

## VISITOR TERMS AND CONDITIONS

### Voodoo Village Festival

These Conditions apply to the purchase of Festival Products and/or Services by the Customer through all Official Sales Channels and the subsequent use of such Festival Products and/or Services by the Festival Visitor (all as defined below).

#### 1. Definitions

**1.1 Agreement:** the agreement between the Customer and the Official Sales Channel (as applicable) for the purchase of Festival Products and/or Services. This Agreement consists of these Conditions, the purchase confirmation and any other provisions attached to or referred to in these Conditions, and/or the purchase confirmation and the general terms and conditions of See Tickets.

**1.2 Boat Ticket:** means the ticket purchased by the Customer for one-way transport by boat from Tour & Taxis (Avenue du Port 1a, 1000 Brussels) to the Festival Site, offered via the Official Sales Channel. Boat Tickets are valid only for the selected date and shift and are subject to the conditions set out in Annex 5.

**1.3 Conditions:** the present general terms and conditions, including their annexes.

**1.4 Consumer:** the natural person not acting in the course of his or her commercial, business, craft or professional activity.

**1.5 Customer, You, Your, Main Buyer** means the consumer, legal entity or de facto association that enters into the Agreement for the purchase of the Festival Products and/or Services as provided herein.

**1.6 Day Tickets:** Inner Circle or Regular tickets that give You access to the Festival on Friday or on Saturday or on Sunday.

**1.7 Eco Cup:** the reusable cup provided by the Festival Organiser, in which all beverages are served during the Festival

**1.8 Eco Token:** means a non-monetary digital token credited to the Visitor's cashless wallet when more Eco Cups are returned than were originally purchased by that Visitor.

**1.9 Festival:** the 2026 edition of the 'Voodoo Village Festival ', taking place at the Warandestraat 100, 1851 Grimbergen in the 2nd weekend of September 2026.

**1.10 Festival Organiser:** Voodoo Village Bv., with registered office at Antwerpselaan 1, 1853 Grimbergen and company number BE 0477.923.673, the organiser and producer of the Festival.

**1.11 Festival Products and/or Services:** means the products and/or services relating to the Festival, as offered to and purchased by the Customer through the Official Sales Channels including the Tickets, the Parking Tickets, Boat Tickets, Shuttle Bus Ticket and Token.

**1.12 Festival Site:** Warandestraat 100, 1851 Grimbergen, Belgium.

**1.13 Festival Visitor:** The natural person who visits the Festival and thereto holds a valid Tickets in his/her name (as defined in this Agreement), and ultimately uses the Festival Products and/or Services in accordance with the Agreement (such as, for example, the employees or customers of B2B customers or the natural persons who purchase Festival Products and/or Services in their own name and for their own account).

**1.14 Force Majeure:** Any of the following circumstances which render the performance of obligations (other than payment obligations) under the Agreement and/or the Festival impossible, impracticable or unsafe: natural disaster, unavoidable accident, fire, strike or other industrial action, war or threat of war, act of hostility towards the state, act of terrorism or threat thereof, riot or civil commotion, national emergency, promulgation, rule, order or act of any government or instrument of government, failure of technical facilities, epidemic (including a health epidemic), pandemic (including a health pandemic), interruption or significant delay or failure of technical facilities, or failure or significant

delay of necessary transport services, or any other event or circumstance beyond the reasonable control of the

Festival Organiser, as applicable. Adverse weather conditions shall in principle not be considered a Force Majeure event, provided, however, that if such weather conditions are severe or threatening enough for a declaration by applicable governmental authorities that the conditions threaten public safety, such weather conditions shall be considered a Force Majeure event hereunder.

**1.15 Inner Circle Zone:** means the premium areas on the Festival Site available to Visitors with an Inner Circle Ticket. This zone includes a priority access at the festival entrance, access to the Forest Backstage and the Yard Backstage.

**1.16 Official Sales Channel:** Festival Products and/or Services can only be purchased through the Festival Organiser, Festival Partners. Festival Products and/or Services offered through the Festival Organiser are processed through See Tickets, the service provider of the Festival Organiser.

**1.17 Parking Tickets:** tickets that give You access to the parking site of the Festival on Friday and/or Saturday and/or Sunday.

**1.18 Shuttle Bus Ticket:** means the ticket purchased by the Customer for transport by bus to the Festival Site and back via the platform [www.event-shuttle.be](http://www.event-shuttle.be), operated by Keolis Belgium SA, the official shuttle partner of the Voodoo Village Festival 2026. Shuttle Bus Tickets are only valid for the selected departure point and shift, and subject to the terms of Annex 5.

**1.19 Third-Party Provider:** any independent natural or legal person offering services, activities or experiences at the Festival Site under its own name and sole responsibility.

**1.20 Tickets:** the Week-end Tickets or the Day Tickets.

**1.21 Token:** means the official currency of the Festival, referred to as Souls on the Festival Site. Tokens can be purchased at the Festival Site and via the website [www.voodooovillage.be](http://www.voodooovillage.be). The purchase and use of Tokens are subject to the specific conditions set out in Annex 3.

**1.22 See Tickets:** See Tickets BV operates an online platform for ticket sales and admission management and has been contracted by the Festival Organiser as a supplier to make its platform available to the Festival Organiser who may thus enter into an Agreement with the Customer for the sale of certain Festival Products and Services as set out in this Agreement.

**1.23 Voodoo Village Festival Bracelet:** means the wristband provided to each Festival Visitor at the entrance of the Festival. Festival Visitors can only access the Festival with this bracelet, which is issued after a validity check of the Customer's Ticket. If You have purchased an Inner Circle Ticket, Your Voodoo Village Festival Bracelet will also grant You access to the Inner Circle Zone.

**1.24 Week-end Tickets:** Regular tickets that give You access to the Festival on Friday, Saturday and on Sunday.

## **2. Scope of the Conditions**

2.1 The Annexes form an integral part of these Conditions. The Customer is requested to accept these Conditions during the purchase process and at the latest when entering into an Agreement through the Official Sales Channels. You can always consult a recent version of the Conditions at [www.voodooovillage.be](http://www.voodooovillage.be) ; or on request from the Festival's customer service department.

2.2 If You purchase Festival Products and/or Services not only for yourself but also for others, we remind You that it is Your sole responsibility to inform those people of these Conditions and any other terms and conditions that may apply to Your purchase (including the terms and conditions mentioned in article 2.3 below), and to obtain their agreement to those terms and conditions prior to Your purchase. For the record, if and to the extent that a direct relationship should arise between the Festival Organiser and the aforementioned persons in the context of the performance of the Agreement (for example, upon the creation the purchase of Token or Gift Cards), such person will be asked to read and accept the relevant Festival Organiser terms and conditions.

## **3. Festival Products and/or Services: general provisions**

### **3.1 No right of withdrawal**

The right of withdrawal is expressly excluded based on Article VI.53, 12° of the Belgian Code of Economic Law. This means that You do not have a cooling-off period of fourteen (14) days to revoke, cancel or return the purchase of Festival Products and/or Services.

### *3.2 Age limit*

The minimum age for entry to the Festival is eighteen (18) years. Any person that is seventeen (17) will be allowed to entry to the Festival if that person turns 18 after the Festival but within the calendar year of the edition of the Festival.

No exception will be made to this rule even if the person is accompanied by a parent, guardian and/or other adult. The Festival Organiser will deny entry to the Festival if, for example, the identity check mentioned below shows that the Festival Visitor has not reached the age limit conditions at the start of the Festival.

### *3.3 Official Sales Channels*

3.3.1 Festival Products and/or Services can only be purchased through the Official Sales Channels.

3.3.2 Tickets and Parking Tickets obtained by any other means (e.g. through another sales channel) will not be considered valid by the Festival Organiser and the Festival Organiser reserves the right to refuse the holder of such ticket access to the Festival.

3.3.3 Boat Tickets and Shuttle Bus Tickets can only be purchased through the Official Sales Channels, or the platforms expressly authorised by the Festival Organiser. Tickets purchased from unauthorised channels shall be deemed invalid.

### *3.4 Voodoo Village Festival registration*

#### *(i) General*

3.4.1 When purchasing Festival Products and/or Services, You will be asked to read and accept the Festival Organiser's terms and conditions.

#### *(ii) Purchase*

3.4.2 As soon as the official sale of Festival Products and/or Services starts, You may access the "See Tickets" tickets shop via the website [www.voodoovillage.be](http://www.voodoovillage.be). The Festival Organiser will operate a queuing system so that – to the extent possible – each person who gains access to the online ticket shop may actually purchase tickets.

3.4.3 The Festival Organiser reserves the right to limit the time the Customer is in the online ticket shop in order to allow as many people as possible to purchase tickets. If the purchase is not completed within this time limit, the Customer will automatically be removed from the online ticket shop and rejoin the queue.

3.4.4 It is not permitted to resell or exchange Purchased Festival Products and/or Services. The Festival Organiser reserves the right to cancel Tickets in case it is established that these Tickets are offered for sale or were fraudulently purchased despite this being prohibited. The costs resulting from the cancellation shall be borne by the seller and the purchaser, respectively. This prohibition also applies to Shuttle Bus Tickets and Boat Tickets, which are nominative and non-transferable unless otherwise explicitly authorised by the Festival Organiser.

If the name on the Ticket differs from the name on the identification document of the Customer, the Festival Organiser will always have the right to deny You access without the right to replacement of the Ticket, refund of the purchase price of the ticket or any other form of compensation.

#### *(iii) Personalisation*

3.4.5 Each Ticket of the Festival is provided to You via an e-ticket and must be personalised by entering the name, email address, gender, address, date of birth, nationality and phone number of the Festival Visitor. The Festival Visitor may be Yourself or other people for whom You purchase tickets.

3.4.6 Unless otherwise stated by the Festival Organiser, this personalisation of the Ticket must take place within the period specified in the ticket confirmation email sent to You. After this period, the personalisation is definitive and the personal data provided may no longer be changed. The Festival

Organiser reserves the right to cancel the sale of Tickets for the Festival for which personalisation has not taken place within the relevant period.

3.4.7 If You purchase a Ticket of the Festival not only for Yourself but also for others (Your "Guests"), it shall be Your sole responsibility to obtain - to the extent required by law - the consent of such persons to transmit their personal data to the Festival Organiser in the context of the personalisation of such ticket, as stated herein. The provisions of Article 2.2. shall apply accordingly.

### *3.5 Voodoo Village Festival Bracelet*

3.5.1 Only Festival Visitors in possession of a valid Tickets and corresponding ID can collect their Voodoo Village Festival Bracelet. The Festival Organiser will provide You with a Voodoo Village Festival Bracelet at the entrance to the Festival.

3.5.2 One Voodoo Village Festival Bracelet is only valid for access of one single person on the day or days for which the Ticket was purchased.

3.5.3 The Festival Visitor must always be in possession of the Voodoo Village Festival Bracelet.

### *3.6 Entry to the Festival and identity check*

3.6.1 Only a legitimate and registered Voodoo Village Festival Tickets can grant the Festival Visitor a Bracelet which will give the access to the Festival site.

3.6.2 The Festival Organiser reserves the right to check (or have checked by designated representatives) the identity of anyone entering the Festival Site. If one cannot be identified or if the name on the Voodoo Village Festival Tickets does not match the identity of the person entering as stated on the identity document, the person concerned will be refused entry to the Festival site. A valid proof of identity includes a valid identity card, passport or driving licence. The name on the identity document must be the same as the name on which the Voodoo Village Festival Ticket registered. Copies of identity documents will not be accepted.

3.6.3 A denied admission under clause 3.6.2 does not entitle anyone to a refund.

3.6.4 For security reasons, We maintain an IN = IN, OUT = OUT policy for Day tickets. It is not allowed to leave and re-enter the Festival Site on the same day by using your Voodoo Village Festival Bracelet and/or Ticket.

3.6.5 Festival visitors who hold a Week-end Ticket and leave the Festival Site are not allowed to re-enter the Festival Site until the following day(s).

### *3.7 Loss or theft of your Voodoo Village Festival Bracelet*

3.7.1 You are solely responsible for loss or theft of Your Voodoo Village Festival Bracelet after receipt from the Festival Organiser (in accordance with the provisions of these Conditions).

3.7.2 In case of loss or theft, pursuant to articles 3.7.1, the Festival Organiser is never obliged to provide You with a new Voodoo Village Festival Bracelet. Nor can a refund be demanded.

## **4. Cancellations and refunds**

4.1 For purchases from the Festival Organiser (via the See Tickets platform), cancellations and refunds can only be processed as provided here. Festival Visitors may choose to take out an optional cancellation insurance offered by the See Tickets platform at the time of purchase. The Festival Organiser has no control over and accepts no liability for the terms or coverage of such insurance.

4.2 For purchases from a Festival Partner, the cancellation and refund policy are governed solely by the Festival Partner's terms and conditions. The Festival Organiser bears no liability whatsoever.

4.3 Refunds of Boat Tickets and/or Shuttle Bus Tickets are subject exclusively to the terms and conditions applicable to each product, as set out in Annexes 5 and 6. No refunds shall be granted outside of these conditions.

## **5. Liability**

### *5.1 Liability of the Customer and Festival Visitor*

#### *(i) Refusal of access*

5.1.1 Those who fail to comply with these Conditions will be immediately refused entry to or removed from the Festival Site. No refunds will be made unless otherwise agreed here.

5.1.2 The Festival Organiser reserves the right to refuse entry to multiple editions of the Festival and/or other events organised by the Festival Organiser and its affiliates, depending on the nature of non-compliance with these Conditions (e.g. if you sell drugs at the Festival).

#### *(ii) Prosecution*

The Festival Organiser reserves the right to prosecute any holder of forged Tickets relating to the Festival and Voodoo Village Festival Bracelets and any person who fails to comply with these Conditions.

### *5.2 Liability of the Festival Organiser*

#### *(i) Direct damage*

5.2.1 The Festival Organiser shall only be liable for damage directly and exclusively resulting from an error by the Festival Organiser. Excluded from compensation are (i) damages and losses caused by Force Majeure, (ii) consequential damages and (iii) damages caused by misconduct, recklessness or serious fault by the damaged party.

5.2.2 The Festival Organiser is not liable for damages, theft or any accidents to vehicles or persons in the Festival's official parkings. Such parkings are always used at your own risk.

#### *(ii) Force majeure*

5.2.3 The Festival Organiser may only cancel or postpone the Festival in case of Force Majeure or if the Festival Organiser has another demonstrable compelling reason to cancel or postpone the Festival.

5.2.4 If the Festival is cancelled or rescheduled due to Force Majeure or demonstrable compelling reason, You will be offered a credit voucher if:

- the Festival is rescheduled or another festival of the Festival Organiser is subsequently held at or near the same location
- the Festival is rescheduled or another festival of the Festival Organiser is reorganized within one year of the issuance of the voucher

5.2.5 The voucher will represent the full value of the amount paid for the Festival Products and/or Services and no cost will be charged to You for the issuance of the voucher. The voucher will explicitly state that it was issued as a result of the Force Majeure.

5.2.6 You are entitled to refund if You prove that You are unable to attend the rescheduled Festival or the other festival on the new date and/or if the rescheduled Festival or the other festival is not organized in accordance with the conditions set out in Article 5.2.4 and 5.2.5. In this case, you are entitled to a refund of the Festival Products and/or Services.

5.2.7 Refunds will only cover the face value of the Tickets and will not include associated booking fees, delivery charge and/or recovery levy. Refunds or exchanges must be requested from your point of purchase and can only be claimed by the Customer who made the booking.

5.2.8 Only Tickets purchased through the Official Sales Channel are valid for admission. Tickets sold via third parties and other unauthorised outlets, including online auction sites, are not valid for admission.

5.2.9 If the Festival is cancelled or rescheduled due to other reason than the Force Majeure or demonstrable compelling reason, You shall in such case be entitled to compensation in respect of the purchased Festival Products and/or Services in accordance with the applicable law, but shall not be entitled to compensation for any other damages (direct or indirect). This limitation of liability also applies to Shuttle Bus Tickets and Boat Tickets, which are provided by third-party partners under their

own operational responsibility.

## **6. Festival Products and/or Services purchased from the Festival Organiser**

### *6.1 See Tickets platform*

6.1.1 Festival Products and Services can be purchased directly from the Festival Organiser, via the website [www.voodooovillage.be](http://www.voodooovillage.be) and via the See Tickets platform. A purchase can only be processed after the purchase price has been paid in full).

6.1.2 The Festival Organiser's Conditions and privacy policy and See Tickets' terms and conditions and privacy policy are made available in full text and must be accepted before a purchase can be made.

### *6.2 Token*

6.2.1 Token can be purchased at cashless customer service points at the Festival Site and via the website [www.voodooovillage.be](http://www.voodooovillage.be) during the Festival. Tokens are not sold in advance of the event. The Festival Site will be equipped with clear signage informing visitors how to purchase Token online.

The purchase and use of Token are subject to the specific terms and conditions set out in Annex 3. The terms and conditions for cashless payments will also be made available at the cashless customer service points at the Festival.

### *6.3 Eco Cup*

6.3.1 All beverages served at the Festival are exclusively provided in an Eco Cup. For each beverage purchased, the Visitor shall pay a deposit of 0.75 Tokens (equivalent to EUR 1.50) in addition to the beverage price. Eco Cups are provided by the Festival Organiser as part of the beverage service at the Festival Site bars.

6.3.2 Festival Visitors may return Eco Cups at any bar on the Festival Site during opening hours. For each returned Eco Cup, the Festival Visitor shall be refunded the deposit in Tokens, provided that the number of returned cups does not exceed the number of deposits previously paid by the same Festival Visitor. If more Eco Cups are returned than were originally purchased, no refund in Tokens shall be made for the excess. Instead, the Festival Visitor shall receive one Eco Token per surplus Eco Cup. These Eco Tokens may be used to obtain new Eco Cups when ordering beverages during the Festival, without paying an additional deposit.

6.3.3 Eco Tokens are not refundable and cannot be converted into Tokens. They have no monetary or exchange value and may only be used during the Festival.

6.3.4 Eco Cups not returned during the Festival in accordance with this article shall not be refunded.

## **7. Festival Products and/or Services purchased from a Festival Partner**

7.1 When You purchase Festival Products and/or Services through a Festival Partner, the Festival Partner (and not the Festival Organiser) is Your contracting party. You enter into an agreement with them and are subject to their own terms and conditions of purchase, as well as to these Conditions. In case of conflict or ambiguity, the terms from the agreement between You and the Festival Partner take precedence over these Conditions.

7.2 It is the sole responsibility of the Festival Partner to provide You with a copy of the applicable terms and conditions during the purchase process and no later than at the conclusion of the agreement with You. In this context, the Festival Organiser is released from any contractual liability to You.

7.3 For purchases from a Festival Partner, the cancellation and refund policy are governed solely by the Festival Partner's general terms and conditions. The Festival Organiser bears no liability whatsoever.

## **8. Third-Party Services and Activities**

8.1 Certain services, activities or experiences may be offered on the Festival Site by independent Third-party providers. These Third-party providers operate in their own name and under their sole responsibility.

8.2 The Festival Organiser does not assume any responsibility or liability for the quality, performance, safety, legality or hygiene of such third-party services, including but not limited to the obtaining of

necessary legal consents.

8.3 Any claims, complaints or incidents arising from or related to such services must be addressed directly to the Third-party service provider.

8.4 By participating in or making use of any such third-party services, the Festival Visitor acknowledges and accepts that this is done entirely at their own risk. The Festival Organiser shall in no event be held liable or responsible in any manner whatsoever for any act, omission, damage, injury, loss or claim arising out of or in connection with such third-party services.

## **9. Privacy**

9.1 When purchasing and/or using Festival Products and/or Services, personal data will be processed in accordance with the Festival Organiser's privacy policy, as available at [www.voodooovillage.be](http://www.voodooovillage.be).

9.2 When purchasing through a Festival Partner, You are subject to the privacy policy of that party. The Festival Organiser has no control over the information You enter there and how it is processed and is in no way responsible for it. It is Your responsibility to use this thoughtfully and read the privacy policies of these third parties carefully before accepting them.

## **10. Applicable law, competent court and ODR**

10.1 These Conditions are governed exclusively by Belgian law, to the exclusion of the rules of international private law.

10.2 All disputes shall be settled by the French competent court in Brussels, to the exclusion of all other courts. However, the Festival Organiser reserves the right to file a claim with the court that would be competent under the legal jurisdiction rules.

10.3 The Festival Organiser hereby informs You of the existence of the European Union's 'Online Dispute Resolution' platform. In the event of a dispute, the Festival visitor may request an out-of-court dispute resolution request at <http://ec.europa.eu/consumers/odr/>.

## **11. Other provisions**

11.1 If any provision of these Conditions, or any part thereof, is or is declared invalid or unenforceable, the remaining provisions of these Conditions or the remainder of that provision shall remain in full force and effect and such provision shall be automatically replaced (by operation of law) by a valid provision that is as close as possible to the invalid provision.

## **Annex 1: Access to the Festival**

### **1. Festival opening hours**

1.1 The opening hours of the Festival are as follows (subject to change):

Weekend

Friday 11 September 2026: 16:00 - 01:00

Saturday 12 September 2026: 14:00 - 01:00

Sunday 13 September 2026: 14:00 - 00:00

1.2 The line-up of artists determines the accessibility of the number of stages and the opening hours of each stage. Outside a stage's opening hours, the stage area is not accessible to the public.

1.3 With a validated Voodoo Village Festival Bracelet, the Festival Visitor can check-in on Friday and Saturday until 23:00 and on Sunday until 22:00; any arrival after these respective times shall not permit access to the Festival Site.

The Festival Organiser reserves the right to refuse entry to Festival Visitors arriving after the applicable check-in times, notwithstanding the possession of a valid Festival entry Ticket or Festival Bracelet.

1.4 Only Festival Visitors in possession of a Voodoo Village Festival Bracelet with Inner Circle access rights will be granted entry to the Inner Circle Zone. This zone includes access to the Forest Backstage

and the Yard Backstage. Festival Visitors with Inner Circle access rights can book tables by sending an email to [info@voodooovillage.be](mailto:info@voodooovillage.be). Food, beverages, and parking services are not included in the Inner Circle access rights.

1.6 After closing hours of the Festival, bars remain open for 15 minutes for the sale of non-alcoholic drinks only, with the exception of the bars at the Observatory stage and the Oracle stage, which will be closed immediately upon Festival closing.

## **2. Festival program**

2.1 The Festival Organiser may, for compelling reasons (e.g. weather conditions, security, artist cancellations, police inspections or the absence of authorisation from the competent authorities), be required to change or modify the Festival programme and to close Festival stages. In this case, the Festival entry ticket will remain valid, and no entry tickets will be refunded or exchanged (in whole or in part).

## **Annex 2: Voodoo Village Festival 2026 house rules**

Voodoo Village Festival aims to be a safe place, where everyone feels welcome and comfortable, where no one faces discrimination or harassment. We wish that everyone, regardless of gender, orientation, culture, religion, ethnicity or disabilities, can be themselves, feel safe and be treated respectfully at the Festival. To achieve this, we expect all visitors to behave responsibly, and the following house rules apply to all visitors of Voodoo Village Festival 2026 (the 'House Rules').

The House Rules are an integral part of the Conditions and are also posted at the entrance of the Festival. The House Rules are always implemented in accordance with locally applicable rules and regulations.

### **1. Tickets and Bracelets**

Tickets for the Festival and/or Voodoo Village Festival Bracelets are in principle non-refundable or exchangeable.

In case of loss or theft of Festival Tickets and/or Voodoo Village Festival Bracelets, these will not be replaced or refunded.

Persons under 18 will not be admitted, even if accompanied by a parent, guardian and/or other adolescents. Any person that is seventeen (17) will be allowed to entry to the Festival if that person turns 18 after the Festival but within the calendar year of the edition of the Festival.

The Festival Organiser and/or the official ticket vendor reserve(s) the right to check the identity of the Festival Visitor when checking the ticket and/or the Voodoo Village Festival Bracelet. If you are unable to present a valid identification document, security is authorised to refuse you access to the Festival. The following are considered valid identification documents: identity card, passport or driving licence. Copies will not be accepted. If you are caught with a false identity document, this will be considered identity fraud and you will be refused entry to the Festival. You will also face criminal charges.

Tickets for the Festival and/or Voodoo Village Festival Bracelets may not be used for commercial or promotional purposes without prior permission from the Festival Organiser.

Tickets for the Festival and/or Voodoo Village Festival Bracelets may not be resold without the express and written consent of the Festival Organiser or official ticket seller. Tickets for the Festival that are resold without this express and written consent of the Festival Organiser and/or official ticket vendor shall not entitle you to enter the Festival. The Festival Organiser and/or official ticket vendor also reserve(s) the right to cancel tickets for the Festival as soon as it is established that tickets for the Festival have been offered for sale despite this prohibition. The costs resulting from such cancellation shall be recovered from the buyer.

Changes in the line-up will not result in a full or even partial refund of the Tickets or Parking Tickets for



the Festival.

Visitors may not enter areas to which their Voodoo Village Festival Bracelet does not grant access (e.g. Inner Circle Zone, stages, etc.).

## **2. Access control**

Access control is based on applicable legislation, aimed at detecting weapons and dangerous objects. Should these items be present on the Festival Site, they could have a negative impact on the smooth running of the event or endanger the safety of visitors.

Entry to the Festival site may be refused and visitors may be removed from the Festival Site (without entitlement to a refund of the entry fee) if, in the opinion of the Festival Organiser or its representatives, a visitor is or could reasonably constitute a danger to himself and/or other visitors, in particular if the visitor: (the following list is not exhaustive):

- o is under the influence of alcohol or drugs;
- o is in possession of drugs or dealing drugs;
- o had previously been refused entry to other events/meetings by the Festival Organiser or other authorities;
- o displays behaviour or wears clothing clearly aimed at disturbing the peace, provoking or inciting violence, hatred, anger, xenophobia, racial hatred, etc;
- o endanger the lives of other visitors;
- o is in possession of prohibited items;
- o refuses to be searched by authorised security personnel;
- o refuses or fails to comply with the Conditions.

## **3. Security check**

Entry to the Festival Site implies acceptance of all prevention and control measures taken by the Festival Organiser or security team, including the search of persons and bags.

Anyone wishing to enter the Festival Site may be searched by authorised security personnel before gaining access to the Festival Site, always in accordance with local applicable laws and regulations.

Authorised security personnel may ask people of the same sex to be searched and/or have their clothes and luggage searched to intercept prohibited items as set out in the House Rules (as incorporated herein). If prohibited items are found, security personnel have the right to confiscate them and refuse their owner access to the Festival. In case of such confiscation or refusal, no refund will be made.

Everyone presents on the Festival Site must at all times comply with the instructions and guidelines of the Festival Organiser or his authorised representatives on the Festival Site, in order to ensure public order and safety during the Festival.

For security reasons, the Festival Organiser reserves the right:

- o to pause or stop the Festival;
- o to prevent visitors from leaving the Festival Site until further notice;
- o to ask visitors to leave the Festival Site;
- o to refuse visitors access to the Festival, even if they are in possession of a valid Ticket.

Visitors to Voodoo Village Festival are not allowed:

- o to enter zones to which their Voodoo Village Festival Bracelet does not grant access (Inner Circle zone, stages, etc.);
- o to climb on tents, structures, fences, light bridges, benches or other structures on the Festival Site;
- o to block entrances, exits and emergency exits ;
- o to disguise themselves so as to be unrecognisable with the intention of disturbing the peace or endangering the safety of other visitors ;
- o to sell food, drinks or other products without the express permission of the Festival Organiser;

- o throwing or shooting objects in solid, liquid or gas form;
- o to smoke in places where smoking is prohibited, especially in tents, buildings and other indoor venues;
- o to urinate in public, except in places provided for that purpose;
- o to wear full face masks (masks, morph suites, etc.);
- o to park a vehicle without official permission from the Festival Organiser. Cars may be towed away at the owner/user's expense;
- o to take down, tear down or destroy decorations;
- o to steal decorations or other material owned by the Festival Organiser, its employees and/or its suppliers;
- o to make open fire;
- o to do crowd surfing or stage diving;
- o to be involved in any criminal offences including any sexual offences;
- o to wear texts, symbols, objects, clothing and/or other (visible) external expressions that explicitly refer to a political, social movement or group. Anything indicating discrimination, incitement or racism is strictly prohibited.

#### **4. Prohibited items**

The following items are prohibited on the Festival Site

- o bring your own food and drinks to the Festival Site;
- o drugs or other illegal mind-altering substances;
- o deodorant or perfume in packages of more than 100 ml;
- o other objects (umbrellas, camera tripods, laser pens, etc.) that security personnel deem to pose a risk to other Festival visitors;
- o projectiles or explosives in solid, liquid or gas form;
- o flammable products or materials and aerosols;
- o pyrotechnic articles (fireworks, flares, etc.);
- o other weapons or sharp, pointed objects (sticks, chains, knives, etc.);
- o banners or objects with discriminatory and/or provocative texts or expressions that may be used to disturb the peace, or that may endanger the safety of the crowd and/or cause injury or damage to persons and property;
- o animals (except guide dogs for the vision impaired people);
- o drones;
- o any other objects that the Festival Organiser or its representatives deem dangerous to the organisation and passage of the Festival and/or other visitors.

However, the following items are allowed on the Festival Site:

- o guide dogs for visually impaired people;
- o disposable or pocket cameras;
- o pinless retractable umbrellas (not parasols);
- o plastic sheeting and blankets to lie/sit on;
- o sunscreen, cosmetics, deodorant in packs of up to 100 ml;
- o refreshers / atomisers, small backpacks or other bags.
- o selfie sticks that are less than 1 m long when extended and are intended for photography only. It is forbidden to make open fires.

To preserve the safety of the Festival and other visitors, do not disguise yourself unrecognisably.

The directives and instructions of the (security) staff should always be followed immediately. In case of suspicion or actual possession of illegal or dangerous products, security personnel have the right to stop and search the person concerned.

#### **5. Drug policy = zero tolerance**

Voodoo Village Festival has an absolute zero tolerance policy on drugs! It is forbidden to carry and/or

use drugs on the Festival Site. If you are caught doing so, you will be removed from the Festival Site. This policy is strictly enforced and, in any event, means that the case will be handed over to the police. All visitors will be allowed to deposit drugs in special drug barrels without any (legal) consequences before entering the Festival Site.

It is forbidden to deal drugs on the Festival Site. If such a violation is uncovered, you will be removed from the Festival Site and handed over to the police.

If a visitor is prescribed certain medication for health reasons, he/she must present a valid medical certificate before being allowed to bring that specific medication onto the Festival Site.

#### **6. The festival site - damage to materials**

All visitors are requested to do their bit to keep the surroundings as clean as possible. On the Festival Site and the Parking, it is clearly marked where you can leave your rubbish. Please make use of this.

Tearing off, breaking or any other form of destruction to the material of the Festival Organiser or its suppliers, including theft, will result in removal from the Festival. Entry will be denied for the remainder of the Festival and may be denied for subsequent years.

Visitors are not allowed to climb on tents, structures, fences, light bridges, benches or other structures on the Festival site.

#### **7. Merchandise**

The official merchandise "Voodoo Village" is only available at the Festival and on the Voodoo Village Festival's official web shop (<https://voodoovillage.be>) or at our partners stores.

#### **8. Photographs and video recordings - camera surveillance**

Photo and video recordings will be made during the Festival. There is a good chance that you will be filmed. By entering the Festival Site, you agree to the processing of these images by Voodoo Village Bv. and its partners.

Camera surveillance at the Festival will be carried out in accordance with local legislation. These recordings will only be used for security purposes during the Festival and will not be passed on to third parties, except to the competent authority upon receipt of a formal request.

The Festival Organiser and/or the official ticket vendor reserve(s) the right to verify the identity of visitors.

Digital cameras and/or video cameras are allowed on the grounds with the exception of (semi-) professional equipment.

#### **9. Toilets**

Use of toilets is free of charge at the Festival. It is strictly forbidden to urinate in public, except in the places provided for that purpose. If you are caught urinating in public, you risk being removed from the Festival Site.

#### **10. Smoke**

Smoking is prohibited in indoor areas (such as tents, buildings and indoor venues).

#### **11. Promotion**

It is forbidden to distribute flyers or put-up posters during the Festival. Visitors wishing to promote their own events can place an ad in the Voodoo Village Festival newspaper distributed to visitors during the Festival.

#### **12. Safety in front of and around the stage - Prohibited actions**

Crowd surfing and stage diving are prohibited at the Festival. Expulsion from the Festival Site when this rule is not observed is the logical consequence.

Visitors to the Festival should not block any entrances, exits and emergency exits.

#### **13. Loss or damage**

The artists and the Festival Organiser cannot be held liable for damage, loss or theft, nor for any other accident.

#### **14. Force majeure**

The Festival Organiser may be forced to close stages due to weather conditions or other force majeure events. This will not result in a partial or full refund.

#### **15. Parking**

Parking facilities are available near the Festival Site. During the ticket sale period, you may purchase a Parking Ticket, which grants access to any of the designated car parks. Please be aware that it is not possible to reserve a specific car park or parking space. Upon payment, you will receive an e-ticket that authorizes you to park your vehicle. The ticket sale period will be announced on our website.

Comfort Parking Tickets, which are parking tickets granting access to a designated area located closer to the main Festival entrance, are reserved for Visitors holding an Inner Circle Ticket. They are sold exclusively in pre-sale via the Official Sales Channels and are not available for purchase at the entrance. The Visitor is advised that the local municipality prohibits camping in the parking areas. As a result, the Festival Organiser disclaims any responsibility for the denial of access to parking areas for motorhomes, mobile homes, vans, caravans, or any other camping vehicles by the police authorities or Festival staff acting under the direction of local law enforcement.

The visitor expressly agrees to indemnify the Festival Organiser against any liability for damages, theft, or other incidents involving vehicles or persons within the official Festival parking lots.

#### **16. Disability**

Festival Visitors with disabilities can use the reserved car park, namely the “MiVa” parking, upon presentation of a Parking Ticket and a blue parking card. Please notify us in advance if you wish to use this car park, by sending an e-mail to: [info@voodooovillage.be](mailto:info@voodooovillage.be)

### **Annex 3: Cashless payments**

Voodoo Village Festival 2026 is a cashless festival

#### **1. Cashless - general**

1.1 'Cashless payments' is the payment method used at the Festival. The Festival Organizer reserves the right to allow other payment methods, such as cash payments and/or payments via other electronic devices.

1.2 Tokens are the official currency used at the Festival and are referred to as SOULS on the festival site and in festival communications. Festival visitors can purchase Tokens at cashless customer service points at the Festival Site and by scanning the QR code on their wristband. The Festival Visitor received a personal wristband by scanning their festival ticket at the entrance.

#### **2. Eco Tokens**

2.1 When a Visitor returns more Eco Cups than originally purchased, the deposit for the surplus cups is not refunded in Tokens. Instead, the Visitor receives one Eco Token per additional cup.

2.2 Eco Tokens are digital, non-refundable tokens that may only be used to obtain a replacement Eco Cup during the Festival, without paying a new deposit. They have no monetary value and may not be exchanged for Tokens or cash.

2.3 Eco Tokens expire at the end of the Festival and cannot be transferred or carried over to future editions.

#### **3. Transaction Disputes and Refunds**

3.1 All disputes related to Cashless payments must be reported immediately to [refund@voodooovillage.be](mailto:refund@voodooovillage.be).

3.2 The Festival Organiser cannot be held liable for the theft or loss of Tokens or Eco Tokens.

3.3 Unused Tokens may be refunded during the official refund period, as communicated on the Festival website. A fixed refund fee shall apply at the time of request.

3.4 The refund period shall run from 16 September 2026 at 00:00 am (CET) until 29 September 2026 at 23:59 am (CET). The applicable refund fee amounts to 1.25 SOULS (equivalent to €2.50). The refund would be transfer within 7 days after the refund request. Tokens granted as Comfort or Free Tokens/Souls are excluded from any refund and shall be deemed non-refundable.

## **Annex 4: Business Packages**

### **1. General**

1.1 Business Packages are the B2B Packages offered for sale under this name through the Official Sales Channels and are to be distinguished from the Tickets sold to Customer. Business Packages can only be purchased by a legal entity with a valid VAT number (the 'Company'). A Business Package includes non-personalised admission Tickets to the Festival and grants access to the Festival and the dedicated B2B areas across the entire Festival grounds.

1.2 Loss or theft of the Ticket is the responsibility of the Company that bought the ticket and does not give right to a refund.

1.3 The Company is required to complete a Business Package application to purchase B2B Tickets. A purchase must always be approved by the Festival Organiser.

### **2. Payment**

2.1 If the Company's application for a Business Package is approved by the Festival Organiser, the Company will receive a pro forma invoice with payment instructions. Payment must be received by the Festival Organiser no later than seven (7) days after sending this pro forma invoice to the Company.

2.2 In case of late payment, the provisions of the Belgian Act on Late Payment in Commercial Transactions shall apply.

2.3 All prices are inclusive VAT, In accordance with applicable law. All VAT and taxes are payable by the Company.

2.4 The Festival Organiser reserves the right to cancel the order in question in the event of late payment. In such a case, the Festival Organiser shall be entitled to charge a handling fee of 10% of the price of the Business Packages ordered.

### **3. House rules**

To ensure that all visitors to the B2B Zone have the best possible experience. The foregoing is without prejudice to the Festival House Rules as set out in Annex 2.

## **Annex 5: Transport to and from the festival**

### **1. General**

1.1 Festival Visitors can book transportation to and/or from the Festival via (i) boat from Tour & Taxis, or (ii) shuttle bus from one of the official locations listed on [www.event-shuttle.be](http://www.event-shuttle.be).

1.2 These transport services are optional add-ons and are sold separately from Festival entry Tickets.

1.3 The Festival Organiser does not operate these transport services directly and cannot be held liable for any delay, cancellation or change operated by the transport partners.

## **2. Boat Tickets**

2.1 Each Boat Ticket includes (i) a one-way boat trip from Tour & Taxis to the Festival Site (±90 minutes); (ii) DJ performances and bar service during the trip (drinks not included in the ticket price) and (iii) a return by bus after the Festival to Tour & Taxis.

2.2 The boat cannot operate after midnight due to navigation restrictions. Return is by bus only, departing from the official shuttle parking (approx. 20 min walk from the Festival Site).

2.3 Boat shifts must be selected at the time of purchase. Tickets are only valid for the chosen shift and cannot be exchanged.

2.4 Boat Tickets are sold via the on [www.voodooovillage.be](http://www.voodooovillage.be) and subject to the general conditions of the Festival Organiser.

## **3. Shuttle Bus Tickets**

3.1 Shuttle Bus Tickets are operated by Keolis Belgium SA, the official transport partner of the Festival, a company registered with the Crossroads Bank for Enterprises under number BE 0892.620.526, with its registered office at Avenue de Béjar 5, 1120 Brussels, Belgium.

3.2 All bookings are made via [www.event-shuttle.be](http://www.event-shuttle.be). By purchasing a Shuttle Bus Ticket, the Customer agrees to the terms and conditions of Keolis Belgium SA, available on their website.

3.3 The Festival Organiser shall not be held liable for any delay, accident, change of itinerary or cancellation occurring during transport.

## **4. Access control and conduct during transport**

The Festival Organiser and/or its transport partners reserve the right to check the validity of any Boat Ticket or Shuttle Bus Ticket at the time of boarding. Festival Visitors must present a valid Ticket and a government-issued ID corresponding to the name indicated on the Ticket. In the absence of a valid and matching identification document, access to the transport may be refused without refund or compensation.

All Festival Visitors using Boat or Shuttle Bus services remain subject to the Festival House Rules as set out in Annex 2. These rules apply in full during the journey. Any breach of the House Rules or of the instructions given by transport staff or security personnel, including behaviour deemed disrespectful, dangerous or inappropriate, may result in denial of access to the Festival Site or immediate removal from the vehicle or the boat, without any right to refund or compensation.

The Festival Organiser and its partners shall not be liable for any consequences arising from such denial of access or removal pursuant to this clause.

## **5. Refunds and cancellations**

Boat Tickets and Shuttle Bus Tickets are nominative, time-specific and non-refundable. No refund shall be granted in the event of delay, cancellation, missed departure, or no-show by the Customer.