

1. **Season tickets (general)**

- 1.1 Bring the season ticket with you whenever you visit the park. At the main entrance, you must personally hand over your season ticket to the inspector, who will check the validity of your ticket. Moreover, the photograph displayed on the season ticket is used to check if you are indeed the season ticket holder. Despite the fact that the details of you as season ticket holder are registered, you will be denied access to the park if you are unable to show your season ticket.
- 1.2 If a visual inspection shows that you cannot be clearly identified based on the photograph, Efteling will be authorised to request that you have a new photograph taken at the Visitors' Service Centre. Efteling's opinion will be binding here.
- 1.3 Season tickets are strictly personal and non-transferable. Season tickets cannot be converted into other season ticket types during the fixed or minimum term. It is only possible to purchase one season ticket per person.
- 1.4 As a season ticket holder, you are entitled to several benefits. The current benefits and the conditions can be found at [efteling.com/en/park/annual-pass](http://efteling.com/en/park/annual-pass).
- 1.5 If your season ticket is lost or stolen, you must report this immediately by calling +31 (0) 416 53 7777. To prevent any misuse by third parties, your season ticket will be blocked immediately. At the Efteling Visitors' Service Centre, you can ask for a duplicate season ticket in case of any loss, theft or damage. The administrative charges for a duplicate season ticket are € 7 per season ticket.
- 1.6 In the event of improper use of the season ticket and/or misbehaviour in the park, Efteling will seize or block the season ticket. If the season ticket is seized or blocked, the season ticket fee will not be refunded.
- 1.7 The identity must be proven of anyone who purchases a season ticket (or for whom a season ticket is purchased) at the Visitors' Service Centre. If the season ticket holder is below the age of 18, a parent or guardian will have to sign and be present when the season ticket is purchased at the Visitors' Service Centre.
- 1.8 If you purchase a season ticket online on behalf of someone else, this will only be possible if you have been authorised to do so by this person or if you are the legal representative of this person. By purchasing the season ticket for someone else, you state that you are entitled to do so.
- 1.9 The right of withdrawal applies to the online purchase of an Efteling season ticket: within 14 days after purchase, the unused Efteling season ticket can be returned to Efteling and the subscription fee already paid will be refunded. If the Efteling season ticket is used within 14 days after the purchase, the right of withdrawal expires.
- 1.10 The Park Regulations will apply when you access the park. The Park Regulations are available for inspection at the main entrance and can be found at [efteling.com/en/terms-and-conditions](http://efteling.com/en/terms-and-conditions).

2. **Season tickets at a reduced fee**

- 2.1 **Children aged 3 and younger**  
If one of the parent(s)/guardian is a season ticket holder, it is possible to purchase a free season ticket for children aged 3 and younger. The season ticket will start from the date of purchase and will end on the same date as the end date of the season ticket of the parent(s)/guardian or - if this is sooner - when the child turns 4 years of age. When the child turns 4 years of age, up to a one month after his or her birthday, a regular season ticket can be bought once with a reduced fee. For more information, see [efteling.com/4-years-of-age](http://efteling.com/4-years-of-age)
- 2.2 **People aged 60 and older**  
If you are 60 years of age or older, you qualify for a season ticket at a reduced fee.
- 2.3 **Disabled guests**  
Visitors who are unable to visit the attractions by means of the normal entrance because of an impairment will qualify for a season ticket at a reduced fee. For this, they must submit the 'Declaration disabled visitor'. The declaration can be found at [efteling.com/en/park/annual-pass](http://efteling.com/en/park/annual-pass). This season ticket can only be purchased at the Visitors' Service Centre. If no declaration can be submitted, one will not qualify for a season ticket at a reduced fee. This way, Efteling can offer the actual service exclusively to those for whom this arrangement is intended.

3. **Parking season ticket**

- 3.1 If you want to make unlimited use of the car park during the term of your season ticket, you can opt for a parking season ticket. The method of payment of your parking season ticket must be the same as the method of payment of your season ticket for the park.
- 3.2 The parking season ticket will allow anyone who has a valid driving licence to make use of the car park for one car per day, exclusively in combination with a visit to the park.
- 3.3 The owner of the parking season ticket must, whenever the ticket is used, be in the vehicle upon arrival.
- 3.4 The owner of the parking season ticket must be 18 years of age or older and have a driving licence.
- 3.5 A parking season ticket will not give priority or guarantee a parking space on busy days. If there are no parking spaces left, you will not be entitled to compensation and/or a refund of your season ticket fee.
- 3.6 You are not allowed to lend the parking season ticket to third parties or use it in any manner other than in accordance with the above-mentioned conditions.
- 3.7 You are required to follow the directions of the parking attendants on duty.
- 3.8 Parking with a parking season ticket is only allowed during the regular opening times of the theme park.
- 3.9 If you purchased a parking season ticket, this will be incorporated into your season ticket for the park. When leaving the car park, you can use any of the barriers. When holding your season ticket in front of the pillar, the barrier will lift.
- 3.10 The parking season ticket is only valid in combination with a visit to the park. Entering the car park is no longer allowed from one hour before the theme park closes. The current opening times can be found at [efteling.com](http://efteling.com).
- 3.11 The parking season ticket can only be used in combination with a valid Efteling season ticket.

4. **Payment method**

- 4.1 When an Efteling season ticket is purchased, the entire fee must, in principle, be paid in advance and in one instalment. Payment in monthly instalments by means of a direct debit is also possible, subject, however, to the condition of correct compliance with the payment obligations. If you fail to comply with your monthly payment obligations, Efteling may immediately convert your season ticket into a regular season ticket that requires you to pay the entire fee in advance in one instalment. In that case, the remaining instalments will have to be paid all at once. After that, it will no longer be possible to purchase a season ticket by making monthly payments.
- 4.2 In case of monthly payments, you will have to pay the first monthly instalment of the season ticket in advance from the account to which the season ticket fee will be debited each month. The first debit collection (advance payment for the next month) will be debited within two weeks. After that, the monthly instalments will be paid by direct debit (also in advance). Debiting the season ticket fee to your account is deemed to have been accepted and approved by you as season ticket holder.
- 4.3 If the monthly season ticket fee cannot be paid by means of a direct debit, Efteling may - as provided in Article 4.1 - convert your season ticket into a regular season ticket and Efteling will reserve the right to exercise its statutory right to suspend its performance, thereby denying you access to Efteling with immediate effect by blocking your season ticket. Your season ticket will be unblocked as soon as you have complied with all your payment obligations.
- 4.4 In case of any overdue payments, Efteling will send a demand or notice of default. After expiry of the period(s) stated therein, Efteling will be entitled to pass on the claim to a collection agency and/or bailiff, in which case you will also have to pay the related additional costs.
- 4.5 If you want to make up the payment arrears and unblock your season ticket, you can find more information at [efteling.com/en/park/annual-pass](http://efteling.com/en/park/annual-pass), unless the claim has been passed on to a collection agency.
- 4.6 The person applying and/or paying for the season ticket and the season ticket holder are jointly and severally liable and responsible for payment of the season ticket fee.

5. **Validity and term of the season ticket**

- 5.1 Season tickets that are paid at once will automatically end after 1 year. Season tickets that are paid in monthly instalments will continue for an indefinite period after the first year. For children aged 4 and younger, an adjusted minimum term of the season ticket may apply (see terms in Article 2.1).
- 5.2 The season ticket is only valid during the regular opening times of the theme park. These times can be found at [efteling.com/en/park/opening-hours](http://efteling.com/en/park/opening-hours).
- 5.3 Each calendar year, Efteling may designate no more than fourteen days per year, in the months of January, February, March, November and December, as days for large-scale business events. Your season ticket will not be valid on these days. These days are published at least three months before the relevant events at [efteling.com/en/park/annual-pass](http://efteling.com/en/park/annual-pass). Check the website for this.

6. **Termination**

- 6.1 After expiry of the minimum term of a season ticket that is paid in monthly instalments, this season ticket will automatically be converted into a season ticket for an indefinite period.
- 6.2 After expiry of the minimum term, the season ticket can be terminated subject to one month's notice. The end date of the season ticket will depend on the start date. The season ticket can be terminated via [efteling.com/en/park/annual-pass](http://efteling.com/en/park/annual-pass) and also at the Visitors' Service Centre.

7. **Price / changes**

- 7.1 Efteling may change the price of your season ticket. This change will only be implemented after expiry of the minimum term of your season ticket. If your season ticket can be terminated each calendar month, you will be informed of the price change at least one month in advance.
- 7.2 In case of an increase in the VAT rate, this increase will, if you pay your season ticket in monthly instalments, be passed on immediately and the monthly amount will be increased.
- 7.3 The terms and conditions of season tickets may be changed periodically.

8. **Privacy statement**

Efteling will treat the information you provide in accordance with the Dutch Personal Data Protection Act. More information can be found at [efteling.com/privacy](http://efteling.com/privacy).

9. **Want to know more?**

For more information about Efteling season tickets, you can call +31 (0) 416 53 7777, send an e-mail to [abonnementen@efteling.com](mailto:abonnementen@efteling.com) or go to the Visitors' Service Centre at the main entrance. The Visitors' Service Centre is opened during the opening times of Efteling.