

TICKET VALUE SCHEME CORONACRISIS
Cultural and sporting events

Due to the (national and international) measures against the spread of the Coronavirus, many event organizers, music venues, theaters and concert halls, museums, monuments, sports clubs and other institutions are forced to move or cancel events. The scheme below has been drawn up to provide a guide for organizers on how to deal with the refunding of tickets and the issuing of vouchers. Should organizers make use of this, they will inform the public about the content of this scheme.

Where mention is made of “event” in the current scheme, this should be read (also) to include: theater performance, music performance, music concert, pop concert, festival, exhibition, sports competitions, etc. Where it says “organizer”, this should be read to include: theater, concert hall, black box, museum, monument, sports club etc.

1. Rescheduled events

1. Tickets for events which have been rescheduled as a result of the Coronavirus will remain valid for the later date, provided that the event is rescheduled for a date no more than 13 months from the original one.
2. If the ticket holder is unable to attend on the new date of the rescheduled event, the ticket holder will notify the organizer within a reasonable time. The holder of the ticket is then entitled to a voucher equal to the original ticket price, including booking or service fees. The value of this voucher can be used to purchase a ticket for another event of the organizer for a minimum of 12 months after issue. The validity period is stated on the voucher.
3. If the ticket holder cannot use a voucher, the ticket holder will notify the organizer within a reasonable time. In that case, the ticket holder is entitled to a monetary refund of the original ticket price.
4. Any monetary refund will be issued no later than 1 month after the new date of the rescheduled event.
5. An organizer may deviate from the above at any time in favor of the ticket holder.

2. Cancelled events

1. For tickets for events that were canceled due to the Coronavirus (ie could not be rescheduled within the 13-month period), the holder of that ticket is entitled to a voucher equal to the original ticket price, including booking or service charge. The value of this voucher can be used to purchase a ticket for another event of the organizer for a minimum of 12 months after issue. The validity period is stated on the voucher.
2. If the ticket holder cannot use a voucher, the ticket holder will notify the organizer within a reasonable time. In that case, the ticket holder is entitled to a monetary refund of the original ticket price.
3. Any monetary refund will take place no later than 3 months from the date of the cancelled event.
4. An organizer may deviate from the above in favor of the ticket holder at any time.

Effectuation of this scheme and public campaign

This scheme will be made public on 9 April 2020. Organizers using this scheme will inform the visitor about the existence of this scheme.

Each organizer issues the voucher itself or through its ticketing party.

The organizers support this scheme with a joint public campaign. The organizers call on the public to voluntarily donate the outstanding ticket money in case the customer is unable to attend. This can also be stated on the voucher. In case of donation, it is the responsibility of the organizer to ensure that the funds are reasonably divided throughout the supply chain. Parties will come to agreements on this topic among themselves.

Adjustment Terms and Conditions Museumkaart (Museum Pass)

Article 8 paragraph 3 new: Pass holders who were unable to use the Museumkaart in the period of 13 March 2020 until 31 May 2020 due to the temporary closure of the museums on account of the Coronavirus, will receive compensation in the form of an extension of three months following on the original term. If the pass holder cannot make use of the extension, early cancellation is possible. Early cancellation is effected by means of the appropriate online form (x) or this PDF (y). SMK will refund the pass holder the remaining annual contribution, counting from the first day following the day of cancellation of the extended period up to and including the last day of the applicable term. It is also possible to make a donation to Stichting Museumkaart in the amount of the remaining annual contribution counting from the first day following the day of cancellation of the extended period up to and including the last day of the new applicable term via the appropriate online form (xx) or this PDF (yy).

Explanatory note

Article 1:

1. The 13-month period was chosen because many events are annual and seasonal. Therefore, they will usually have to be rescheduled for the same period in 2021.
2. The concept “reasonable time” could consist of a four week term after the announcement of the rescheduling of the event in question. It is up to the organizer to communicate the term to the ticket holders.
The value of the voucher is the original ticket price (but not, for example, a higher price paid by the holder through a ticket dealer), including any service/reservation/administration fees. The amount is redeemable when purchasing a ticket for another event of the organizer. After all, many organizers charge different prices for different events. The voucher is valid for a minimum of 12 months, which is in line with the minimum statutory period. If the value of the voucher is not fully used, the remainder will remain as credit during the aforementioned period.
3. The concept “reasonable time” could consist of a four week term after the announcement of the rescheduling of the event in question. It is up to the organizer to communicate the term to the ticket holders.
4. This term has been chosen for the benefit of the liquidity of the organizer.
5. There is room to deviate from the above in favor of the consumer, for example in the length of terms.

Article 2:

1. The value of the voucher is the original ticket price (but not, for example, a higher price paid by the holder through a ticket dealer), including any service/reservation/administration fees. The amount is redeemable when purchasing a ticket for another event of the organizer. After all, many organizers charge different prices for different events. The voucher is valid for a minimum of 12 months, which is in line with the minimum statutory period. If the value of the voucher is not fully used, the remainder will remain as credit during the aforementioned period.
2. The concept “reasonable time” could consist of a four week term after the announcement of the rescheduling of the event in question. It is up to the organizer to communicate the term to the ticket holders.
3. This term has been chosen for the benefit of the liquidity of the organizer.
4. There is room to deviate from the above in favor of the consumer, for example in the length of terms.

Terms and Conditions Museumjaarkaart

1. Longer-term compensation is more attractive to the consumer: three months instead of 79 days. This three-month extension will always follow on directly from the original term.
2. Early cancellation is only possible if the term of the Museumkaart exceeds twelve months owing to the extension, which was implemented to compensate the temporary closure of the museums on account of the Corona virus.
3. A standard online and PDF form will be made available for refunds; such a standard online and PDF form will also be provided for donation.