

## Terms & Conditions Lanterna Magica 21/10 -> 11/12/2022

These Terms & Conditions take precedence over all others, including those of the participant, who accepts them by the mere fact of their reservation.

### 1. Context

Lanterna Magica is a nocturnal walk in the forest. A luminous circuit on the theme of the enchanted forest.

A magnificent spectacle along illuminated paths, a magical and enchanting experience thanks to innovative lighting techniques and the beauty of nature.

This 2,5 km walk in the forest takes on average one hour.

### 2. Contact

[www.lanternamagica.be](http://www.lanternamagica.be)

E-mail: [info@lanternamagica.be](mailto:info@lanternamagica.be)

### 3. Organiser

MB Creations SPRL, 264 avenue Van Volxem, 1190 Brussels

### 4. Reservations

Reservations can only be made online [www.lanternamagica.be](http://www.lanternamagica.be) via the ticket section.

Reservations and payments are made via the operator: See Ticket (+ T&C link)

Any questions regarding tickets should be addressed to

<https://lanternamagica.seetickets.com/customerservice>

It is possible to buy tickets on site if a time slot is not full.

### 5. Entrance ticket price

Lanterna Magica is a paid activity.

Different rates are available:

€19 for adults aged 13 to 64 years

€15 for children aged 4 to 12 years included, for seniors aged over 65 years and for PRMs.

Rates for the 3-day Halloween special (29-30-31 October):

€22 for adults aged 13 to 64 years

€18 for children aged 4 to 12 years included, for seniors aged over 65 years and for PRMs.

A spooky experience with different animations and special effects.

Children aged up to and including 3 years are admitted free of charge.

All prices include VAT.

### 6. Extras

Extras do not include the entrance ticket

- Shuttle: €3 (valid for one person as of 4 years of age. Free for children up to and including 3 years of age)
- VIP parking: €15 (1 place in the VIP car park located 200 m from the entrance)
- Lantern: €10 in pre-sale or €11,50 on site (1 exclusive "Lanterna Magica" lantern)
- Virtual reality: €5 (1 virtual reality experience)
- Surprise offer: €35 (1 surprise pack filled with exclusive "Lanterna Magica RTL" goodies)

- Romantic surprise offer: €75 (2 surprise packs + 1 VIP parking place)
- Family surprise offer: €120 (4 surprise packs + 1 VIP parking place)

## 7. Dates and times

Lanterna Magica will take place on 33 evenings in total, from 21 October to 11 December 2022.

21 October to 29 October 2022: every day from 7 pm to 11 pm

30 October to 3 November 2022: every day from 6 pm to 11 pm

4 November to 6 November 2022: Friday to Sunday from 5.30 pm to 11 pm

10 November to 13 December 2022: Thursday to Sunday from 5.30 pm to 11 pm

18 November to 11 December 2022: Friday to Sunday from 5.30 pm to 11 pm

## 8. Access

Lanterna Magica takes place on the Domaine Régional Solvay of Château de la Hulpe.

Access to the site is only possible via the entrance to the Domaine at 111 chaussée de Bruxelles, 1310 La Hulpe, and only in possession of a reservation for Lanterna Magica. The exit is at the same location.

We ask all participants to bring their ticket (with personal QR) on their GSM or on paper, and to present it when entering the Domaine.

To ensure the smooth running of Lanterna Magica, participants are requested to arrive within the timeslot of their reservation (i.e., within half an hour of the time indicated on their ticket) to avoid too many people arriving at the same time.

The organiser reserves the right to refuse entry to any person considered to be a troublemaker.

If you lose or forget your ticket, it will be possible to retrieve it from the Info Point at the entrance to Lanterna Magica.

## 9. Persons with Reduced Mobility (PRMs)

Lanterna Magica is fully accessible to PRMs. It is possible to follow the route in a wheelchair.

However, it remains a forest walk with gravel paths.

An accessible toilet is available. The VIP car park is free of charge for PRMs on presentation of their accessible parking card via [info@lanternamagica.be](mailto:info@lanternamagica.be).

## 10. Covid-19

MB Creations SRL will respect all sanitary measures in force at the time of the event within the framework of the Covid-19 health crisis and based on federal government decrees and those of the Walloon Region.

## 11. Mobility

- The car park at La Hulpe station, a paying B-Parking lot located 2 km from the entrance to Lanterna Magica, is recommended because it has many places.
- A parking place in the small VIP car park located 200 m from the entrance to Lanterna Magica, 94 chaussée de Bruxelles, is only available by reserving online at the cost of €15 per car.
- Many streets around the entrance to Lanterna Magica as well as in the centre of La Hulpe offer free parking. However, parking in unauthorised zones is dangerous, prohibited, and subject to parking fines.

- A Kiss & Ride is available close by the entrance to Lanterna Magica.
- Shuttles are available for participants at a cost of €3 per person (return). Shuttles stop at La Hulpe station, the Grand Etang, the Maison Communale de La Hulpe (town hall) and at the entrance to Lanterna Magica.
- The site is accessible via TEC bus 366: stop La Hulpe - Etangs Solvay
- A bicycle park is available for visitors in the entrance area.

Due to road works, chaussée de Bruxelles is currently a one-way street (direction La Hulpe to Groenendael).

Find more information on mobility and access on [www.lanternamagica.be](http://www.lanternamagica.be)

## **12. Cancellation – Refunds – Changes**

Once a reservation has been made, it is not possible to get a refund or to change the date, timeslot, or type of ticket.

Some exceptions, for exceptional reasons, may be granted.

## **13. Bad weather**

We will only reschedule the event if the park is closed due to storm conditions. We will not reschedule in the case of rain.

## **14. Food & drinks**

A catering stand will be located close to the start and finish of the tour offering a wide selection of food and drinks.

## **15. Domaine Régional Solvay**

The Domaine is open to the public every day from 8 am to 6 pm. The Domaine will be made private on the days when Lanterna Magica takes place.

Any act that could damage the integrity of the Domaine is prohibited.

Any act that could damage the wellbeing of animals is prohibited.

## **16. Emergency procedure**

On site personnel will manage all emergencies within the perimeter dedicated to Lanterna Magica and participants must follow their instructions.

The ACS (complementary health care service) will be present in the entrance area of Lanterna Magica to provide first aid in case of accident or illness. It is also possible to call 112 to request the emergency services (ambulance or fire brigade).

## **17. Insurance and liability**

The organiser is insured for Civil Liability

- MB Creations is responsible for everything that is reasonably foreseeable by a professional event organiser during the event.
- MB Creations shall not be held liable in the event of force majeure. Force majeure meaning any event or condition that prevents MB Creations from fulfilling its contractual obligations in whole or in part.
- Without prejudice to the above, the following constitute events or conditions of force majeure: natural or health catastrophes, abnormal weather conditions such as sudden heavy snowfall or rainfall and/or heavy fog, storms, strike action, lockouts, prolonged power cuts, blocked access, etc.
- In the event of force majeure, MB Creations may decide to cancel all or part of the event without any liability towards a partner or a participant.

- MB Creations will do everything in its power to fulfil its contractual obligations and meet the expectations of participants. Nevertheless, it can only be bound by an obligation of means.

## **18. Jurisdiction**

Any dispute relating to the signature, validity, interpretation and/or execution of the present Terms & Conditions shall fall under the exclusive jurisdiction of the Brussels courts. Only Belgian law shall apply to all relations between MB Creations and the participant.

## **19. Compliance with laws and regulations concerning the protection of personal data**

The participant consents to the processing of personal data related to participation in Lanterna Magica.

The information requested by MB Creations will only be used to ensure the smooth running of the event. These data will not be sold, shared with, or passed on to third parties. MB Creations undertakes to handle participants' data in accordance with the Data Protection Act.

The participant agrees that emails may be sent to them up to 10 days after the event.

MB Creations complies with European Regulation 2016/679 of 27 April 2016 on the protection of personal data (GDPR).

## **20. Image rights**

Each participant implicitly accepts to be photographed by the official photographer of Lanterna Magica and filmed by the organisation's cameras. He/she therefore accepts to appear in photographs or video images that may be used for promotion and communication activities for Lanterna Magica.

## **21. Miscellaneous**

### Personal belongings

Each participant is responsible for their own personal belongings, such as smartphone, cash, credit cards, passport, etc... and this for the duration of their visit. The organiser cannot be held responsible for any theft or loss that may occur during Lanterna Magica.

### Animals

Dogs are allowed but must be kept on a lead throughout the visit.

### Payment in site

Payments can be made by credit card and bank card only.

### Children

Lanterna Magica is suitable for young children. It is not frightening but a magical and enchanting experience.