

## **FAQ public – communication on ticket scheme**

### **Why the ticket scheme?**

With ‘Save your ticket, enjoy later’, the cultural and sporting industry hopes that ticket holders will attend their favourite venue or event at a later date.

This helps to absorb the economic impact of measures related to the corona virus in the cultural sector. This means that efforts can continue for events in the future. This not only helps the organizers, artists and venues, but also all the people behind the scenes who make the events possible, such as set builders, technicians, suppliers, creatives and other employees, and self-employed people in the cultural and sporting sector.

If you want to know more about the background, watch this video of the [NOS](#) or this item of [Radar](#).

### **How does the ticket scheme work?**

If an event, for example a performance, competition, or concert, has been canceled, you will receive your money back - including service and / or reservation costs - in the form of a voucher, a digital credit. The exact implementation differs per organization. If the event is rescheduled, the tickets will remain valid. If you cannot go on the replacement date, you can request a voucher.

### **For how long is my voucher valid?**

Tickets for events to be rescheduled due to the corona virus remain valid for the rescheduled event, provided that the rescheduled date lies within 13 months of the original event. If you have failed to use your voucher and the term has expired, you will get your money back.

### **Can I also get an immediate monetary refund?**

As a consumer, you have the right to request a refund. When the money is refunded depends on whether it concerns a canceled or a rescheduled event. If the event has been rescheduled, your money can be refunded. If the event is canceled, the refunding period is up to 3 months after the date on which the event would have taken place. However, this ticket scheme has not been set up for nothing: cultural institutions can go under if everyone requests a refund. That is why the government also supports this scheme.

### **Can I make a donation?**

Yes, please! The implementation of donations differs per organization. Some have set up their own fund, others refer you directly to donation possibilities with partners and / or suppliers. Again, check the website of the relevant organization.

### **Is my event, organizer, theater or festival part of the scheme?**

In principle, all Dutch theaters, concert halls, organizers, music venues, monuments, museums and festivals can make use of this scheme.