

# GENERAL TERMS AND CONDITIONS FOR TICKETS BAK, BASIS VOOR ACTUELE KUNST, UTRECHT (UPDATED 26 JUNE 2021)

- Your ticket is valid for a single admission to BAK, basis voor actuele kunst, Utrecht, or an online setting/program organized by BAK, on the specified date and time;
- If you have booked an online Student Ticket, or a ticket for Museumkaart, CJP pass, AICA pass, you still need to show and/or have your ticket scanned at BAK. If you arrive at BAK without the relevant discount card, we are allowed to refuse you entrance without having to refund your ticket;
- When visiting BAK, you must not be experiencing Covid-19 related symptoms such as: cold-like symptoms (runny nose, sore throat, slight cough, elevated temperature of 38 degrees Celsius or higher), fever, and/or congestion. If you or someone in your household have experienced these symptoms, you may enter the institution only after you have been symptom-free for twenty-four hours. We are allowed to ask you about your health online or at BAK. If you display clear symptoms or notify us that you are experiencing symptoms, we are allowed to refuse you entry without having to refund your ticket;
- When you book tickets for a visit to BAK, you indicate that you have read [our other Covid-19 guidelines](#) and will respect them;
- Your ticket cannot be sold or be transferred;
- Tickets cannot be returned, exchanged for money, replaced, or extended. Abuse will be prosecuted. In case of special circumstances, in which events are cancelled or exhibitions prematurely closed, you will be contacted by BAK;
- You don't have to print your ticket. Tickets can be scanned from a smartphone. If you choose to print your ticket, make sure the barcode is clearly visible. If the barcode cannot be read clearly, we are allowed to refuse you entrance without having to refund your ticket;
- Tickets cannot be copied. The barcode on each ticket is unique and valid for only a single admission to the institution;
- Your personal information will be used exclusively for your booking and our own customer database. BAK will not share this information with third parties other than the GGD (Dutch Municipal Health Services) for contact tracing;
- The prices on this website include VAT. Payments must be made by credit card or with the online banking system iDEAL. Terms and conditions of the bank or payment module apply.