

TERMS OF USE FOR SALES OF TICKETS (ATTRACTIONS)

Last updated: 8 October 2025

1 General information

- 1.1 Dear consumer, these are our Terms of Use. You are a person purchasing Tickets for an attraction or tour from a location where one of our Devices is located. This can be a hotel or other venue. We are Taxi Butler BV, offering Our Services to you.
- 1.2 When certain words and phrases are used in these Terms of Use, they have specific meanings (these are known as 'defined terms' or 'definitions'). You can identify definitions because they start with capital letters, even if they are not at the start of a sentence. Where a defined term is used, it has the meaning given to it in article 2 of these Terms of Use below.
- 1.3 Our Services allow you to purchase Tickets from a local provider that is connected to Our Services, the Attraction Seller, and in certain cases Our Services allow you to pay for these Tickets as well. We facilitate your purchase of Tickets directly from the Attraction Seller and in doing so we act as an intermediary.
- 1.4 These Terms of Use constitute the agreement entered into between you and us in respect of your use of Our Services, and these Terms of Use specify the terms and conditions for your access and use of Our Services, as well as set forth both your and our rights and obligations.
- 1.5 These Terms of Use apply if you use our Devices in the United Kingdom. In other countries, other terms and conditions may apply, as communicated to you in the purchase process in the relevant location.
- 1.6 We are Taxi Butler BV, a company incorporated under the laws of the Netherlands. You can find us at Keizersgracht 169, 1016 DP Amsterdam, the Netherlands and you can reach us at support@taxibutler.com. We are registered with the trade register of the Chamber of Commerce with number 58923853 and have VAT number NL853240474B01.
- 1.7 Please also refer to the customer services section in article 12 below.

Summary of key terms:

- a) Our Services consist of and are limited to facilitating the sale and purchase of Tickets directly between you and Attraction Sellers and in certain instances facilitating your payment of these Tickets. We act as the agent of the Attraction Sellers in offering Tickets. We are not the seller of the Tickets.

- b) Your agreement for the purchase of Tickets is directly with the Attraction Seller. The terms and conditions and privacy policy of the Attraction Seller govern your legal relationship with it. A link to the Attraction Seller T&C's is presented to you through Our Services. The purchase of your Tickets will be governed by the Attraction Seller T&C's.
- c) While we take best efforts to present a correct link to the Attraction Seller T&C's to you through Our Services, it is the sole obligation of the Attraction Seller to have established and implemented the applicable terms and conditions under their Attraction Seller T&C's which comply with all applicable laws, by having a complete and accurate set of documents available on that link.
- d) You shall receive an email with the confirmation of your purchase and your digital tickets by email. This email includes a link to the Attraction Seller T&C's and these Terms of Use and our Privacy Policy for future reference.
- e) Please keep your confirmation email and the digital tickets at hand at all times so you are able to contact the Attraction Seller and us with the order reference number of your purchase.
- f) Our Terms of Use and Privacy Policy are always easily electronically accessible on <http://taxibutler.com/legal/attractions/> and the Attraction Seller T&C's on the website of the relevant Attraction Seller. You can find the name and contact details of the Attraction Seller for your purchase in the confirmation email and on the digital tickets. You can also contact us at support@taxibutler.com to obtain a copy of these documents at no cost.
- g) To be very clear, we are not responsible for your purchase of Tickets or for giving you entrance to the attractions or tours for which the Tickets were provided, as we merely facilitate the purchase with the Attraction Seller. We take no responsibility for giving you entrance to the attractions or tours for which the Tickets were provided.

2 Definitions

2.1 The following definitions apply in these Terms of Use:

"Device":	Taxi Butler PLUS device, Taxi Butler KIOSK device and any other Taxi Butler device;
"Our Services":	the Devices and related services with which you purchase Tickets from local Attraction Sellers;

"Terms of Use":	these terms of use, which form the agreement between you and us that governs your use of Our Services;
"Attraction Seller":	an independent third party that offers Tickets that you can purchase through Our Services;
"Tickets":	products or services offered to by Attraction Sellers through Our Services, such as tickets for attractions and tours;
"Service Fee":	our service fee, if applicable, that is payable by you to us for the use of Our Services, as communicated to you through Our Services;
"Attraction Seller T&C's":	the terms and conditions of the Attraction Seller that govern the purchase of Tickets and including the privacy policy of the Attraction Seller;
"We" / "us" / "our":	We, Taxi Butler BV, a company incorporated under the laws of the Netherlands. You can find us at Keizersgracht 169, 1016 DP Amsterdam, the Netherlands. We are registered with the trade register of the Chamber of Commerce with number 58923853 and have VAT number NL853240474B01;
"You" / "your":	You, the person who is using a Device which is connected with a local Attraction Seller, in order to purchase a Ticket or Tickets.

- 2.2 Any reference in these Terms of Use to any gender includes all genders, and words importing the singular include the plural and vice versa.

3 Purchase procedure and acceptance of offer

Offers from Attraction Sellers

- 3.1 Our Devices lead you through the purchase process to order Tickets from Attraction Sellers. Before a purchase is made from the relevant Attraction Seller, you are presented with a page with information on the Tickets, including the price, which constitutes the offer to you for making the purchase.

- 3.2 The offer is based on the choices you have made during the purchase process, such as the kind and number of Tickets you want to purchase, and a break down of the total price for your Tickets. You can find the name and contact details of the Attraction Seller for your purchase by using the hamburger menu at the top left of the screen during the entire purchase process.
- 3.3 The offer also informs you that the Attraction Seller T&C's apply to the purchase, as well as these Terms of Use and our Privacy Policy because of your use of Our Services. You can click on hyperlinks to read these documents on the Device. The documents on the device contain a QR code that you can scan, which guides you to a website where you can save these documents on your own device for later reference. We recommend that you save a copy of these documents to your own device.
- 3.4 The purchase process allows you to check and amend any errors before submitting your purchase - just click on the "previous step" button on the Device. Please check your purchase carefully before confirming it, as once you click on the acceptance button (and make subsequent payment in case you pay through Our Services), your purchase from the Attraction Seller will be processed automatically and your purchase will be made. The purchase process is available in the English language. A copy of the contract formed will be accessible for you as described below.

Accepting the offer from the Attraction Seller

- 3.5 You can accept an offer from an Attraction Seller by clicking on the acceptance button. When you click on the acceptance button, a purchase agreement is established between you and the relevant Attraction Seller. This is a direct agreement between you and the relevant Attraction Seller, to which agreement we are not a party. It is governed by the Attraction Seller T&C's that are shown in the offer, which govern the purchase of the Tickets.
- 3.6 In consideration of either: (i) your payment of our Service Fee (if applicable); (ii) you entering into an agreement with, and paying the purchase price of the Tickets to the Attraction Seller; and/or (iii) your other obligations under these Terms of Use, a legally binding agreement between you and us is also formed when you click on the acceptance button. This agreement incorporates these Terms of Use. Each purchase will incorporate these Terms of Use and the purchase into a new and separate agreement.
- 3.7 The purchase is placed with the Attraction Seller after you click on the acceptance button on the page of the offer, or after you have made subsequent payment as described in article 4 below, in case you choose to pay through Our Services as well.

Confirmation of the purchase

- 3.8 After clicking on the acceptance button or after making payment in case you pay through Our Services, an email is sent to the email address that you completed in the purchase process. This email is the confirmation of your purchase.
- 3.9 The confirmation email contains a summary of your purchase and both a link to and a copy of your digital tickets.
- 3.10 The confirmation email also includes a link to the Attraction Seller T&C's and these Terms of Use and our Privacy Policy for future reference.

Our position as an intermediary

- 3.11 Please note that in presenting you with offers from Attraction Sellers on our Devices, we act as an intermediary. The information that is shown to you in the offer is presented automatically without any review by us. We are not liable for any errors or omissions in this information. Please contact us on support@taxibutler.com if information is incorrect or otherwise unacceptable, in which case we shall contact the relevant Attraction Seller and make sure this is corrected as soon as possible.
- 3.12 We do not provide any guarantees or accept any liability in respect of purchases from an Attraction Seller. We are merely the agent of the Attraction Seller in respect of the Tickets it is offering. Our Services merely facilitate your connecting to Attraction Sellers in order to make purchases.
- 3.13 These Terms of Use and our Privacy Policy are always easily electronically accessible on our website (<https://taxibutler.com/legal/attractions/>) where they can be saved for future reference.

4 Prices and payment

- 4.1 The price for the Ticket(s) you purchase through the use of Our Services consists of the price and price elements that are shown in the offer in purchase process. In certain cases we may also charge you a Service Fee for the use of our Services, which is also shown in the offer in purchase process.
- 4.2 You are informed of the price of your Ticket(s) in the offer on the Device, as described in article 3 above. The information will specify the applicable currency. In case you accept the offer by clicking on the acceptance button, you accept the obligation to pay the total price that is shown. This price is confirmed in the confirmation email we send you.
- 4.3 If you pay through Our Services, we act as the payment collection agent for the Attraction Seller on the basis of the agreement that we have with the Attraction Seller. Your payment to us constitutes final payment for the purchase of your tickets.

- 4.4 If you choose to pay through Our Services, we can provide you with a receipt with proof of payment by email that contains the price. You can also request a receipt later by emailing us at accounts@taxibutler.com and referring to the purchase reference you can find in the email confirming the purchase.
- 4.5 In case you wish to receive an invoice for our Service Fee, if it applied, please email us at accounts@taxibutler.com. An invoice for the price of the Tickets can be requested from the relevant Attraction Seller. You may contact us if you have difficulty contacting the Attraction Seller and we will assist you in getting in touch, but we cannot provide you with an invoice for the price of the Tickets as it is due by you to the Attraction Seller directly and are not part of our accounts.
- 4.6 We shall take all reasonable steps to protect your payment data, in case we process these, from unauthorised access by third parties. We use third party payment processing services to facilitate payments through Our Services.

5 Eligibility to use Our Services

- 5.1 Our Services may be used only by persons who can form legally binding agreements. You confirm that you have the right, authority and capacity to agree to these Terms of Use and to the Attraction Seller T&C's.
- 5.2 You must be eighteen (18) years of age or older to use Our Services. Use by those who do not meet this requirement are in breach of these Terms of Use. By using Our Services, you confirm that you are a natural person and 18 years of age or older, and that you agree to and will abide by all of the terms and conditions of these Terms of Use.
- 5.3 You must ensure that all the information you provide when making a purchase is complete and accurate.

6 Acceptable use obligations

- 6.1 You agree that you will:
- use Our Services in a manner that is compliant with all applicable laws and these Terms of Use;
 - read and abide by the relevant Attraction Seller T&C's;
 - not use robots, search applications or other manual or automatic tools to extract, index, 'data mine' or reproduce or circumvent in any other manner the structure and presentation of Our Services or its content;
 - not use Our Services in a manner that could damage, deactivate, overload, affect, interfere with or compromise our IT systems, the servers, security or networks connected to Our Services, or interfere with other users' use of Our Services;

- not transmit or download content which is defamatory, offensive, false or misleading with Our Services;
- not distribute or reproduce in any manner whatsoever, content that is protected by copyright, trademark rights or business secrecy; and
- not 'frame' or create a mirror site of Our Services, use meta-tags, code or other devices which contain references to Our Services, with the aim of redirecting visitors to another site for any purpose whatsoever.

6.2 We reserve the right to immediately suspend your use of Our Services for any breach of the above restrictions, and to immediately terminate your use entirely for any repeated breaches or for any serious breach of these restrictions.

7 Internet and telecommunications

7.1 You agree that, when you receive an SMS text message or phone call, you may incur a cost from your own telecommunications, wireless and/or internet services company, and you agree that we have no liability for such charges and are not liable to you for any such costs.

7.2 You are responsible for all costs incurred by you with respect to using Our Services, including data usage fees and other telecommunications fees of your own mobile device.

7.3 Our Services may be subject to limitations, delays and other problems that are inherent in the use of the internet and electronic communications. We are not responsible for any delays, delivery failures or other damage resulting from such problems.

8 Intellectual property rights

8.1 All right, title, interest and/or licence in and to all the intellectual property rights in and to Our Services are and shall remain owned by us and/ or our licensors. These rights include copyrights, neighbouring rights, database rights, design rights, trademark rights, trade name rights, trade secret rights, patent rights and all other intellectual property rights.

8.2 You agree that Our Services and each of its components, including all intellectual property rights associated with it, are our exclusive property and/or that of our licensors. Any full or partial reproduction or representation of Our Services or any of its components, without our content or that of our licensors, is prohibited.

8.3 You have a non-exclusive, non-transferable limited licence, without the right to sublicense, to access and use Our Services solely as is necessary to benefit from Our Services. You are not permitted to reproduce, modify, or make available to the public any part of Our Services, unless as is permitted under mandatory law.

8.4 We are allowed to take technical measures to protect intellectual property rights. You shall not remove, avoid or bypass this security or have any third party do so.

8.5 All the other trade names, trademarks, logos, service marks, corporate names or product names appearing on Our Services shall remain the intellectual property of their respective owners, such as the Attraction Sellers.

9 Disclaimer of warranties

9.1 Other than our statutory warranties to you, we make no representation, warranty or guarantee as to the reliability, timeliness, quality, suitability, availability, accuracy or completeness of Our Services or the information offered on behalf of the Attraction Sellers.

9.2 We also make no representation, warranty or guarantee as to the reliability, timeliness, quality, suitability or availability of any services that are obtained by third parties, such as other persons for whom you purchase tickets from Attraction Sellers, through the use of Our Services.

10 Relation to Attraction Sellers

10.1 As noted above, we are not a party to the agreement between you and the Attraction Seller. The Attraction Sellers offering Tickets through Our Services and selling Tickets to you are independent third parties.

10.2 We have no control over the performance of the agreement by the Attraction Seller and the level of service that is provided to you by the Attraction Seller. To the maximum extent permissible under applicable law, we are not liable for the acts, errors, omissions, representations, warranties, breaches or negligence whatsoever of any Attraction Sellers or for any personal injuries, death, property damage or other damages or expenses resulting from their services to you.

10.3 Despite the above, do please read the customer services clause below in article 12 as we do take efforts to help you in case of any issues you encounter with the Attraction Seller.

10.4 You accept that our responsibility and liability is limited to our status as the operator of a platform enabling its users to purchase Tickets from independent Attraction Sellers. We act as an agent for the Attraction Seller in respect of their sale of Tickets and we do not offer any Tickets ourselves.

11 Limitation of liability

11.1 Nothing in these Terms of Use excludes or limits our liability for: (i) death or personal injury caused by our negligence; (ii) fraud or fraudulent misrepresentation; or (iii) any matter in respect of which it would be unlawful for us to exclude or restrict our liability.

- 11.2 Save as set out in article 11.1, if we fail to comply with these Terms of Use, breach the agreement between you and us or act unlawfully, we are responsible and liable only for loss or damage you suffer that is a foreseeable result of our breach of these Terms of Use or our negligence. We are not responsible or liable for any loss or damage that is not foreseeable. Loss or damage is foreseeable if it was an obvious consequence of our breach or if it was contemplated by you and us at the time that the agreement between you and us became binding.
- 11.3 We are under a legal duty to provide you with services that are in conformity with statutory consumer rights requiring services to be performed with reasonable care and skill, fit for purpose and as described (noting there are several variables and estimations to the purchase process given the nature of Our Services). Nothing in these Terms of Use affects your statutory rights. Advice about your statutory rights is available from your local Citizens' Advice Bureau or Trading Standards Office (or local consumer advisory body in the UK).
- 11.4 We only supply Our Services for domestic and private use. You agree not to use the Our Services for any commercial or business purposes and (save as set out in article 11.1) we have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.
- 11.5 Save as set out in article 11.1, the amount of our liability is at all times limited to an amount of GBP 50 (fifty Great Britain pounds).
- 11.6 You agree that any claim you may have arising out of or related to Our Services or your relationship with us must be filed within 2 years after the claim arose.
- 11.7 The limitations of liability in this clause do not apply in the case of intent or deliberate recklessness on our part.
- 11.8 Nothing in these Terms of Use excludes any liability which may not be excluded under applicable mandatory law. Nothing in these Terms of Use affects your mandatory statutory rights as a consumer.

12 Customer services

- 12.1 Requests for information, clarification, complaints and lost items that relate to a purchase can be communicated to the Attraction Seller. Payment issues (including refunds and chargebacks) can also be communicated to the Attraction Seller, unless you have paid through Our Services, in which case you can communicate these to us.
- 12.2 You can find the contact details of the Attraction Seller on the Device when you are making your purchase. You can also find this information in the confirmation email and on your digital tickets.

- 12.3 We can also always help you to contact the Attraction Seller if you send us an email on the address below.
- 12.4 Of course, you may also send us any complaints or claims with regard to Our Services. Our involvement with any complaint, claim or request that relates to a purchase does not imply that we have any liability for it and shall not be construed as admission of liability. We shall transfer any complaint, claim or request you make to us in relation to a purchase to the relevant Attraction Seller.
- 12.5 We will use commercially reasonable efforts to give you necessary information to improve your experience using Our Services. We also welcome your feedback and comments about your use of Our Services and about Attraction Sellers.
- 12.6 Please contact us directly via email for any customer claims, complaints, feedback or support information: support@taxibutler.com.

13 Confidentiality

- 13.1 You agree not to use the technical, financial or strategic information, or other trade secrets or confidential information about or in connection with Our Services and our activities, operations or properties (“**Confidential Information**”) which we may have disclosed to you through your use of Our Services.
- 13.2 You may not disclose our Confidential Information to any third party and you must preserve the confidentiality of, and avoid the disclosure or use of, Confidential Information, including preventing any of it falling into the public domain.

14 Termination

- 14.1 We may terminate your use of Our Services if:
- we reasonably believe your actions may cause financial loss or legal liability for us or our other users; or
 - we reasonably suspect that you have engaged in fraudulent activity in connection with Our Services.
- 14.2 We reserve the right, but are not obligated, to investigate and terminate your use of Our Services if:
- you have misused Our Services;
 - you have behaved in a way which could be regarded as inappropriate;
 - your conduct is unlawful or illegal; or
 - you have breached any terms of these Terms of Use.

14.3 We have no obligation to provide any compensation to you for any costs incurred for the use of Our Services if these Terms of Use are terminated on the basis of this clause.

14.4 The agreement between you and us in relation to a purchase of Tickets from an Attraction Seller shall automatically terminate 180 days after the use of your Tickets, with the exception of the following clauses which shall survive termination of that agreement: article 6, 8, 9, 10, 11, 13, 18 and 19.

15 Personal data

15.1 We process your personal data as is necessary for the performance of Our Services to you and for compliance with our legal obligations. We do not sell your personal data to anyone. We do provide your personal data to the Attraction Seller you are purchasing Tickets from, in order for it to perform its agreement with you to give you entrance to the attractions or tours that the Tickets are provided for. The Attraction Seller and we are each independent controllers of the personal data that we process of you in order to provide our independent services to you.

15.2 Please refer to our Privacy Policy for more information (<https://taxibutler.com/legal/attractions/>). We inform you of the Privacy Policy with the offer in the purchase process as described in article 3. You can also find a link to the Privacy Policy in the confirmation email and on your digital tickets. By accepting the offer in the purchase process, you acknowledge to have been informed of our Privacy Policy.

15.3 Please also refer to the Attraction Seller T&C's, which include the privacy policy of the Attraction Seller, for information on the processing of your personal data by the Attraction Seller. To be clear, we are not liable for the processing of your personal data by the Attraction Seller as an independent controller. By purchasing a Ticket, you acknowledge to have been informed of the privacy policy of the Attraction Seller.

16 Changes to Our Services and to these Terms of Use

16.1 The current version of these Terms of Use at the time of your purchase applies to your use of and access to Our Services. If certain elements of services are governed by different rules, you will be provided with those prior to making any purchase.

16.2 We may from time to time make changes to Our Services, for instance by the addition or removal of functionality or by a change of the way in which Our Services operate or are presented to you.

16.3 We may modify these Terms of Use to reflect changes to Our Services, changes in law or changes in the way we or our industry operates, or for any other reason. By accepting the offer in the purchase process on the Device, you agree to be bound by the version of these Terms of Use that is shown there.

- 16.4 Of course, any updated version does not apply to offers already accepted. If these Terms of Use are updated between acceptance of an offer and the use of your tickets, the version of these Terms of Use that applied at the time that you accepted the offer will continue to apply to the purchase.

17 Links to other websites

- 17.1 Our Services may contain hyperlinks to websites operated by third parties. We do not control such websites and we are not responsible for their content or for any breach of contract or any intentional or negligent action on the part of such third parties, which results in any loss, damage, delay or injury to you. We are not responsible for the accuracy of opinions expressed in such websites, and such websites are not investigated, monitored or checked for accuracy or completeness by us. Inclusion of any linked website on Our Services does not imply or constitute approval or endorsement of the linked website by us.
- 17.2 If you decide to leave Our Services to access third party websites, you do so at your own risk. All rules, policies (including privacy policies) and operating procedures of websites operated by third parties will apply to you while browsing on such websites. We are not responsible for information provided by you to third parties. Accordingly, we strongly recommend that you review the privacy policy and operating procedure of such websites.

18 Governing law and jurisdiction

- 18.1 These Terms of Use are governed by English law. This means that your access to and use of Our Services, and any dispute or claim arising out of or in connection therewith (including non-contractual disputes or claims) will be governed by English law.
- 18.2 If you are resident in the EU and we direct Our Services to your country of residence:
- 18.2.1 you may bring any dispute which may arise under these Terms of Use to, at your discretion, either the competent court of England, or to the competent court of your country of habitual residence if this country is within the EU, which courts are (with the exclusion of any other court) competent to settle any such a dispute; and
- 18.2.2 we will bring any dispute which may arise under these Terms of Use to the competent court of your country of habitual residence if this country is within the EU or otherwise the competent court of England.
- 18.3 If you are resident in the EU and we direct Our Services to the country in which you are habitually resident (and/or we pursue our commercial or professional activities in relation to Our Services in this country), you will benefit from any mandatory provisions of the law of the country in which you are resident. Nothing in

these Terms of Use, including article 18.1, affects your rights as a consumer to rely on such mandatory provisions of local law.

- 18.4 If you are a consumer resident in the European Union and wish to have more information on online dispute resolution, you can follow this link to the website of the European Commission: <http://ec.europa.eu/consumers/odr/>. This link is provided as required by Regulation (EU) No 524/2013 of the European Parliament and of the Council, for information purposes only. We are not obliged to participate in online dispute resolution.

19 Miscellaneous

- 19.1 Should a provision of these Terms of Use become partially or fully ineffective, the other provisions shall remain unaffected. The ineffective provision is, in such a case, considered to be replaced by a provision that is effective and differs as little as possible from the content and scope of the original provision.
- 19.2 Failure on our part to insist on performance of your obligations or to exercise any rights does not constitute a waiver of our rights.
- 19.3 Each of the clauses of these Terms of Use also applies on behalf of our directors, officers, employees, agents, contractors, successors and assigns, as well as our subsidiaries, parent and sister companies and other companies that are part of our group, as well as the (legal) persons or entities, auxiliary persons, and subordinates that we engage in performing Our Services.
- 19.4 The legal relationship between you and us and your rights and obligations under these Terms of Use cannot be transferred without our prior written consent. We may, however, assign the legal relationship between you and us in connection with a merger, reorganization, acquisition or other transfer of all or substantially all of our assets or voting securities, and we may also assign these Terms of Use to any of our affiliates.
