General Terms and Conditions of Sale - AnthroTales Events ASBL

1. Organiser details

The AnthroTales convention is organised by AnthroTales Events ASBL (a Belgian non-profit association), registered in Belgium under number 1012.427.107, with its registered office at Boulevard Président Fitzgerald Kennedy 14, box 24, 7000 Mons, Belgium.

2. Purpose

These General Terms and Conditions of Sale (GTCS) govern the sale of tickets and services for the convention organised by AnthroTales Events, an ASBL incorporated under Belgian law.

3. Booking and finality of orders

Every ticket order is firm and final once payment has been confirmed. In accordance with Article VI.53, 12° of the Belgian Code of Economic Law, leisure services provided on a specific date are legally exempt from the right of withdrawal. Tickets are issued in the participant's name and are personal; any transfer to a third party must be notified to the organiser in advance so that the information can be updated.

3.1 Age requirements

Access to the event is strictly limited to adults. Participants must be at least 18 years old on the first day of the event. The organiser reserves the right to require an official identity document on site to verify the participant's age. If this requirement is not met, access will be refused and no refund will be given.

3.2 Cancellation within 14 days

Although the law provides no right of withdrawal, AnthroTales Events ASBL grants participants, as a goodwill gesture, the option to request cancellation of their order within 14 calendar days of full payment of the order. However, this goodwill gesture does not apply if full payment is made less than 15 days before registration closes or before the event begins. If a cancellation is validly requested within this period, the amounts paid will be refunded, less a flat administration fee of 10% of the total order amount.

3.3 Payment in instalments

If the participant chooses to pay in two instalments, the following schedule applies:

- **1st instalment:** 50% of the total amount, payable within 15 days of booking;
- **2nd instalment:** the remaining 50% (bringing the total paid to 100%), payable within 45 days of booking.

If full payment has not been received by the second instalment deadline, the booking will be cancelled automatically. AnthroTales Events ASBL will refund the amounts received, less a flat administration fee of 10% of the total order amount.

4. Refund and cancellation policy

Beyond the 14-day goodwill gesture described in clause 3.2, tickets are not refundable at the participant's request. If the event is cancelled by AnthroTales Events ASBL, the amounts paid will be refunded in full directly to the bank account (or original payment method) used for the transaction, in accordance with Article VI.83 of the Belgian Code of Economic Law. In the event of force majeure beyond the organiser's control (such as a binding administrative decision or a natural disaster), participants will first be offered a postponement of the event or a credit note.

5. Catering (buffet)

The buffet catering service is subject to a minimum number of participants. If this minimum is not reached, the buffet will automatically be replaced by a meal option of equivalent value, in accordance with the hotel provider's contractual terms. This automatic change to the catering format does not entitle participants to any refund or compensation.

6. Liability and limitations

AnthroTales Events ASBL operates in compliance with applicable Belgian law. It accepts no liability for disputes arising from circumstances beyond its control (force majeure, acts of third parties, etc.). Any complaint must be submitted in writing within 14 days after the event.

7. Data protection and GDPR compliance

Participants' personal data are collected in compliance with the GDPR and the Belgian Act of 30 July 2018 on the protection of natural persons with regard to the processing of personal data. They will be used solely to manage the event and will not be shared with third parties without explicit consent. For any questions, or to exercise your rights of access, rectification or erasure of your data, you can contact the association by email at: **dpo@anthrotales.eu**.

8. Image rights

By taking part, each person agrees to be filmed or photographed and authorises the association to use these images for promotional purposes, while respecting image rights and privacy.

9. Compliance with the house rules

Participants agree to comply with the convention's house rules, available on the website and on site. Any serious breach may result in immediate exclusion without refund.

10. Governing law, dispute resolution and jurisdiction

These GTCS and all transactions arising from them are governed exclusively by Belgian law. In the event of a dispute or complaint, the participant agrees to contact AnthroTales Events ASBL first (by email at asbl@anthrotales.eu) in order to seek an amicable solution.

In accordance with the rules on out-of-court settlement of consumer disputes, the participant may also refer the matter free of charge to the Belgian Consumer Mediation Service, available at: https://mediationconsommateur.be.

Failing an amicable agreement or resolution through mediation, any dispute concerning the validity, interpretation, performance or termination of these terms and conditions shall fall under the exclusive jurisdiction of the French-speaking Belgian courts with jurisdiction over the registered office of AnthroTales Events ASBL (judicial district of Mons), unless mandatory legal provisions provide otherwise.