

ARTIS

General terms and conditions membership ARTIS-Park & ARTIS-Micropia

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 ARTIS-Micropia unlimitedly.

These terms and conditions apply to the ARTIS membership. Up to eight people at one address can be on one membership. The membership is valid for one year. At the end of the current membership year ARTIS gives you the option to renew your membership by one year by paying the annual rate.

If you do not wish to renew, you can cancel the membership up to four weeks before the end of the current membership year. If ARTIS does not receive a cancellation, the membership is converted to an indefinite-term membership with a four-week cancellation period. In the event of early termination, the annual rate paid will not be refunded.

The annual rates for membership can be found on www.artis.nl. Payment of the membership is due 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

ARTIS stores the personal data you provide in the ARTIS-membership database. ARTIS uses these data to implement the membership agreement and to comply with legal requirements. In addition, ARTIS has a legitimate interest to use your data, for example to inform you about our services and products and for product en customer research. The ARTIS [Privacy Statement](#) applies to the membership, which is available on the website. Your data will be saved for the duration of your membership plus two years.

The following personal details will be processed:

- name and address details
- email address
- phone number
- date of birth
- gender
- IBAN
- 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.
- to communicate information about ARTIS and/or ARTIS-Micropia
- to send you the ARTIS magazine and, if you have registered, our Newsletters
- for product and customer research purposes

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- to calculate, record and collect the annual rate for your membership (including referring claims to third parties for collection)
- other activities of management, handling disputes and having an audit carried out.

Third parties

We do not sell your data to third parties, but we do sometimes have to share them to be able to be of service to you. We work with a (member) administration system, a PSP (payment service provider), a communication agency, an external accountant, a printer and a shipping house. We enter into a processing agreement with companies that process your data on our behalf to ensure the same level of security and confidentiality of your data. ARTIS remains responsible for these processes.

Visitors' regulations

The ARTIS visitors' regulations apply when you visit ARTIS (available at the ARTIS-Park and ARTIS-Micropia ticket booths and at www.artis.nl). By becoming a member of ARTIS you accept the rules as set forth in the visitors' regulations. ARTIS reserves the right to terminate membership if a member does not observe the visitors' regulations, despite notification to that effect.

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 with 'Withdrawal of purchase of online membership' in the subject line, stating your name, membership number, bank account 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.

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 for the most recent version of the general terms and conditions.