

# Ticket Refund & Exchange Policy

Amsterdam Tea Festival 2027

Event date	Saturday, 30 January 2027
Opening hours	10:00-19:00
Venue	Kromhouthal, Amsterdam
Address	Gedempt Hamerkanaal 231, 1021 KP Amsterdam, The Netherlands
Contact	amsterdamteafestival@gmail.com

By purchasing a ticket to Amsterdam Tea Festival 2027, you agree to the following ticket, transfer, entrance and safety conditions.

## 1. Tickets are non-refundable

All tickets for Amsterdam Tea Festival 2027 are final and non-refundable. This includes situations such as illness, travel disruption, personal schedule changes, missed transport, or being unable to attend for any other reason.

Tickets are purchased for a specific event date and time period: Saturday, 30 January 2027, from 10:00 to 19:00.

## 2. Ticket transfers are allowed

If you can no longer attend, you may transfer your ticket to someone else. You do not need to email us to arrange this transfer, unless you specifically require help.

You may simply give or sell your ticket to another person privately. The person entering the festival must be able to show a valid ticket at the entrance. Once a ticket has been scanned, it cannot be used again.

## 3. Tickets at the entrance

Please have your ticket downloaded and ready before arriving at the entrance. You may show your ticket on your phone or bring a printed version. Showing the ticket on a mobile device is preferred.

Tickets will be scanned per person. If you arrive with fewer people than the number of tickets you purchased, that is not a problem. We scan each ticket separately for each person entering the festival.

## 4. Student tickets

If you purchased a student ticket, please bring a valid student card or other official student identification with you. Our entrance team may ask you to show it before entering the festival.

## 5. Safety and prohibited items

For the safety and comfort of all visitors, please do not bring glass bottles, flammable materials, or any items that may be considered unsafe by the venue or security team.

Security has the right to refuse entrance or ask you to dispose of prohibited or unsafe items before entering the festival.

## 6. Legal note on refund exceptions

Under Dutch consumer law, the standard 14-day right of withdrawal does not apply to leisure services that take place on a specific date or during a specific period. Amsterdam Tea Festival is a dated cultural event, and tickets are therefore sold under the refund policy stated above.

This policy does not limit any mandatory rights you may have under applicable law.

## 7. Questions

For any questions about your ticket, entrance, transfer, or this policy, please contact the organiser at:

[amsterdamteafestival@gmail.com](mailto:amsterdamteafestival@gmail.com)

We will get back to you as soon as possible.

Thank you for your trust. We are eager to make Amsterdam Tea Festival 2027 a beautiful, enjoyable, and safe experience for everyone. Let us grow tea culture together.

Amsterdam Tea Festival 2027  
30 January 2027 | Kromhouthal, Amsterdam Noord | 10:00-19:00  
[www.amsterdamteafestival.com](http://www.amsterdamteafestival.com)