

## General Terms and Conditions 402

Definitions: • 402 Automotive B.V., trading under the name 402 Automotive (hereinafter: '402') • Customer: the person purchasing one or more tickets from 402. • Entrance fees: the price of tickets excluding bank charges. 402 does not charge reservation fees unless otherwise stated. • Event: the public event related to cars and motorcycles. • Location: the place where the event is held. • Organizer: the party that undertakes and is responsible for organizing the event. • Agreement: the agreement between the organizer and the customer for the paid provision of services related to an event. • Ticket: the admission ticket to an event.

These general terms and conditions apply to all services related to all events organized by 402.

Articles: 1. When purchasing an entry ticket, 402 charges, in addition to the entrance fees for the event, additional costs such as transaction and service fees. These costs are shown on the payment screen. 2.

Payment of the entrance fees and other costs is made to 402 through administrative processing with Event Online, a ticket provider. 3. Payment can be made in various ways, such as iDeal, Visa, Mastercard, etc. 4.

Once payment has been received, the agreement is final and cannot be canceled unless otherwise agreed. This also applies in case of inability to attend or no-show by the customer. Only in the case of cancellation of the event by the organizer does the refund policy described below apply. 5. Tickets are sent directly by email after payment has been received. It may take some time before the ticket appears in the mailbox. 6. 402 is not responsible for tickets purchased through unofficial sales channels. 7. In the event of cancellation of the event, the customer will receive a refund of the paid entrance fees, minus bank costs and excluding cancellations due to force majeure. Force majeure includes, but is not limited to: war, threat of war, riots, terrorism threat, obstructive measures by domestic or foreign authorities, death of one or more members of the Royal Family, fire, strikes, malfunction or damage to equipment and control systems, transportation

strikes or stoppages, pandemics, epidemics or epidemic-like circumstances, flooding, extreme weather conditions, sabotage, and generally all unforeseen circumstances that make it unreasonable to expect 402 to fulfill the agreement. In the case of force majeure, the customer is not entitled to any refund or (partial) compensation. 402 may decide to postpone the event or offer vouchers instead. 8. In the event that the event is postponed, purchased tickets will remain valid for the new event date. 9. 402 accepts no liability for the purchase and delivery of tickets that do not take place via the official ticket shop of the event organized by 402, nor for agreements that are not fully handled by 402 and where a third party (e.g. a cash desk at the venue) is involved. 402 may refuse entry to persons who obtained their tickets in this way. 10. The agreement and these general terms and conditions are governed exclusively by Dutch law, excluding international private law rules concerning applicable law. Disputes arising from the agreement and/or the general terms and conditions shall initially be submitted to the competent court in the Breda district, without prejudice to the right to appeal or cassation. 11. 402 Automotive accepts no liability for damage, loss, theft, or injury of any kind to persons or property of visitors during the event or on the premises, unless due to intent or gross negligence by 402 Automotive. Visitors enter the event grounds and participate in activities entirely at their own risk. 402 Automotive is not liable for consequential damages, including but not limited to loss of profit, business interruption, or non-material damages. 402 Automotive is not liable for the actions or omissions of third parties involved in the event, such as suppliers, security, caterers, or ticket providers. 12. During the event, photos, videos, and other visual recordings may be made by or on behalf of 402 Automotive. These recordings may show visitors recognizably. By entering the location, the visitor grants 402 Automotive permission to use this material free of charge for promotional, commercial, and editorial purposes, including publication on websites, social media, and other communication channels of 402 Automotive. If a visitor does not wish to be recognizable in images, they must inform the organization in advance of the event. 13. During the event, visitors must always follow the instructions and directions of staff, organizers, security, and other authorized persons. Failure to comply may result in removal from the event grounds without the right to a refund of the ticket or any additional costs.

Complaints Procedure 402 Automotive strives for high quality and good service. However, it may occur that you are dissatisfied with an event or the staff of 402 Automotive. If you are dissatisfied or believe an error has occurred, please contact us.

Submitting a Complaint To ensure your complaint is handled properly and quickly, please provide, if possible: - your name, address, and phone number; - a clear description of your complaint; - the date, location, and event where the complaint occurred; - if applicable, the time the issue arose; - if applicable, the name of the

employee about whom you are complaining. Once we receive this information, we will start processing your complaint and keep you informed about the progress.

**Complaint Period** If you have a complaint about our services, please submit it within 7 days after the event. Within this period, both parties still have a clear recollection of the details and experience. After this period, 402 reserves the right not to process the complaint.

**Handling of Your Complaint** After receipt, we will record your complaint in our complaint registration system. Within 2 weeks, you will receive a written confirmation specifying: - how and when 402 Automotive will investigate your complaint; - when you can expect a substantive response. 402 Automotive will make every effort to handle your complaint carefully and address your concerns. We aim to restore your confidence in 402 Automotive and our employees.

**Contact Information** 402 Automotive B.V. Gors 11 4741 TA Hoeven Phone NL: (+31) 088 0402402 Email: [info@402automotive.com](mailto:info@402automotive.com) VAT: NL810821631B01 Chamber of Commerce (KVK): 20080087 402 Automotive B.V. is part of Universae B.V. Website: <https://www.402automotive.com>