

# **GENERAL TERMS AND CONDITIONS DIGITAL HERITAGE NETHERLANDS FOUNDATION / DEN KNOWLEDGE INSTITUTE CULTURE & DIGITAL TRANSFORMATION**

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# GENERAL TERMS AND CONDITIONS DIGITAL HERITAGE NETHERLANDS FOUNDATION / DEN KNOWLEDGE INSTITUTE CULTURE & DIGITAL TRANSFORMATION

In these General Terms and Conditions, we explain under which conditions we provide services to you. Please read these Terms and Conditions carefully and contact us if you have any questions.

## I GENERAL

### I.1 Who we are and what we do

DEN Knowledge Institute Culture & Digital Transformation is the name under which we, the Digital Heritage Netherlands Foundation (Chamber of Commerce number 34111121), work to achieve our objective. As a non-profit organisation, we aim to promote the accessibility of Dutch cultural heritage through digital access.

As part of our objective, we offer a variety of services ranging from general and tailor-made advice, educational programmes, training programmes, a management programme, and lectures and conferences, to the provision of information through newsletters, e-mails, face-to-face interactions and our website ([www.den.nl](http://www.den.nl)).

### I.2 Our contact details

Please use the contact details below to get in touch with us.

DEN Knowledge Institute Culture & Digital Transformation

Prins Willem-Alexanderhof 5

2595 BE 's-Gravenhage

Postbus 90407

2509 LK 's-Gravenhage

Telephone: +31 (0)70-314 03 24 (available from Monday to Friday from 9.00 a.m. to 5.00 p.m.)

Website: <http://www.den.nl>

E-mail: [den@den.nl](mailto:den@den.nl)

### I.3 Definitions

In these General Terms and Conditions, the terms set out below have the following meanings:

“*Event*”: a meeting in the context of the delivery of one or more products by DEN;

“*Assignment*”: your order to us for the delivery of one or more products;

“*Client*”: you, i.e., the natural or legal person for whose account the products are delivered;

“*Agreement*”: the agreement concluded between the Client and us with regard to the delivery of products;

“*Product*”: the goods and/or services to be provided or that have been provided to you.

In these General Terms and Conditions, “*In writing*” is taken to mean: by letter, e-mail, fax or any other means of communication, which can be considered to be equivalent thereto, having regard to the state of technology and generally accepted applicable standards.

## **2 APPLICABILITY, SCOPE AND CHANGES TO THESE GENERAL TERMS AND CONDITIONS**

### **2.1 Applicability of these General Terms and Conditions**

These General Terms and Conditions apply to all our services, all quotations issued by us, assignments, agreements concluded with you and the formation thereof, as well as to all legal relationships ensuing from or related to these agreements.

### **2.2 Exclusion of your terms and conditions or those of third parties**

The applicability of the general terms and conditions used by you or any third party is hereby excluded and expressly rejected.

### **2.3 Deviations from these General Terms and Conditions and the Agreement**

Deviations from these General Terms and Conditions, and from any Agreement entered into by you and us, are only binding if and insofar as we have agreed thereto in writing. If one or more provisions of these General Terms and Conditions are in conflict with the provisions of the order confirmation, the relevant provisions of the order confirmation or – if applicable – any written and signed Agreement specifically concluded between you and us shall prevail.

### **2.4 General Terms and Conditions in other languages**

These General Terms and Conditions may be drawn up in languages other than Dutch. In the event of discrepancy or conflict between these General Terms and Conditions and the translation thereof, the Dutch text will prevail.

### **2.5 Applicability of General Terms and Conditions to natural persons or legal entities engaged by us**

The provisions of these General Terms and Conditions also apply to all natural persons or legal entities whose services we use or have used in the performance of the Agreement.

### **2.6 Multiple clients**

If we provide services to several clients or an Assignment is provided by multiple clients, all these persons who enter into the Agreement on behalf of us are jointly and severally liable for all obligations arising from this Agreement.

### **2.7 Changes to these General Terms and Conditions**

We reserve the right to amend these General Terms and Conditions. The amended General Terms and Conditions shall also apply to the existing Agreement or Assignment. You will be deemed to have accepted the amended General Terms and Conditions on failing to have not objected thereto within 21 calendar days after the amended General Terms and Conditions were sent to you.

### **2.8 Invalidity of one or more provisions**

Should all or part of one or more of the provisions of these General Terms and Conditions at any time, for whatever reason, be void or be declared null and void in a court of law, the remaining provisions of these General Terms and Conditions will continue to apply in full and the void provision or provisions shall in mutual consultation be replaced by an equivalent provision corresponding to the spirit of the void provision or provisions.

### **3 QUOTATIONS, BOOKINGS AND CONCLUSION AND CHANGE OF AGREEMENT**

#### **3.1 Quotation without obligation**

Our offers are without obligation, unless we have explicitly stated otherwise in writing. We cannot be bound by our offers if the other party knows or ought in all reasonableness to have understood that the quotation (or part thereof) contains an obvious mistake or error in writing. Our quotations shall be based on information provided by you.

#### **3.2 Validity of the offer**

If a term for acceptance has been set in the offer, the offer will lapse when this term has expired. The term for acceptance only concerns the validity of the offer and does not affect the non-binding nature. If no term for acceptance is specified, the quotation has a period of validity of 14 days. In the event of non-acceptance within this period, the quotation will automatically expire.

#### **3.3 Conclusion of the Agreement**

The Agreement is concluded through our written and explicit acceptance and confirmation of the order. The Client grants the Assignment by signing and submitting an order or booking in writing, by means of a booking option offered for this purpose on our website(s) or that of a third party engaged by us, via a web form or PDF form used for this purpose, or by post, or e-mail.

#### **3.4 Change of Agreement**

If at any time during the execution of the Agreement it appears that it is necessary for a proper execution to alter or supplement the Agreement, we will amend the Agreement in good time and in mutual consultation. Amendments and/or additions to the Agreement are only valid if we have agreed thereto in writing. If, after issuing the order, you wish to make changes to the Agreement, you must inform us in writing in a timely manner (and provide the necessary information). Changes that are made to an Assignment that has already been initiated may result in us exceeding the originally agreed delivery time. We cannot be held liable for any damage that may result from this.

#### **3.5 Additional work**

Changes to the Agreement that could not be foreseen by us and cause additional work will be charged to you in accordance with the rate agreed in the Agreement. Additional work will also be deemed to have taken place if, as a result of the provision of incorrect or incomplete information by you, we are required to reorganise or adjust the planned work. We are entitled to charge the costs for additional work to you on the basis of subsequent calculation.

## **4 EXECUTION OF THE AGREEMENT AND DELIVERY PERIOD**

### **4.1 Execution of the Agreement and our services**

We shall perform the services and Agreement with care, as the case may be in accordance with the procedures and agreements made with you and laid down in writing. The obligations undertaken by us on the strength of the Agreement are to be qualified as an obligation to perform to the best of one's abilities, and therefore any guarantee regarding the results of the Assignment cannot be given, unless explicitly stipulated otherwise.

### **4.2 No third-party rights**

Assignments are accepted and carried out exclusively by us. No rights or claims whatsoever may be derived by third parties in connection with the content of the services performed and the Agreement. You will indemnify us for any third-party claims that may arise as a result of the execution of the Agreement and the costs of defending such claims.

### **4.3 Delivery terms**

If within the term of the Agreement a time limit has been agreed for the completion of certain activities, this is never a strict deadline, unless expressly agreed otherwise in writing. In the event a term is exceeded, you will be obliged to give us written notice of default and grant us a reasonable term to comply with our delivery obligations. We shall endeavour to notify you in good time if the term of delivery is likely to be exceeded.

### **4.4 Information provision**

You are obligated to provide us with all information and documents we deem necessary for the execution of the Agreement in a timely manner and in full, failing which we shall be entitled to suspend our obligations under the Agreement until you have provided the information and/or to charge you for the additional costs arising from the delay at the standard rates.

### **4.5 Cooperation**

In order to ensure that the Assignment is carried out properly and as far as possible in accordance with the timetable, you shall make employees of your own organisation available in good time, unless the nature of the Assignment dictates otherwise. You must ensure that your personnel have the right skills and experience to be able to carry out the work. If as a result of your failure to provide personnel, requested information, documents and facilities, or to do so in a timely or proper manner, additional costs are incurred by us, these costs shall be borne by you. We have the right to suspend the execution of the Agreement until these obligations are fulfilled.

### **4.6 Engagement of third parties**

For the purpose of performing the services under the Agreement, we may engage third parties (in this stipulation also understood to be a third party) to perform certain activities. If we consider it necessary, we will inform you of the use of third parties. These third parties can invoke the provisions of these General Terms and Conditions against you as a third-party clause. If third parties have been engaged by us, we shall only be liable for any shortcomings or errors of third parties if and insofar damages arising or resulting therefrom can be claimed from these third parties, unless liability cannot be excluded under Dutch law. If third parties have been engaged at the direction of you, we are not liable for any shortcomings or errors of third parties, nor for damages arising or resulting therefrom, unless we are not permitted by law to exclude this liability.

### **4.7 DEN is contractor**

The applicability of Articles 7:404, 7:407 section 2 and 7:409 of the Dutch Civil Code is explicitly excluded. We alone shall be considered the contractor. All assignments are deemed to have been

accepted exclusively by us, even if they have been accepted by an employee or representative on our behalf.

#### **4.8 Phased delivery**

We have the right to perform the Agreement in different phases and invoice the part thus performed separately.

## **5 PRICING AND PAYMENT**

### **5.1 Price and costs**

Our prices are stated in euros and exclusive of VAT, other government levies and any costs to be incurred in connection with the Agreement, such as travel costs and other costs, and invoices from third parties engaged, unless explicitly stated otherwise or agreed in writing. These costs are for your account. Where possible, we shall try to give an indication of the costs in advance. For consumers we will state the price including VAT.

### **5.2 Prices subject to change**

We may change our prices at any time, on the understanding that the applicable price at the time the order or Assignment is confirmed represents the binding price.

### **5.3 Payment terms**

Payment must be made within 14 days of the invoice date in a manner to be indicated by us in euros, unless explicitly agreed otherwise in writing or explicitly stated otherwise in our offer. You are not entitled to offset the amount which it is obliged to pay to us. The payments made by you will always be used firstly to pay any costs and subsequently any interest due, and finally to pay the payable invoices which have been outstanding for the longest (even if indicated that the payment relates to a later invoice) plus any interest due.

### **5.4 Advance**

We may ask you for an advance payment at any time. This advance must be paid after receipt of the invoice drawn up for this purpose before the execution of the Assignment. An advance payment will be set off against the final invoice upon finishing the Assignment.

### **5.5 Late or no payment**

In the event of late payment, you shall be in default immediately and – without prejudice to other rights and means at our disposal – we are entitled:

- 5.5.1 to suspend or terminate the execution of the Assignment and to deny you access to any Event or online account or portal that may fall under the Assignment temporarily or permanently, without being liable for the damage that this might cause;
- 5.5.2 to a default interest amounting to the statutory interest applicable; and
- 5.5.3 to extrajudicial costs of collection of 10% of the total amount outstanding with a minimum of €40, unless stipulated otherwise by law. If the law provides otherwise, we are entitled to the amount of the extrajudicial collection costs stated therein.

### **5.6 Complaints concerning invoices**

You may raise complaints about the invoiced amount in writing until 8 days of receipt of the invoice. Complaints that are not received within the aforesaid period will not be considered and the right to complain will lapse.

## **6 CONFIDENTIALITY, PRIVACY, DATA PROCESSING AND SECURITY**

### **6.1 Confidentiality**

Both parties undertake to keep confidential all information that is considered confidential we have obtained from each other or from another source within the context of the Agreement. Information is deemed to be confidential if this has been reported by the other party or if this results from the nature of the information. Confidential information is understood to mean any and all information, materials and data related to business operations, marketing, research, development, findings, knowledge, specifications of products and services, relations, customers or suppliers which is made public or made available in connection with our services and this Agreement or the formation thereof. Confidential information will in any case not include the following:

- 6.1.1 information already known to the receiving party before the conclusion of this Agreement;
- 6.1.2 generally known information, or information that has become generally known during the currency of the Agreement without direct or indirect intervention of the receiving party;
- 6.1.3 information that has been legally obtained by the receiving party from a third party, provided such party was not bound by confidentiality agreements; or
- 6.1.4 information independently developed by the receiving party.

### **6.2 Disclosure of confidential information to third parties**

Both parties may provide confidential information to their directors, employees, consultants, suppliers and subcontractors who need access to the confidential information in connection with discharging their obligations under this Agreement, provided that they are subject to comparable confidentiality restrictions by virtue of these General Terms and Conditions. Both parties may disclose the confidential information to a third party to the extent required by a court decision or legal regulation, provided that the disclosing party notifies the receiving party – if permitted – in advance and otherwise as soon as possible.

### **6.3 Return or destruction of confidential information**

The receiving party shall at any time upon request of the disclosing party immediately return or destroy any confidential information, unless the receiving party is obliged by law to retain the confidential information. After the retention obligation has expired, the receiving party shall comply with the request to destroy the confidential information.

### **6.4 Privacy and data processing**

When granting the Assignment and executing the Agreement, both parties will comply with all applicable laws and regulations in the field of privacy and protection of personal data, including without limitation obligations arising from the General Data Protection Regulation (GDPR). To this end, we have established a Privacy Statement which applies to our legal relationship, and which is published on our websites. A copy of our Privacy Statement can be made available upon request. Where necessary for the execution of the Agreement, additional arrangement will be made with you about the processing of personal data and/or conclude a Data Processing Agreement.

### **6.5 Safety of confidential information and personal data**

Both parties shall take all reasonable measures to maintain the secrecy of confidential information and preserve the confidentiality and secrecy of personal data in accordance with the Agreement and the applicable legal requirements. Upon request, the parties will immediately inform the other party as to how these measures are being implemented.

## **7 INTELLECTUAL PROPERTY RIGHTS**

### **7.1 Intellectual property rests with us**

All intellectual property rights to the literature developed or made available to you on the basis of the Agreement or in the context of our services, course or participant material, software, websites, data files, equipment or other materials such as analyses, designs, documentation, reports, quotations, as well as preparatory materials, are held exclusively by us, our licensors or our suppliers. You shall only have the rights of use expressly granted under these General Terms and Conditions, the Agreement and the law. A right of use to which you are entitled is non-exclusive, non-transferable, non-pledgeable and non-sublicensable, unless agreed otherwise.

### **7.2 Transfer of intellectual property rights**

If we are willing to undertake to transfer an intellectual property right, such an obligation can only be entered into explicitly and in writing. If we agree in writing that an intellectual property right with regard to a product developed specifically for you will transfer to you, this does not affect our right or possibility to use and/or commercially develop the components, general principles, ideas, designs, algorithms, documentation, works, programming languages, protocols, standards and so on underlying the development of such products, without any limitation, for other purposes or for ourselves or for third parties. Nor does the transfer of an intellectual property right affect our right to make developments for ourselves or for a third party that are similar or derived from those that have been or will be made for the benefit of you.

### **7.3 Removal of indications regarding confidentiality and intellectual property**

You are not permitted to remove or cause to have modified or altered any indications regarding the confidential nature or regarding copyright, brands, trade names or any other intellectual property right from the literature, course or participant materials, software, websites, data files, equipment or other materials developed for or made available to you.

### **7.4 Intellectual property indemnification**

You guarantee that the provision of intellectual property by you or parties engaged by you under the Agreement do not infringe on intellectual property rights of third parties. You will indemnify us against related claims from third parties, or other types of claims from third parties for infringement of their intellectual property rights by such provision, use, modification, installation or processing.

## **8 RESCISSION, SUSPENSION AND TERMINATION OF THE AGREEMENT**

### **8.1 Right of rescission**

Both parties are entitled to rescission of the Agreement, but only due to an attributable shortcoming in the performance of the Agreement, and only if, in all cases, the party has received detailed written notice, with a reasonable time period for repair or remedy of the failure. This concerns failure attributable to the fulfilment of essential or core obligations under the Agreement. Your payment obligations and all other obligations to cooperate shall always be essential obligations under the Agreement.

### **8.2 Services already performed**

If at the time of the rescission referred to in Article 8.1 you have already received services under the Agreement, these services and the related payment obligation will not be subject to cancellation due to rescission, unless we are in default regarding the essential or core part of those services. Amounts, which we invoiced before the rescission in connection with services already performed or

delivered under the Agreement, remain – subject to the preceding sentence – fully payable by you and become upon rescission immediately due and payable to us.

### **8.3 Cancellation or termination by you**

An Agreement that has been entered into for a definite period of time cannot be terminated prematurely. An Agreement for an indefinite period of time can only be terminated with due observance of a reasonable period of time and upon payment of a reasonable fee. Consumers may be able to exercise the right of withdrawal (see Article 8.4).

### **8.4 Right of withdrawal for consumers**

Clients who are consumers and have purchased a product from us online or otherwise remotely are in principle entitled to a legal reflection (cooling-off) period of 14 calendar days after delivery of the product. Within that period we should be informed that you wish to cancel the purchase. The right of withdrawal is only for consumers. You are considered a consumer if you are not a legal entity or natural person practising a profession or operating a business within the framework of the Agreement.

#### ***When does the right of withdrawal not apply?***

The law stipulates that under certain circumstances consumers are not entitled to a legal cooling-off period. In our case, this applies to:

- products that are tailor-made according to your specifications;
- our educational programmes, training programmes, management programme, lectures and conferences, and other similar events, if participated in as a leisure-time activity. In this case, the Agreement concerns leisure activities as referred to in Article 6:230p sub e Dutch Civil Code, for which a venue and date have been arranged;
- audio and video recordings and computer software of which the consumer has broken the seal;
- newspapers or magazines, with the exception of a contract for the regular delivery of such publications (a subscription);
- digital content other than on a tangible medium (e.g., a CD, DVD or USB stick) such as downloads, insofar as you have given express prior consent and waived your right to dissolve the Agreement.
- an Agreement for the provision of services, after performance of the Agreement if:
  - 1°. the performance has begun with the express prior consent of the consumer; and
  - 2°. the consumer has declared to waive his right of dissolution as soon as the trader has fulfilled the Agreement.

#### ***How do I exercise the right of withdrawal?***

You can let us know via our Withdrawal Form that you want to exercise your right of withdrawal. You can also contact us in another way, as long as it is clear to us that you want to cancel the purchase.

#### ***Returning the received goods***

Once you have informed us that you wish to invoke the statutory reflection period, you have 14 days to return the goods to us (in the case of a physical product). The goods to be returned should be sent to the above address. You will be required to pay for the postage charge.

#### ***Refund***

Within 14 days of your notification and upon receipt of the returned goods or proof that they have been sent, we will refund the entire amount paid for the returned product including the shipping costs paid by you up to an amount of the standard delivery method (even if you opted for a more expensive delivery method at the time). We will refund you using the same payment method as you used to pay yourself, unless expressly agreed otherwise; in any case, you will not be charged any fees

for such refund.

### **8.5 Cancellation or termination by us**

We reserve the right to terminate the Agreement without giving reasons, and to terminate our services and refuse your participation in an Event. In that case you are entitled to a refund of the monies paid for work not yet performed. In the event of insufficient registrations for an Event, we will offer you the opportunity (insofar as this is possible) to participate in a subsequent similar Event.

### **8.6 Termination due to payment problems and restructuring**

Either party has the right to terminate the Agreement with immediate effect, in whole or in part, and without notice of liability, if either party has been granted a suspension of payments, whether or not temporarily, files for bankruptcy, becomes or is declared insolvent, the company is liquidated or terminated other than for the purpose of reconstruction or amalgamation of companies, or in the event of a change of decisive control over the company. We shall never be obliged on account of this termination to refund funds already received or to pay damages. In the event of your bankruptcy, the right to use literature, materials, software, websites and other materials provided to you shall be extinguished by law, and access to an Event or meeting may be denied.

## **9 LIABILITY AND INDEMNITY**

### **9.1 General**

The provisions included in Article 9 and all other provisions in these General Terms and Conditions apply to the extent permitted by law. This also applies to how we exclude or limit our liability. We will not invoke any limitation of liability in the event of intent or wilful recklessness on the part of our management.

### **9.2 Limitation of liability**

In the case of any direct damage, our total cumulative liability to you or any other party arising out of one or more errors relating to one or more Assignments is limited to the amount that we are entitled to claim pursuant to our insurance in the case in question, supplemented by the excess payable in accordance with this insurance. If for any reason whatsoever no sum is paid out pursuant to this insurance, we shall only be liable in the event of a material error and the liability will be limited to the amount that you received for the relevant Assignment(s), up to a maximum amount of €2,500.

### **9.3 Exclusion of liability**

Our liability for indirect damage, consequential damage, loss of profit, lost savings, reduced goodwill, damage caused by stagnation, damage caused by claims from your customers and damage connected with your use of goods prescribed by us is excluded. Also excluded is liability on our part on account of mutilation, destruction or loss of information, data and/or documents.

### **9.4 Reasonable time period for remedying the failure**

Unless we permanently fail to comply with the Agreement, our liability because of an imputable failure to perform an Agreement shall in all cases only arise if you immediately and properly provide a written notice of default to us, with a reasonable time period for remedying the failure being given and we still imputably fail to perform our obligations after that period has passed. The notice of default must contain a description of the breach which is as complete and specific as possible, so that we may respond adequately.

### **9.5 Time-limit for complaints**

A condition for any right to damages shall always be that you, immediately after the damage has occurred, report the damage to us in writing as soon as possible or no later than within 12 months

after occurrence of the damage. All claims by you against us end shall lapse after the expiry of one year after such claims have arisen.

## **9.6 Indemnity**

You will indemnify us against all third-party claims for product liability ensuing from a defect in a product or system which has been delivered by you to a third party and which partly consisted of products delivered by us, except if and insofar as you prove that the damage was caused by our products.

## **9.7 Third-party applicability**

The provision of Article 9 and all other provisions and exclusions of liability in these General Terms and Conditions also apply to all natural persons or legal entities whose services we use in the performance of the Agreement.

## **9.8 Liability of natural persons or legal entities engaged by us**

Any claim for compensation by you, on whatever basis, against natural persons, employees, and/or directors who are employed by us and/or natural persons or legal entities with whom we have concluded agreements in connection with our business or the execution of the Agreement, Assignment or our services, is excluded.

## **9.9 Liability for loss and theft during events**

We accept no responsibility for any loss or theft that may occur during our events.

# **10 FORCE MAJEURE**

Neither party shall be under an obligation to fulfil any obligation, including any warranty obligation agreed between the parties, if fulfilment is hampered as a consequence of force majeure. In these General Terms and Conditions, force majeure is understood to mean, among other things:

- 10.1.1 force majeure of our suppliers;
- 10.1.2 failure to properly perform obligations of suppliers prescribed by you;
- 10.1.3 defect in any goods, equipment, software or materials of third parties the use of which is prescribed by you;
- 10.1.4 government measures;
- 10.1.5 power failure, failure of Internet, data networks or telecommunication facilities;
- 10.1.6 wars and disasters;
- 10.1.7 understaffing and strike;
- 10.1.8 general transportation problems; and unavailability of one or more staff members of third parties engaged by us. If the force majeure situation continues for a period longer than 30 days, both parties have the right to terminate the agreement in writing with immediate effect without any right to compensation. What has already been performed on the basis of the Agreement will in that case be settled proportionally, without the parties owing each other anything else.

# **11 TRANSFER OF RIGHTS AND RESPONSIBILITIES**

You are not entitled to transfer or sell rights and/or obligations arising from the Agreement to third parties, unless explicit written permission has been granted by us. We will in those cases have the

right to transmit our payment claims arising from the Agreement to the third party.

## **12 APPLICABLE LAW, DISPUTE RESOLUTION AND COMPLAINT PROCEDURE**

### **12.1 Applicable law**

Our services, all quotations issued by us, the Agreement concluded with you or agreements arising therefrom to which these General Terms and Conditions apply, and the formation thereof, as well as to all legal relationships ensuing from or related to this Agreement, are exclusively governed by Dutch law.

### **12.2 Competent court**

Without prejudice to our right to submit a dispute to a court to which jurisdiction would be vested under the law in the absence of this provision, disputes will be submitted to a Dutch court, in first instance to the competent court in our place of business, unless the law prescribes otherwise.

### **12.3 Complaint procedure**

We make every effort to guarantee the quality of our services and to ensure the Agreement is executed to a high standard. If you are unhappy with any aspect of our service, please tell us and we will do our best to resolve the matter in consultation with you. For more information, please refer the complaint procedure that is published on our website. We can also send you a copy of our complaint procedure upon request.

## **13 PUBLICATION OF THESE GENERAL TERMS AND CONDITIONS**

These General Terms and Conditions can be downloaded on our website: [www.den.nl](http://www.den.nl). We can also post a paper copy of our General Terms and Conditions upon request.

## 14 WITHDRAWAL FORM

Please complete and return this form if you wish to withdraw from or terminate the Agreement, and send it to:

DEN Knowledge Institute for Culture & Digital  
Transformation  
Postbus 90407  
2509 LK 's-Gravenhage  
E-mail: den@den.nl

I/We (\*) hereby inform you that I/we (\*) wish to revoke the Agreement concluded by me/us (\*) concerning the purchase of the following goods/the provision of the following service (\*)

Order date (\*)/Delivery date (\*)

Name(s) of the consumer(s)

Address of the consumer(s)

Signature of the consumer(s)  
[only with written revocation]

Date  
(\*) delete as appropriate