

# ARTIS

## General terms and conditions membership ARTIS Amsterdam Royal Zoo

Membership of ARTIS allows you to enjoy the ARTIS-Park throughout the year. You can combine membership of ARTIS with membership of ARTIS-Micropia so that you can also visit Micropia unlimitedly. Up to eight people at one address can be on one membership. The benefits associated with the membership can be amended by ARTIS during the membership year.

The membership is valid for one year. At the end of the current membership year ARTIS will allow you to renew your membership by one year by paying the annual rate. If you do not use this possibility, you can cancel the membership at maximum four weeks before the end of the membership year. When ARTIS does not receive a cancellation at the end of the current membership year, the membership is renewed for an indefinite period of time and you owe the annual rate for your membership. In that case, both parties can cancel membership at any time subject to a notice period of one month.

The annual rates for membership, possibly in combination with Micropia, can be found on [www.artis.nl](http://www.artis.nl). Payment of the membership is owed as of the date of effect of the membership year and takes place by advance payment. ARTIS reserves the right to make price changes.

### Privacy

By becoming a member, you consent to your personal details being stored in the ARTIS membership database. ARTIS will use these details for administrative and communications purposes with regard to your membership. ARTIS membership is subject to the ARTIS [Privacy Statement](#), which is available on the website. Your details will be retained for the duration of your membership plus two years.

The following personal details will be processed:

- Name
- Name and address details
- Email address
- Phone number
- Date of birth
- Gender
- IBAN
- Age
- Membership number
- Passport photo
- Household composition

These details will be used for the following purposes:

- To process your registration as a member and for relationship management purposes.

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- To communicate information about ARTIS and/or ARTIS Micropia
- To send you the ARTIS magazine and our Newsletters
- For product and customer research purposes

## **Visitors' regulations**

The visitors' regulations at ARTIS are a condition attached to your membership (available from the ticket offices and on [www.artis.nl](http://www.artis.nl)). By becoming a member of ARTIS, and possibly also of Micropia, you accept the rules as set forth in the visitors' regulations. ARTIS reserves the right to terminate membership if a member, despite being warned, does not observe the visitors' regulations.

## **Membership card**

Membership and the associated membership card are personal. If your membership card is lost or stolen, you can request a duplicate on presentation of a valid proof of identity. On presentation of a police report, you will receive a new card free of charge at the ARTIS ticket office. In other cases, five euros will be charged.

## **Right of withdrawal and cancellation**

ARTIS memberships purchased online may be cancelled without notice within 14 days from the date of purchase (reflection period). Please use the cancellation form that is available [here](#). Or email [info@artis.nl](mailto:info@artis.nl) with 'Withdrawal of purchase of online membership' in the subject line, stating your name, membership number and email address. You will then be refunded the full amount of the ticket(s). If you have already used your membership to gain admission to ARTIS, ARTIS will charge the regular costs of the visits to your account.

ARTIS memberships purchased online cannot be returned, exchanged for money or replaced once the reflection period has expired, nor can the period of validity be extended.

## **Complaints**

If you have a complaint regarding tickets purchased online or about your membership, our customer relations team will be happy to help. If our team has been unable to resolve the complaint to your satisfaction, you can submit your complaint to the dispute resolution body through the [European ODR platform](#).

## **Changes to general terms and conditions**

ARTIS reserves the right to make changes to the general terms and conditions for ARTIS Park & ARTIS Micropia memberships and to the content of such memberships in the interim. Please visit [www.artis.nl](http://www.artis.nl) for the most recent version of the general terms and conditions.