please contact Liquicity at events@liquicity.com