

Terms and Conditions

Article 1 – General Provisions

FACTS is the trade name for a convention and experience event organised by Artexis

- **FACTS** takes place on private property as well as in the event halls of Flanders Expo in Ghent. The following arrangements aim to ensure a fantastic and worry-free experience for all visitors.
- The house rules are based on courteousness and safety as well as respect for others and the environment.
- By entering **FACTS**, visitors agree to adhere to these rules and regulations. Access to **FACTS** will be refused in case of non-compliance.

Article 2 – Access to **FACTS**

- Access to **FACTS** can only be granted in the manner described below:
 - On 1 & 2 April 2017 during the opening hours of the event. On Saturday from 10h00 till 21h00 and on Sunday from 10h00 till 17h00. "Priority Entry ticket" holders may enter as early as 09h00 on Saturday and Sunday.
 - Visitors must produce a valid and original ticket obtained legally through official channels. Said ticket will be accepted or rejected upon verification.
 - Access only via clearly signposted entrances
- Visitors caught trying to access **FACTS** in a way that does not comply with the conditions set out above will be fined the on-the-day admission price for adults. In addition, an administrative fine may be imposed. In case of non-compliance, visitors will be removed from the venue and refused all further access
- The event organiser reserves the right at any time to limit access to **FACTS** for specific groups of visitors.
- In case of trouble with specific groups, the event organiser reserves the right to remove the entire group from the venue.
- Visitors who have been denied access to **FACTS** cannot re-enter the venue.
- Access to **FACTS** is free for children up to 10 years old if accompanied by an adult. Unaccompanied children must be at least 15 years old.
- The organiser reserves the right at any time to modify individual ticket rates for **FACTS**.
- If the capacity of **FACTS** is exceeded, the organization has the right to refuse additional visitors access to **FACTS** that day without compensation. It is also possible that, in case of large crowds, every part of **FACTS** can be visited. As a result, the organization is not liable for any damage or disappointment.
- If the presale indicates that the maximum authorized amount is reached it will be stopped and there will be no more cash sales possible. This will be clearly communicated through all possible channels.
- Animals (with the exception of guide dogs and assistance dogs with an official identification vest) are not allowed at **FACTS**.

Artikel 3 – Tickets

- The organization and / or the official ticket provider reserves the right to verify the identity of visitors upon entering the grounds of Flanders Expo Ghent. If a visitor is not in possession of a valid identity card access to **FACTS** will be denied, without the right to a refund of the ticket. Under a valid ID means a valid identity card, passport or driving license. Copies of identity cards will not be accepted. The Protection Act is here expressly applied.
- Tickets are neither exchangeable nor refundable. Once a ticket has been purchased there can be no discussion. Lost tickets will not be replaced.
- Under no circumstances will tickets be refunded at the box office. All relevant complaints, requests and suggestions must be addressed to info@facts.be or sent by regular mail to: Artexis Exhibitions NV, Maaltekouter 1, 9051 Ghent, Belgium.
- It is strictly prohibited to resell free tickets, at any compensation whatsoever, to anyone. If this is noticed, the tickets in question will be deactivated immediately.

Article 4 –Bicycles, motorcycles and other vehicles

Bicycles, motorcycles, roller skates, skateboards, skeelers and any other mode of transport are strictly prohibited in the halls of Flanders Expo., exceptions see Article 5.

There is a clearly signposted bicycle and motor park at the entrance to Flanders Expo. All visitors to **FACTS** must leave their bicycle or motorcycle there.

- **FACTS** cannot be held responsible for the theft of or damage to or accidents involving bicycles, motorcycles or other vehicles.

Article 5 – Wheelchairs and prams

- **FACTS** cannot be held responsible for the theft of or damage to wheelchairs and prams.
- A limited number of wheelchairs are available from the Red Cross stand in Hall 1.

Article 6 – Lockers

- Near the entrance to **FACTS** a limited number of lockers are available for storing valuables and other objects. The lockers are chargeable and must be emptied at the end of the convention day. Any items left behind will be removed by Flanders Expo staff.
- Please note the lockers are unattended. The organiser cannot be held responsible in case of theft or attempted break-in
- It is strictly prohibited to leave items unattended anywhere at the venue. Suspicious packages left unattended will be removed by the organiser and/or police.
- The organiser cannot be held responsible for the theft of or damage to items carelessly left behind. Visitors can store their possessions in the lockers near the entrance.

Article 7 – Public order and decency

- In the interest of our visitors and safety in general, it is strictly forbidden to:
 - Smoke in buildings, rooms and locations with non-smoking signs. This includes restaurants, interior spaces and toilet facilities.
 - Smoke or use an e-cigarette in any of the above-mentioned locations.
 - Introduce noisy music systems.
 - Bring or trade fireworks or other explosive materials to the venue.
 - Bring and/or use or deal drugs, as well as enter the venue in a state of intoxication, or incite others to use drugs
 - Distribute or post printed materials, leaflets, etc. or canvass without the organiser's prior written consent.
 - Keep polls without the organiser's prior written consent.
 - Steal or damage items that are property of **FACTS**, members of staff or visitors.
 - Harass visitors as well as **FACTS** and/or Flanders Expo personnel and keep them from doing their job; behave aggressively towards other visitors and/or **FACTS** staff.
 - Commit acts of vandalism of any kind or participate in criminal association on the Flanders Expo site.
 - Hold meetings and/or speeches, engage in propaganda, collect membership fees, raise funds, distribute free items as well as trade or sell items on the Flanders Expo site without the organiser's prior written consent.
 - Enter technical rooms or use service roads, even if they are unlocked or open to traffic.
 - Behave in a way that is dangerous to yourself or others.
- Any visitor that infringes upon the prohibitions listed in this article (Article 7), as well as their accomplice(s), will be removed from the venue and an administrative fine may be imposed.
- Visitors who have been denied access to **FACTS** cannot re-enter the venue and can under no circumstances demand compensation.
- Visitors are personally responsible for any damage caused through carelessness, fault or negligence to other visitors, individuals or installations at **FACTS**. Persons accompanied by a carer are the sole responsibility of that carer. The organiser cannot be held responsible for damage caused by other visitors.
- Anything that points to discrimination, provocation or racism in whatever form is strictly prohibited.

This list is non-exhaustive

Article 8 – Weapons

- Visitors will at all times comply with the applicable legislation (both on a national and local level) regarding the carrying and use of weapons. In case of contradiction, said legislation always takes precedence over the present house rules.
- Instructions:
Weapon carriers must instantly comply with every request and/or instruction pertaining to the weapons they carry and/or use, whether issued by a policeman, a fireman and/or another public official, or by Flanders Expo security personnel or one of the organiser's crew members.
- Categories: Three categories of weapons are distinguished:

At **FACTS** Prohibited Working firearms (even if unloaded), neutralised or decommissioned weapons, incendiary weapons, weapons designed exclusively for military use, switchblades, jackknives with lock, butterfly knives, throw knives, knuckle dusters, daggers, hunting knives, alarm pistols, firearms that look like something other than a gun, sword canes, gun canes, electroshock weapons, spray cans for 'self-defence', nunchakus, throwing stars and silencers. All working firearms, prohibited and permit required weapons by the Belgian Weapons Act shall be confiscated by the police and police report will be prepared.

Authorised Weapons Objects intended as toys for children up to 14 years old (e.g. a one-tone plastic water pistol); objects that cannot be mistaken for an actual weapon (e.g. a light sabre from Star Wars or a phaser from Star Trek); swords and sabres not listed under "At **FACTS** Prohibited Weapons".

Carrying authorised weapons inside the halls of Flanders Expo is allowed during **FACTS**. However, it is prohibited to take these weapons outside. On your way to and from Flanders Expo, authorised weapons must be kept in a sealed packaging at all times (e.g. a closed sports bag). It is also prohibited at all times to use the authorised weapons in a threatening and/or otherwise dangerous way inside the halls or on the premises of Flanders Expo. Abandoned authorised weapons will be confiscated.

Stage Weapons Fake weapons that do not fall under the 'Prohibited Weapons' category but that can neither be considered 'Authorised Weapons' (e.g. a decommissioned weapon that looks like a weapon from Stargate) can only be used on stage (e.g. for the cosplay competition) or in a closed-off area of the fan village.

Stage weapons can only be used on stage and are also allowed at a stand in the fan village insofar as the latter is not accessible to the public, but they are banned from the rest of the convention. On your way to and from Flanders Expo, stage weapons must be kept in a sealed packaging at all times (e.g. a closed sports bag). Stage weapons must be stored out of sight when the owner is neither on stage nor physically present at the closed stand. It is also prohibited at all times to use stage weapons in a threatening and/or otherwise dangerous way inside the halls or on the premises of Flanders Expo. Abandoned stage weapons will be confiscated. (see Article 11 of the Regulation).

If you are unsure as to the category your weapon belongs to, please say so at the box office and you will be referred to the appropriate person at the Weapon check. The weapon must not be removed from its sealed packaging until this person has told you to which category your weapon belongs.

Article 9 – Leaving **FACTS**

- All visitors must leave at the latest at the announced closing time; staying past closing time is a punishable offence and an administrative fine may be imposed. Offenders are also banned for the remainder of the convention.
- Visitors wishing to return to **FACTS** later the same day must get a stamp at the entrance.

Article 10 – Cleanliness

- Every visitor to **FACTS** commits to behaving in an environmentally friendly way during his visit to Flanders Expo. All waste material must be deposited in the appropriate waste bins.
- Diapers must be changed in the clearly signposted diaper-changing areas.
- The toilet facilities at Flanders Expo are clearly signposted. It is prohibited to relieve oneself outside these toilet facilities.
- Do not flush any non-biodegradable items down the toilet such as sanitary towels, diapers, wet wipes, etc. These are to be deposited in the sanitary waste bins.

Article 11 – Lost and found

- Visitors are responsible for their own possessions. Lost and found items must be handed in at the reception desk at the entrance to Flanders Expo.
- **FACTS** cannot be held responsible for the theft of, damage to or accidents involving lost and found items
- Loss or theft can be reported to police personnel present at **FACTS**. In case the police is not present, this can be done at the local police station.

Article 12 – Food & Beverage

- Both the menu and prices for food & drink are clearly displayed at each of the food & drink stalls. Prices are final and there is no redress.
- Meals and/or beverages are neither exchangeable nor refundable. There can be no discussion once the meal and/or beverage has been paid.
- All staff appointed by the organiser are responsible for the point of sale where they work. Visitors will comply with their instructions.
- Food & drink cannot be brought into the venue in bulk.

Article 13 – Theft

- Any visitor guilty of (attempted) theft will be removed from the venue and will be denied further access to **FACTS**. This decision is final. In addition to the value of the stolen property, an administrative fine will be imposed. The organiser reserves the right to lodge a complaint with the police and assert his rights to the stolen property.

Article 14 – Exhibitors

- The organiser is not responsible for the product range offered by exhibitors.
- Sold articles are neither exchangeable nor refundable by the organiser.

- The organiser is not responsible for any counterfeit articles offered and/or sold by exhibitors.
- Exhibitors are reminded by the organization on the contents of the existing Belgian Weapons Act on transport, possession and sale of weapons. In the Belgian Weapons Act there are three categories distinguished especially the prohibited weapons, the licensing and freely available weapons

Article 15 – FACTS merchandising

- Official T-shirts and souvenirs are only sold at the **FACTS** merchandising stand and on the official **FACTS** website.

Article 16 – Fire or accidents

- In case of fire, accident, evacuation... all directives of police officials or the official appointed by Flanders Expo must be followed to the letter and without discussion.
- In case of evacuation, re-entering the evacuated buildings is not allowed without the consent of the police or the organiser.
- All accidents and injuries must immediately be reported to the first-aid stand for registration, check-up and, if necessary, treatment.

Article 17 – Money and means of payment

- Always check your change at the box office. No complaints will be accepted after the fact.
- The EURO is the only accepted currency at **FACTS**.
- There is a cash machine at the entrance to Flanders Expo.

Article 18 – Flyers and posters

- It is forbidden to distribute flyers or to hang posters in and around the buildings of Flanders Expo, Ghent. If you wish to make promotion for a private event this is only allowed with written permission of the organization. More information can be obtained from info@facts.be. Failure to comply will result in all promotional materials being taken and damage costs may be imposed.

Article 19 – Visual publicity material

- Photography is permitted for private use unless otherwise indicated. Publication of photographs as well as audio and/or video recordings is prohibited barring the prior written consent of the organiser.
- During your visit, photographs or recordings may be made that may be used afterwards in **FACTS** communications. The user rights to this material are owned by the organiser, who can therefore use the material without restriction.
- Visitors who object to the use of their image, either in stills or video footage, must explicitly communicate this objection to the organiser before entering the venue on the day of their visit.

Article 20 – Responsibility

- Visitors who have suffered damage during their visit to **FACTS** must report this to the info desk before leaving the venue. Damages reported at a later time will under no circumstance give rise to compensation. The organiser is not responsible for damage and/or personal injury suffered during your visit to **FACTS** except in the event of intent or gross negligence. In this case, the responsibility of the organiser will never exceed the maximum amount to be paid out by the insurer. Consequential loss or loss of profit can never give rise to compensation.
- Individuals whose actions or negligence cause direct or indirect damage to the organiser shall be fully responsible for said damage. Indirect damage includes loss of profit as well as the cost of administrative and criminal fines and measures.

Artikel 21 – Version

Version 4.1 of 14/02/2017. The present document replaces all previous versions.

Attachment: The arms act (Act of 08/06/2006)

Article 1. 3.5: are considered prohibited weapons:

- Anti-personnel mines, booby traps and similar mechanisms, and blinding laser weapons;
- Fire Weapons;
- Weapons designed exclusively for military use, including automatic firearms, launching gear, artillery pieces, rockets, weapons that make use of other types of radiation than those intended under 1^o, ammunition that is designed specifically for those weapons, bombs, torpedoes and grenades;
- Submunitions;
- Switchblade- or flick knives with lock, butterfly knives, brass knuckles and similar weapons that resemble another object in appearance
- Sword canes and rifle canes that are not historic ornamental weapons;



F ACTS

YOUR BELGIAN COMIC CON

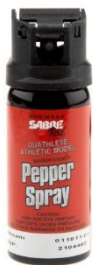
- Clubs and batons;



- Firearms whose butt or barrel can be disassembled into several parts
firearms manufactured or altered in such a way that its wearing is not or less visible
or that their technical characteristics no longer correspond to those of the model
specified in the permit of possession and firearms resembling
anything other than a weapon;
- Portable vehicles that can render a person defenseless by the use of electric shocks
or can inflict pain, with the exception of medical or veterinary devices;



- Objects intended to strike a person with toxic, asphyxiating, tear- and similar substances, with the
exception of medical devices;



- Folded guns above caliber 20;
- Throwing Knives;



- Nunchaku's



- Throwing stars;



- Firearms equipped with the following components and accessories, as well as the following components and accessories separately:
 - Silencers;
 - Chargers with a larger capacity than the normal capacity as determined by the Minister of Justice for a particular firearm model;
 - Targeting equipment for firearms, which projects a beam on the target and night vision goggles;
 - Mechanisms that allow firearms to be transformed into automatic firearms;
- By the Ministers of Justice and of Home affairs designated gear, weapons and ammunition that could form a new and serious threat to public security and arms and ammunition which for that reason, only the services referred to in Article 27 § 1, second and third paragraphs, are allowed to possess;
- Objects and substances not designed as weapons but which, given the concrete circumstances, it is clear that the one holding, wearing or carrying them, wishes to use them to inflict bodily harm or to threaten people.
- Inert ammunition and armor containing depleted uranium or any other industrial uranium. [Law of May 11, 2007, effective date: 20-06-2009]