



## **General terms and conditions for e-tickets at the Geusseltbad swimming pools**

**These general terms and conditions apply to the sale and use of Geusseltbad e-tickets:**

### **General terms and conditions**

- The purchaser of the e-ticket (the customer) is aware that e-tickets will not be taken back or exchanged.
- The customer is aware that e-tickets lose their validity after the expiry date.
- The e-tickets may not be folded or otherwise damaged. The customer bears the risk for this.
- In the event of damage to the e-ticket, access may be refused and the customer will not be entitled to a refund or replacement in such cases.
- The customer is responsible for ensuring that he/she prints out the e-ticket or brings it with him/her to the Geusseltbad complex on a mobile device, and that this e-ticket is clearly legible. This e-ticket must be scanned at the entrance gates. The gate will then open, allowing access to the pools.
- An e-ticket grants access to the location only once. There is no point trying to copy or print the e-ticket more than once.
- Accessing the pools using a ticket from a discount scheme or activity that does not apply to you is prohibited. In the event of abuse of the system, a total ban from the entire Geusseltbad complex will be imposed for a period to be determined.
- Other promotions and/or discounts do not apply to the purchased ticket.
- E-tickets can only be paid for using the iDEAL payment system (using a Dutch bank account).
- During a visit to the Geusseltbad complex, the house rules of Maastricht Sport apply as set out on the Geusseltbad website.

### **Tickets for recreational swimming / lane swimming (lengths) / single-visit tickets**

- The e-tickets for recreational swimming and lane swimming are valid for one month after purchase.
- E-tickets cannot be exchanged for cash and the validity of the e-tickets cannot be extended or changed.

### **Tickets for aquafit lessons/aquanatal lessons (for pregnant women)/parent & child swimming lessons**

- The tickets are only valid for the lesson purchased.
- Lessons cannot be cancelled.
- Until five minutes before the start of a lesson, customers can themselves move their attendance of a lesson to the same lesson at a later time.

### **Tickets for private swimming lessons**

- The tickets are only valid for the lesson purchased.
- Lessons cannot be cancelled.
- Attendance of a lesson can be moved until 24 hours before the start of a lesson.  
To do so, please contact [zwemlessen@maastricht.nl](mailto:zwemlessen@maastricht.nl).