



General Terms and Conditions vriendenprogramma Cpunt / Cpunt friends Program

These are the general terms and conditions for the Cpunt friends Program. In them, you will read about the rights and obligations of Cpunt and the friend.

**Version 1.0 | Last updated on 13-04-2026
Document number: AV2026-vrienden-01**

Contents

Article 1: Applicability	3
1.1 When do these terms and conditions apply?	3
1.2 Concepts	3
Article 2: Registration	3
2.1 Registration	3
2.2 Confirmation	3
2.3 Formation	3
2.4 Processing	3
2.5 Communication	3
Article 3: Membership, agreement and cancellation	4
3.1 Duration	4
3.2 Extension	4
3.3 Personal character	4
3.4 Termination	4
Article 4: Rates and payment	4
4.1 Rate	4
4.2 Payment	4
4.3 Failed collection	4
4.4 Suspension	4
4.5 Rate change	4
4.6 Right of withdrawal	4
4.7 Use during the withdrawal period	4
Article 5: Benefits of the friends Program	5
Article 6: Use of Mijn Cpunt / My Cpunt and communication	5
Article 7: Personal data and privacy	6
Article 8: Amendment and termination of the friends Program and benefits	6
Article 9: Amendment of General Terms and Conditions	6
Article 10: Force Majeure	7
Article 11: Liability	7
Article 12: Complaints	7
Article 13: Final provisions	7

Article 1: Applicability

1.1

These General Terms and Conditions apply to every offer made by and every agreement between Stichting Cpunt, established in Hoofddorp, registered with the Chamber of Commerce under number 50771094, hereinafter referred to as "Cpunt", and the participant in the friends Program, hereinafter referred to as "the friend".

1.2

A friend is defined as: any natural person who is not acting in the exercise of a profession or business and who has registered for the Cpunt friends Program via cpunt.nl.

1.3

By registering, the friend accepts these terms and conditions and the payment obligation associated with participation in the friends Program.

1.4

Any general terms and conditions of the friend are expressly excluded.

Article 2: Registration

2.1

Registration for the friends Program is possible exclusively via the website cpunt.nl.

2.2

The friend receives an automatic confirmation upon registration.

2.3

The agreement is concluded at the moment the friend has received the automatic confirmation of registration by email from Cpunt.

2.4

After registration and confirmation, it may take up to five working days for the friends Membership to be administratively activated and benefits to become available. This activation does not affect the right of withdrawal as set out in Article 4.6.

2.5

All communication takes place via the email address provided by the friend or via telephone number in the event of payment arrears.

Article 3: Membership, agreement and cancellation

3.1

Participation in the friends Program is entered into for a period of one year; the commencement date is the date on which the friend receives the automatic confirmation of registration by email from Cpunt.

3.2

The membership will be automatically renewed for successive periods of one year upon expiration of the term, unless the friend cancels in a timely manner in accordance with this article.

3.3

The friends Program is personal and linked to the friend's account.

3.4

The friend may cancel the annual membership with a notice period of one month. Cancellation must be made via email to **vrienden@cpunt.nl** and must be received by Cpunt no later than the last day of the month preceding the renewal date. After that date, the membership will be automatically renewed for one year.

Article 4: Rates and payment

4.1

The fee for participation in the friends Program is €39 per year (including 21% VAT), unless otherwise stated on cpunt.nl.

4.2

Payment shall be made exclusively by direct debit.

4.3

If a direct debit is reversed by the friend, the friend will be contacted with a request to pay the outstanding amount. The friend will be given a period of 14 days to do so. If payment is not received within this period, Cpunt reserves the right to suspend the benefits of the friends program and/or terminate the membership.

4.4

In the event of non-payment, Cpunt reserves the right to temporarily suspend the benefits of the friends Program until payment is received.

4.5

Cpunt reserves the right to change rates. Rate changes will be communicated in a timely manner via email and on cpunt.nl.

4.6

Right of withdrawal: after registration, the friend has the right to dissolve the agreement without giving reasons for a period of 14 days by sending an email to **vrienden@cpunt.nl**.

4.7

If the friend makes use of one or more benefits within the withdrawal period, Cpunt is entitled to charge a proportionate fee for the part actually enjoyed. If the friend withdraws before activation or without using benefits, no fee is due.

Article 5: Benefits of the friends Program

5.1

During the term of the friends membership, the friend gains access to the benefits offered by Cpunt within the friends program. Cpunt endeavors to make an attractive and reasonable range of benefits available throughout the year.

5.2

The current benefits, any conditions (such as availability, time slots, and usage limits), and the manner of use are published on **cpunt.nl**. Important changes will also be communicated to the friend via the email address provided during registration.

5.3

Benefits are personal and non-transferable. In the event of misuse, Cpunt may take measures, including suspension of benefits, temporary blocking, or termination of participation in accordance with Article 8.

5.4

The benefits offered by Cpunt within the friends Program may change in content, availability, or form during the term of the membership. Article 8 applies to the consequences thereof for the friend.

5.5

For the purchase of tickets, courses, and/or participation in events (even if a friends discount is used), the regular General Terms and Conditions of Cpunt applicable at that time to the relevant purchase/booking apply. These terms and conditions can be found at cpunt.nl. In the event of a conflict, the regular General Terms and Conditions prevail for the ticket, course, or event purchase.

5.6

Benefits are available while stocks last and/or as long as capacity is available. Cpunt may set further terms of use and limits for each benefit.

Article 6: Use of Mijn Cpunt / My Cpunt and communication

6.1

To make use of ticket-related benefits, the friend must use a Mijn Cpunt account linked to the same email address with which the friend is registered. The friend is responsible for keeping these details correct and up-to-date.

6.2

The friend receives communication regarding the friends Program by email. A valid email address is required.

Article 7: Personal data and privacy

Stichting Cpunt is the data controller within the meaning of the GDPR. For more information, please refer to Cpunt's privacy statement.

Article 8: Amendment and termination of the friends Program and benefits

8.1

Cpunt is entitled to modify, temporarily suspend, or (partially) terminate the friends Program and the benefits offered thereunder at any time if this is necessary, for example due to organizational, business, technical, or substantive reasons, or circumstances at third parties or partners.

8.2

Changes as referred to in this article may not lead to a substantial impairment of the friends Program as a whole. A substantial impairment exists if the overall character and core benefits of the friends Program are structurally and substantially reduced.

8.3

If a change or termination results in a material impairment, the friend has the right to terminate the membership free of charge as of the effective date of that change.

8.4

If benefits change or cease without a material impairment occurring, this does not entitle the recipient to a refund, unless otherwise required by law.

8.5

Cpunt reserves the right to suspend, temporarily block, or terminate participation in the friends Program in the event of misuse of the benefits, including but not limited to the resale of tickets or unlawful use of benefits.

8.6

If Cpunt terminates the friends Program in whole or in part, friends will be informed of this at least one month in advance. Benefits already granted or reserved will remain valid until the moment of termination, unless reasonably required otherwise. In that case, Cpunt will endeavor to reach a reasonable settlement of outstanding agreements.

Article 9: Amendment of General Terms and Conditions

Cpunt is entitled to unilaterally amend these terms and conditions. Amendments will be communicated via email. If an amendment has disproportionately adverse consequences, the friend may terminate the membership free of charge.

Article 10: Force Majeure

Cpunt is not obliged to fulfill obligations in the event of force majeure, including but not limited to pandemics, fire, malfunctions, government measures, or the failure of third parties. In such cases, Cpunt may suspend or modify obligations.

Article 11: Liability

Cpunt endeavors to execute the friends Program with due care. Cpunt is not liable for indirect damages, including consequential damages, lost benefits, or savings. Cpunt is not liable for damages caused by malfunctions, third parties, or temporary unavailability. Should liability nevertheless arise, it is limited to a maximum of the amount the friend has paid for the membership.

The friend is responsible for the proper use of the program and correct data. Damage caused by misuse or incorrect information shall be borne by the friend.

Article 12: Complaints

Complaints can be reported via **vrienden@cpunt.nl**. Cpunt will respond within 10 working days and work with the friend to find a suitable solution.

Article 13: Final provisions

These terms and conditions are governed by Dutch law.