

GENERAL TERMS & CONDITIONS - MELKWEG YEAR MEMBERSHIP

Version March 2026

General

By purchasing the Melkweg Year Membership, the customer agrees to the terms and conditions set out below.

The customer purchases the Melkweg Year Membership for a period of one year. Depending on the date of purchase, this period may be up to one month longer, but never shorter than one year.

Purchase

- The Melkweg Year Membership is available via the Ticketmaster website (www.ticketmaster.nl).
- The Melkweg Year Membership is a digital membership linked to the customer's personal Ticketmaster account. An existing account can be used during purchase, or a new account can be created. More information about the processing of personal data can be found in the Melkweg Privacy Statement.
- The Melkweg Year Membership costs €25.00.

Terms of Use

- The Melkweg Year Membership is strictly personal; proof of identity is required each time the membership is used.
- The Melkweg Year Membership replaces the standard Melkweg Membership for all programmes where membership is required.
- The Melkweg Year Membership provides access to certain programmes free of charge. These programmes are selected by Melkweg and communicated to the customer by email before the start of each calendar month. The number of programmes offered varies per month.
For each programme, a limited number of free tickets is available to annual members. This number ranges from 50 to 200 tickets, depending on the type of programme. All programmes operate on a first-come, first-served basis. From the moment the venue doors open, Melkweg Year Members may claim one free ticket per person at the box office, until the allocated maximum is reached. Once this limit is met, the offer expires.
- The Melkweg Year Membership also serves as a discount card at Concerto in Amsterdam. It entitles the member to a 10% discount on all CDs, LPs and DVDs. The discount does not apply to online purchases.

Renewal

- The validity of the Melkweg Year Membership is in principle one year. The exact period may vary between 12 and 13 months, depending on the date of purchase. The validity period is indicated in the Ticketmaster account.
- Melkweg reserves the right to contact the customer during the validity of the Year Membership. At the end of the membership period, Melkweg may offer the customer the option to renew. However, the customer is under no obligation to do so.

Contact

- For questions, suggestions, or any other communication regarding the terms, customers may contact Melkweg via email at info@melkweg.nl.

- It is the customer's responsibility to inform Melkweg of any changes to their contact details (address, email, telephone number). If the customer fails to provide updated information, they will no longer receive offers or other communications from Melkweg.

Other Provisions

Melkweg reserves the right to amend the General Terms & Conditions of the Melkweg Annual Membership at any time. Customers will be informed of the amended terms before they take effect.

Stichting Melkweg applies the General Visitor Terms & Conditions of the Association of Dutch Pop Venues and Festivals (Vereniging Nederlandse Poppodia en -Festivals). These terms exist independently of the conditions described in this document for the Melkweg Annual Membership.