

ARTIS

General Terms and Conditions for ARTIS Packages

1. These terms and conditions apply to ARTIS packages booked online. A package consists of a reservation at one of the participating ARTIS food and beverage outlets (including the selected food or beverage item), combined with an admission ticket to ARTIS-Park and/or an ARTIS experience, such as a guided tour or lecture, for a specific date and time slot (excluding weekends and statutory holiday periods).

2. The participating ARTIS food and beverage outlets are De Waterkant restaurant and the Planetarium Café. A packed lunch may also be ordered and consumed as a picnic in ARTIS-Park.

Any additional food or beverages purchased that are not included in the booked package must be paid for immediately at the relevant food or beverage outlet..

3. The minimum number of participants for a package is eight. Packages cannot be booked for fewer than eight participants. The maximum number of participants for an online booking is 40. Bookings for more than 40 participants are only possible by prior arrangement. Please contact ARTIS at arrangementen@artis.nl.

4. The package includes admission to ARTIS-Park for each participant (excluding admission to ARTIS-Groote Museum and/or ARTIS-Micropia). If one or more participants are ARTIS members at the time of booking, the price of their admission tickets will not be included in the price of the package.

5. Packages can be booked online up to seven days before the reservation date. Packages can only be booked on weekdays (Monday to Friday) and not during statutory holiday periods.

6. A booking will only become a final reservation once payment has been made through the ARTIS website and an official confirmation email has been received. Until such official confirmation has been received, the booking is not final.

7. Once a booking has been officially confirmed, the package can no longer be changed. The only exception is an increase in the number of participants. This is only possible by prior arrangement and no later than five days before the reservation date. Please contact ARTIS at arrangementen@artis.nl.

8. ARTIS is entitled to cancel a package booking at any time. If payment has already been made, the amount paid will be refunded.

9. Purchased packages may not be resold. Packages cannot be combined with other offers or promotions.

10. All visits to ARTIS are subject to the [ARTIS Visitor Regulations](#), which are available at the ticket desks of ARTIS-Park, ARTIS-Micropia and ARTIS-Groote Museum and at www.artis.nl.

11. Packages do not include exit tickets for the ARTIS car park.

12. ARTIS processes personal data in accordance with applicable laws and regulations. More information on how we process personal data can be found in our [Privacy Statement](#).

13. ARTIS reserves the right to amend these terms and conditions from time to time. The most recent version of these General Terms and Conditions is available at www.artis.nl.

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