

General Terms & Conditions

1. Your Brussels Card has to be activated within a year of its purchase date. After one year, the card will be deactivated. Only tickets ordered through the official ticketing services, as recognized by the Organization (i.e. Brussels Museums), will be valid. Any ticket forgery will result in legal proceedings.
2. The ticket holder and any people accompanying him/her use the ticket and visit the places to which this ticket gives them access under their own responsibility and waive all claims to take any legal proceedings against the Organization. In no circumstances can the Organization be held responsible in the case of any damage or personal injury to third parties. The same applies in the case of any theft or loss of the ticket. The Organization is not responsible in case of delay or change of the schedule.
3. The ticket cannot be used for advertising and/or commercial purposes without the authorization of the Organization.
4. The data given by the customer when booking a ticket is processed in accordance with the provisions of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation). These data are processed for the following purposes:
 1. Administrative handling of bookings
 2. Improvement of the service
 3. Handling of invoices and methods of payment
 4. For advertising purposes, for the communication of information about Brussels Museums services and products, on the condition that the consumer ticked the consent box

Individual consumers may at any time ask to stop receiving emails from Brussels Museums or oppose any use of their data for marketing purposes by emailing info@brusselscard.be.

5. The consumer is not entitled to cancel the purchase: absence of the right of withdrawal: although Article VI.47 of the law on market practices and consumer protection calls for any distance contract to provide the consumer a

period of 14 days to cancel the contract, this right of withdrawal does not apply to contracts concluded through the website.

By virtue of the Royal Decree of 18 November 2002, some distance contracts for the provision of accommodation, transport, catering and leisure services are excluded under certain conditions from this option.

This exception for the leisure sector stems from the specific nature of the services provided in this sector and complies with European regulation on distance selling, which also provides an exception for accommodation, transport, catering and leisure services.

6. The ticket cannot be reimbursed, even when it has been lost or stolen, and cannot be returned or exchanged. A ticket duplicate can be issued, when the ticket is lost or stolen, after the identity of the buyer has been verified and after having received a request from the buyer sent by email to info@brusselcard.be.