

TERMS AND CONDITIONS

LIFE OVER FUTURE

These General Terms and Conditions for Visitors are of the private company with limited liability LIFE OVER FUTURE BV (hereinafter: "Lofi"), registered in the Trade Register at the Chamber of Commerce under number 74549154, and apply to all Agreements concluded with Visitors to location(s).) of Lofi and of Events organized by or on behalf of Lofi are closed. These General Terms and Conditions for Visitors as well as Lofi's House Rules can be retrieved online and stored digitally via a special web page on the Lofi Website(s) and will be sent free of charge on request.

Article 1—Definitions

General Visitor Conditions: these General Visitor Conditions that apply to every Agreement between the Visitor and Lofi.

Lofi: the private limited liability company Life Over Future B.V., with its registered office and principal place of business at Basisweg 63 in (1043 AN) Amsterdam (Chamber of Commerce number: 74549154), which is engaged in, among other things, the provision of services relating to production, organization and/or the rental of (an) (Event) location in the context of cultural and business events, and the provision of related services, all in the broadest sense of the word.

Visitor: any natural person who does not act in the exercise of a profession or business and who directly or indirectly concludes an Agreement with Lofi in the context of entering or moving in or around the Event Location and/or attending an Event and who has concluded an Agreement with Lofi, whether directly or indirectly.

Event: a one or more day (cultural) event, including a (music) performance and/or other manifestation, a concert, dance event, business event, festival and/or a public or private event to which one or more persons participate, organized and/or facilitated by or on behalf of Lofi and/or which may or may not be organized by a third party and takes place in the (Event) location to be rented out by Lofi.

Event Location: the space(s) to be rented out by Lofi, located at Basisweg 63 1047 AN Amsterdam, for an Event as well as location(s) location(s) where an Event takes place, which is used for the purpose of organize and/or facilitate Event.

House Rules: Lofi's house rules with regard to an Event or a visit to an Event Location, which Visitors must adhere to at all ti

mes when visiting the relevant Lofi Events (location).

Agreement: any contractual legal relationship between the Visitor and Lofi that has been established in accordance with these General Terms and Conditions for Visitors in connection with attending an Event and/or entering an Event Location, as well as any other legal relationship in accordance with these General Terms and Conditions for Visitors that is valid for the (legal) relationship between provision or expression declared applicable to the Visitor and Lofi.

Privacy Statement: the privacy statement in which Lofi's privacy policy is expressed, can be consulted on the Website(s) and applicable to any form of processing of personal data by or on behalf of Lofi.

Social Media: the social media channels specifically affiliated with the Website(s) and other (promotional) expressions from or on behalf of Lofi that are registered or used by or on behalf of Lofi.

(Pre)sales address: a (pre)sales organization engaged for the purpose of selling tickets for Events (location) by or on behalf of Lofi, including those where online/digital Admission Tickets can be purchased;

Admission Ticket: a valid proof obtained by or on behalf of Lofi and/or the organization of the Event that takes place at Lofi's Event Location, showing the Visitor's authority to be in, on, to or from the Event Location;

Admission Price: the price for an Admission Ticket as also stated on the Admission Ticket, excluding any additional service and/or administration costs;

Website(s): the website(s) of Lofi and any specific affiliated website(s) of Events that are registered in the name of Lofi, including, but not limited to, <https://Lofi.amsterdam>, including any special by or on behalf of Lofi developed and operated apps linked to the Website(s) and/or Social Media of Lofi and/or Events that are registered in the name or on behalf of Lofi.

Article 2 - Applicability

2.1 These General Terms and Conditions for Visitors apply to every Agreement that is concluded between Lofi and the Visitor regardless of the manner in which this Agreement is concluded, whether or not for online Visitors to the Websites and/or to every visit by the Visitor to the Event Location and/or an Event organized by or on behalf of Lofi.

2.2 Lofi has the right to change these General Terms and Conditions for Visitors at any time, in whole or in part. Lofi will inform the Visitor of the changes to the General Terms and Conditions for Visitors in a timely manner by reporting this on its Website(s) and/or Social Media. If the Visitor is of the opinion that the changes are contrary to reasonableness and fairness, the Visitor must notify Lofi of this within 10 (ten) working days after notification, failing which the Visitor agrees to the changes.

2.3 Lofi expressly rejects the applicability of any general terms and conditions of the Visitor.

2.4 The nullity of any provision of these General Terms and Conditions for Visitors does not affect the validity of the other provisions of these General Terms and Conditions for Visitors.

2.5 The Visitor is aware that in addition to these General Visitor Conditions and Lofi's House Rules, other conditions may also apply to the purchase of an Admission Ticket for and/or the visit to the Event Location and/or Lofi's Events, including, for example, the terms and conditions of the ticket provider and terms and conditions and house rules of the promoter of the relevant Event at the Lofi Event Location.

Article 3 - Offers and conclusion of the Agreement

3.1 Information, offers, announcements, (promotional) actions and quotations with regard to the Event Location, Events and/or (the sale of) Admission Tickets are provided as accurately as possible by Lofi and/or third parties verbally, by telephone, by e-mail, via the Website(s) or Social Media (displayed) or provided. Lofi accepts no liability for any inaccuracies or omissions in the aforementioned communications made by Lofi and/or third parties.

3.2 An Agreement is concluded at the moment that the Visitor has purchased an Admission Ticket from Lofi or a (Pre)sales address engaged by Lofi, or at least has accepted an offer from or on behalf of Lofi to obtain it, whether or not for payment, and/or when entering the Event Location.

Article 4 - Admission and Admission Ticket

4.1 When entering the Event Location and during the period that the Visitor is present at the Event Location, the Visitor must be in possession of a valid

proof of identity and a valid Admission Ticket and these must be issued at the first request of Lofi employees, Event employees, security personnel, police and/or other competent authority. If it appears that the Visitor is under 18 years old, access to the Event Location and/or the Event will be denied without further ado, unless explicitly determined otherwise by Lofi, without Lofi being obliged to refund the Admission Price or any) sales address charged service and/or administration costs and/or costs otherwise incurred.

4.2 An Admission Ticket is issued to the Visitor once and gives one Visitor one-time access to the Event Location and/or the Event and automatically loses its validity after leaving the Event Location.

4.3 An Admission Ticket only provides the holder of the Admission Ticket with access to the Event Location. It is the Visitor's own responsibility to ensure that he becomes and remains the holder of the Admission Ticket. Admission tickets are and remain the property of Lofi and/or the organization of the relevant Event.

4.4 An Admission Ticket may consist of a document provided by or on behalf of Lofi and/or the organization of the relevant Event, a file, a wristband or a barcode provided by or on behalf of Lofi and/or the organization of the relevant Event. The barcode is a unique code, which is provided to the Visitor via electronic communication (for example by e-mail). If the Visitor has chosen to receive the Admission Ticket in this way, the Visitor must ensure that this Admission Ticket can actually be provided to him in a secure manner via electronic communication. After receipt of the ordered Admission Ticket, it must be checked for correctness by the Visitor. If the purchased Admission Ticket is not received in time by the Visitor concerned, or if defects or errors are found in the Admission Ticket, the Visitor must immediately contact Lofi and/or the organization in writing (by letter or e-mail). of the relevant Event. Lofi guarantees neither the confidentiality nor the receipt of the Admission Ticket.

4.5 Only purchase through Lofi, the organization of the relevant Event and/or (Pre)sales addresses engaged by Lofi guarantees the validity of the Admission Ticket. The burden of proof of this validity rests on the Visitor. Admission Tickets may be declared invalid by or on behalf of Lofi and/or the Visitor may be denied access to the Event Location if it appears that the Admission Ticket has not been obtained from Lofi, the organization of the relevant Event and/or from a person engaged by Lofi (Pre-)sales address, or

in the event of fraud, abuse and/or violation of (one of) the rules laid down in this article 4.

4.6 If the Visitor claims a discount when purchasing an Admission Ticket, the Visitor must show the document entitling him to the discount.

4.7 From the moment the Admission Ticket is made available to the Visitor, the Visitor bears the risk of loss, theft, damage or misuse of the Admission Ticket. The Visitor is not entitled to a refund of the Admission Price or any other compensation in the event of loss, theft, damage or misuse of the Admission Ticket, or in the event that the Visitor does not use the Admission Ticket for whatever reason. Once obtained, an Admission Ticket cannot be returned, returned or exchanged, except in the cases referred to in Articles 7.1 and 7.4. The provisions of Article 6:230p of the Dutch Civil Code apply to Admission Tickets.

4.8 The Visitor is not permitted to remove and/or have removed from the Admission Ticket any mentions relating to copyrights, brands, logos, models, trade names and/or other industrial or intellectual property rights of Lofi, its licensors and/or (advance) sales addresses. or change or otherwise affect Lofi's intellectual property rights.

4.9 Lofi reserves the right to set a maximum number of Admission Tickets that may be obtained per (potential) Visitor; the (potential) Visitor is in that case obliged to comply with this.

4.10 Lofi is entitled to attach the right of access to the condition that the Visitor becomes a member of Lofi or a company affiliated with Lofi prior to attending the Event for a fee.

Article 5 - Prohibition of resale of Admission tickets

5.1 It is prohibited in any way whatsoever to resell, to offer for sale or to provide to third parties in the context of commercial purposes an Admission Ticket, unless through an additional facility designated by Lofi. official sales channel for secondary ticketing sales channel such as TicketSwap. On Lofi's Website(s) and Social Media you can read which secondary ticketing sales channels are allowed by Lofi. It is also prohibited to exceed or have exceeded any maximum set by Lofi as referred to in Article 4.9 of these General Terms and Conditions for Visitors, either directly or indirectly, for example by purchasing Admission Tickets via third parties and subsequently purchasing

these Admission Tickets obtained through third parties. in any way whatsoever by selling or causing to be sold, to offer for sale or to provide to third parties in the context of commercial purposes. Regular personal resale of an Admission Ticket via TicketSwap and any other secondary ticketing sales channels permitted by Lofi are excluded from the foregoing. The Visitor is aware that such permitted (re)sale is at his own expense and risk and that specific (general) conditions of these secondary ticketing sales channels may apply to this (re)sale of an Admission Ticket on secondary ticketing sales channels authorized by Lofi. to be. Lofi is not liable and accepts no liability whatsoever in connection with the (re)sale of an Admission Ticket through this type of secondary ticketing sales channels.

5.2 The Visitor is not permitted to advertise or have any other form of publicity made in any way in a commercial sense and for his own benefit in connection with the Event Location, the Event and/or any part thereof. The Visitor is also not permitted to refer to the Admission Ticket or tickets for the Event Location and/or the Event in the advertising and publicity referred to.

5.3 If the Visitor makes his Admission Ticket available to third parties free of charge and not in the context of commercial purposes, the Visitor is in that case obliged to impose all obligations of the Visitor arising from an Agreement or these General Terms and Conditions for Visitors, without prejudice to those third parties. The Visitor guarantees that the aforementioned third parties fulfill and/or will comply with all the aforementioned obligations.

5.4 If the Visitor does not comply with the obligations under this article, Lofi is entitled to designate his Admission Ticket as invalid, he can be denied access to the Event Location and/or the Event and the Visitor is an immediately due and payable, not fine of €250 (in words: two hundred and fifty euros) per Admission Ticket and €100 (in words: one hundred euros) per day that this violation continues, without prejudice to all other rights of Lofi, including the right to to claim fulfillment and/or full compensation. The holder of an invalid Admission Ticket will not be allowed access to the Event Location or the Event and will not be entitled to any compensation.

Article 6 - Liability

6.1 Traveling to and from, as well as entering, staying and performing activities at and leaving the Event Location and attending the Event at the Event Location is entirely at the Visitor's own risk.

6.2 Lofi is not liable and accepts no liability for any damage as a result of the cancellation, change or relocation of an Event, nor for any other damage, for whatever reason, which is directly or indirectly the result of acts or omissions of Lofi and/or the organization of the Event, of persons in (one of) their employ, or of other persons employed by or on behalf of (one of) them, or of third parties, during the Event or in connection with traveling to and from or stay at the Event Location, unless the damage is the result of intent or gross negligence on the part of Lofi.

6.3 Lofi is not liable and accepts no liability for the way in which the program of the Event, whether or not in modified form, is fleshed out, including the content and duration of the program of the Event.

6.4 If and insofar as Lofi should be liable towards the Visitor for any damage suffered by the Visitor for whatever reason, this liability is at all times limited to direct damage up to the amount that will be paid out under Lofi's statutory liability insurance, and only if it is legally obliged to do so. Lofi is also only liable in such a case if the Visitor immediately informs Lofi in writing of the shortcoming, whereby a reasonable period is also set in which to still comply with the obligation and if Lofi continues to fail in the fulfillment even after such notice of default. of that obligation.

6.5 Lofi is not liable and accepts no liability for loss of clothing and/or other property of the Visitor. If the Visitor can demonstrate with concrete evidence that the loss of clothing and/or other property of the Visitor is solely the result of intent or gross negligence on the part of (personnel of) Lofi, the Visitor must report this to Lofi immediately and in writing, on pain of forfeiture of any claim for compensation and Lofi will pay that Visitor compensation on presentation of a valid proof of purchase of the relevant property(s) amounting to a maximum of the purchase amount, with a maximum of €250 (in words: two hundred and fifty euros).

6.6 Lost and found items must be handed in to the person working behind the bar, counter at the lockers or cash register of the Event Location. Lost and found items are taken into custody for two weeks by or on behalf of Lofi or the lessor of the lockers, during which period the rightful owner can collect the property(s) he or she has lost from Lofi or the lessor of the lockers.

6.7 Lofi excludes its liability for hearing damage, visual damage, blindness and/or other physical injury of the Visitor in connection with the visit to the

Event Location and/or the Event. The Visitor is expressly aware that loud and/or amplified music may be played during the Event and at or around the Event Location. Lofi advises the Visitor to protect his hearing during the Event with special earplugs and to occasionally give his hearing a rest by going to a room or place where no music is played.

Article 7 - Cancellation or relocation Event

7.1 Lofi is entitled to change (parts of) an Event. Only in the event of cancellation of the Event in its entirety by Lofi, Lofi will, at the written request of the Visitor, refund to the original purchaser of the Admission Ticket, the Admission Price thereof, but in principle not the administration and service costs, unless force majeure within the meaning of Article 9 of this Agreement. The (Pre)sales address will decide on the refund of service and/or administration costs in the appropriate case. Other damage (such as travel and accommodation costs) will not be reimbursed. The Visitor is also not entitled to (replacement) access to another Event.

7.2 Lofi is entitled to cancel or move (parts of) an Event, without stating reasons. It is the Visitor's responsibility to check whether (parts of) an Event is/is(are/are) canceled or is/is(are/are) moved and what the possible new time or location will be. In the event of cancellation or relocation by Lofi, Lofi will do its best to ensure that, as soon as it is aware of this, the Visitor is informed. However, Lofi cannot guarantee that the Visitor will receive this information before the start of the Event. Lofi is not liable for any damage in this regard.

7.3 Admission tickets for Events organized by Lofi that are rescheduled will in principle remain valid for that rescheduled Event. For more information, the Visitor can contact Lofi via hello@lofi.amsterdam. Insofar as it concerns Events that are organized by third parties – but take place at the Lofi Event Location – the conditions of the relevant organizer apply.

7.4 If an Event is moved by or on behalf of Lofi to another date, for example as a result of or in connection with force majeure, the Admission Ticket will remain valid for the new date on which the Event will take place. If the Visitor is unable or unwilling to visit the Event on the new date, the Visitor is entitled to return the Admission Ticket to Lofi or to a (Pre)sales address engaged by Lofi against a refund of the fee stated on the Admission Ticket, regardless of the price the Visitor has paid for the Admission Ticket, unless the change is the result of force majeure, in which case no refund is possible.

Service and/or administration costs incurred by the Visitor has paid at the (Pre)sales address when purchasing the Admission Ticket will in principle not be reimbursed. The (Pre)sales address will decide on the refund of service and/or administration costs in the appropriate case. Other damage (such as travel and accommodation costs) will not be reimbursed. The Visitor is also not entitled to (replacement) access to another event. Insofar as it concerns Events that are organized by third parties – but take place at the Lofi Event Location – the conditions of the relevant organizer apply.

Article 8 - Lofi . House Rules

8.1 Unless otherwise provided in the House Rules, Visitors to the Event and the Event Location must in principle be at least 18 years old. Employees of Lofi, of the Event and/or security personnel can at all times request the Visitor to identify themselves with a valid proof of identity. If and as soon as it appears that the Visitor has not yet reached the age of 18, the Visitor may be denied access to the Event and/or the Event Location, without the right to reimbursement of the Admission Price of the Admission Ticket and any service charged. - and/or administration costs and/or costs otherwise incurred.

8.2 Lofi's House Rules apply to every visit by the Visitor to the Event Location and to Events organized by Lofi. Visitor expressly accepts the applicability and content of these House Rules. Visitors are obliged to behave in accordance with these Lofi House Rules as well as the social rules of good decency and morals. If, in the opinion of Lofi employees, the Event and/or security personnel, the Visitor does not behave in such a way, the Visitor can be held accountable for this by those employees. In the event of a violation of the House Rules or any repetition or continuation of behavior by the Visitor that is not in accordance with the aforementioned House Rules and/or the rules of good decency and morals applicable in society, the Visitor may restrict access to the Event Location and /or be denied the Event and, if necessary, handed over to the police, without the right to reimbursement of the Admission Price of the Admission Ticket and any charged service and/or administration costs and/or costs otherwise incurred.

8.3 The Visitor is not permitted to record the visit to the Event Location and/or the Event, in any form whatsoever, on any (digital) medium, including photographing, filming, or any other way. of making sound and/or image recordings of (parts of) the Event Location and/or the Event. If the Visitor has recorded the Event Location and/or the Event in a non-professional

sense, such as with a smartphone, the Visitor is only allowed to use these recordings for his own private use and may not in any way use these recordings by the Visitor with a commercial purpose. be used or disclosed.

8.4 Lofi is entitled to make sound and/or visual recordings of (parts of) the Event during an Event, including Visitors. The Visitor who visits the Event Location and/or an Event:

expressly consents to the recording and/or (re)use of his/her name, voice, portrait and/or image and persona by means of audio and/or visual recordings, (re)transmission or other forms of publication, reproduction and/or distribution, whether live or not, now and/or in the future, in whatever manner and through whatever media or technologies known;
grants express, irrevocable and unconditional permission for the (re)use referred to in subsection (a), for an indefinite period of time, worldwide and for no consideration;

holds neither Lofi nor parties who, with Lofi's consent, use image and/or sound material for commercial or non-commercial purposes, liable for the (re)use of such image and/or sound material;

explicitly waives his/her portrait and image rights and persona rights towards Lofi and its licensees insofar as it concerns audio and/or visual recordings in and around the Event Location in which he/she is recognisably on screen; and acknowledges that a video surveillance system and/or audio and image recording equipment may otherwise be operational and agrees that audio and/or image recordings of the Visitor may be made by or on behalf of Lofi as part of public order and safety;

acknowledges that any intellectual property rights, including copyrights and related rights, relating to the audio and/or visual material made by or on behalf of the Visitor shall belong in undivided ownership to Lofi; the Visitor shall, at Lofi's first request, fully cooperate, free of charge, with any formalities required to effect a transfer of rights or the granting of rights in any other way; Lofi shall at all times be entitled to use the image and/or sound material created by or on behalf of the Visitor as referred to above, or to have it used, in any way whatsoever.

8.5 The Visitor is not permitted to distribute or have distributed promotional material, including samples, advertising and/or brochure material, at the Event Location without Lofi's express written permission, insofar as this is permitted by law.

8.6 Smoking is not permitted at the Event Location in (temporary) buildings and/or tents, with the exception of any designated smoking areas. Any fines imposed on Lofi by the Visitor as a result of the violation will (may) be recovered from the Visitor. Lofi will make reasonable efforts to point out to the Visitor the smoke-free nature of (parts of) the Event Location. However, Lofi does not guarantee that the Event Location and/or the Event is completely smoke-free. The fact that the Event is not (or cannot be) completely smoke-free does not entitle the Visitor to a refund of the Admission Price or any other compensation. If the Visitor violates the smoking ban, the Visitor will be immediately removed from the Event and the Event Location if possible. In this context, smoking also includes electrical smoking.

8.7 Lofi will do everything that is reasonably within its power to guarantee the safety of the Visitor at the Event Location as much as possible. In the context of safety at or around the Event Location, the Visitor is therefore obliged at the first request of Lofi employees, security personnel, the police and/or other competent authority, both when accessing the Event and the Event Location and also during the stay. at the Event and the Event Location, on pain of denial of access to the Event and/or the Event Location without the right to a refund of the Admission Price or compensation otherwise:

to cooperate in an investigation of clothing (searching); and/or to provide access to (hand) bag(s) carried along; and/or pass through a detection gate; and/or to legitimize oneself.

8.8 The Visitor is not allowed to (unnecessarily) stay in front of emergency exits and places on or around the Event Location where fire extinguishers are hanging or other fire-resistant and/or safety measures have been taken.

8.9 The Visitor is expressly not permitted to use professional photo, film, drone and/or sound and/or other recording equipment, glassware, plastic bottles, cans, fireworks, drugs, cartridges with laughing gas, (fire)arms and/or bring other dangerous objects and/or substances, foodstuffs and/or (alcoholic) drinks and/or (pets) animals to or at least be in possession of the Event Location, under penalty of confiscation of these items and/or transfer to the Police.

8.10 The Visitor is not permitted to affect and/or damage (the inventory of) the Event Location or the vicinity of this location in any way whatsoever. The Visitor is also not allowed to cause danger to other visitors, personnel and/or employees of Lofi and/or (of) contractors and emergency services, for example by climbing on objects and/or being on/in objects that are in, are present at or around the Event Location (such as stages, fences, containers,

etc.). If the Visitor in any way causes damage to (the inventory of) the Event Location or the vicinity of this location, the Visitor is obliged to compensate this damage.

8.11 The Visitor is not allowed to bring pets or other animals during the Event. Furthermore, it is not allowed to crowd surf, make fire(s) and/or carry out commercial activities on/in the Event Location, and/or to express oneself in any way offensive, discriminatory or insulting or to use such signs, emblems or insignia. to wear or spreading. The wearing of football shirts, motorcycle club clothing and other clothing with group-specific texts is not allowed.

8.12 The Visitor is obliged to follow instructions, regulations and/or directions from employees of Lofi, the Event, security personnel, the police and/or other competent authority upon first request. These instructions can also monitor the prevention of (undesirable) group formation, aggressive behaviour, lewd or offensive behaviour, discrimination, insult, threats, wearing provocative clothing, insignia, badges, headgear and flags, etc.

8.13 If the Visitor refuses to comply with the (security) regulations referred to in this Article 8, the Visitor may be denied access to the Event and/or the Event Location and be removed from/from the Event Location, without the right to any compensation. of the Admission Price of the Admission Ticket and any service and/or other costs charged.

8.14 Employees of Lofi, the Event, security personnel, the police and/or other competent authority can at all times request the Visitor to come along in the event of a violation as referred to in this Article 8. In that case, the Visitor will at all times voluntarily and without resistance cooperate with such a request and can then be removed from/from the Event Location and be requested to hand over a copy of his valid proof of identity to the person(s) involved. (and). The Visitor will cooperate with such a request voluntarily and without resistance. Lofi will then decide during or after the Event, whether or not in consultation with the authorities involved, whether the Visitor will be banned from one or more Events from Lofi and/or from access to the Event Location.☒

8.15 Consumption vouchers or coins purchased during the Event or during the stay in/at the Event Location are only valid during the relevant Event and can only be exchanged by the Visitor during the Event. Lofi will never refund the purchase amount of these vouchers or coins after the Event.

Article 9 - Force majeure

Lofi is not liable and cannot be held liable for damage to the Visitor that has arisen as a result of force majeure and as such does not accept any liability.

Force majeure also includes: strikes, fire, extreme weather conditions, pan- or epidemics, (threat of) terror and all other circumstances independent of the will of Lofi. In the event of force majeure, Lofi has the right to move (parts of) the Event to another date or to cancel the Event in whole or in part or to change (parts of) the content of the program of the Event, in accordance with the provisions of article 7.1 and 7.4 of this Agreement. If Lofi cancels the Event due to force majeure, Lofi will only refund the Visitor Tickets already paid up to the possible positive balance that remains after settlement of the costs incurred for the Event, taking into account the amount paid out by any insurance taken out for the Event.

Article 10 - Privacy and personal data

10.1 By concluding an Agreement with Lofi, (personal) data of the Visitor can be collected, recorded and stored in a data file. These (personal) data provided by the Visitor are processed by or on behalf of Lofi.

10.2 The Lofi Privacy Statement applies to the processing of the (personal) data provided by the Visitor, which can be consulted on the Website(s). Lofi handles the (personal) data obtained with care and only processes it in accordance with the Personal Data Protection Act, and as of 25 May 2018 in accordance with the General Data Protection Regulation (GDPR) and related implementing legislation. Questions about privacy can be directed to hello@lofi.amsterdam

10.3 When concluding the Agreement with Lofi, the Visitor gives explicit permission for the processing of (personal) data in accordance with Lofi's Privacy Statement.

10.4 If (image) recordings are made with security cameras at the Event Location, whether or not during an Event, Lofi can hand these over to third parties, including the police and the judiciary in the event of an emergency.

Article 11 - Complaints

Lofi will take all reasonable steps within its power to make the Visitor's stay at the Event Location as pleasant as possible. Lofi tries to limit any nuisance or inconvenience to the Visitor to a minimum and to guarantee the Visitor's safety as much as possible. In the unlikely event that the Visitor has complaints regarding the implementation of the Agreement and/or the services provided by Lofi, the Visitor can report this in writing by sending an

email to hello@lofi.amsterdam. Complaints must be reported to Lofi within 7 (seven) days after the date of the stay at the Event Location.☒

Article 12 - Disputes☒

12.1 If the General Terms and Conditions for Visitors are also used in a language other than Dutch, the Dutch text will prevail in the event of disputes about their interpretation.☒

12.2 These General Terms and Conditions for Visitors and all Agreements to which these General Terms and Conditions for Visitors apply are exclusively governed by Dutch law.☒

12.3 All disputes, of whatever nature, that arise between a Visitor and Lofi as a result of or in connection with the Agreement or further agreements for the implementation thereof, will be submitted exclusively to the competent court in Amsterdam.☒

12.4 Disputes between Lofi and Visitors, including complaints as referred to in Article 11 of these General Terms and Conditions for Visitors, can alternatively be submitted to the Stichting Geschillencommissie Consumentenzaken (SGC), as part of the so-called Online Dispute Resolution (ODR) platform (<https://ec.europa.eu/consumers/odr/>).

Drawn up in Amsterdam, 13-10-2022