

FAQ Gearbox & wonderland

### **Deposit - How does it work?**

You now pay € 10 (excl fee) for your ticket for Malice in Wonderland. With this you insure yourself of a ticket.

#### **☑ Malice in Wonderland can take place:**

When we are 100% sure that Malice in Wonderland will take place on the scheduled date, you will receive an email with more information about your ticket(s) and the option to pay the rest amount of the ticket. After fulfilling the complete payment you will receive the ticket(s).

#### **☹ Malice in Wonderland can't take place:**

When Malice in Wonderland can't take place on the scheduled date, we directly offer a refund of your deposit (on request), the option to transfer your deposit into a voucher or to move the deposit to secure your ticket for the next edition.

### **For how many tickets can I make a deposit?**

You can select max. 4 tickets per order.

### **Is there still a chance the event can't take place?**

We hope to gather again with thousands of raw fanatics at Malice in Wonderland on the 6th of November 2021. Although we are optimistic about the future, we are aware of the measures that can be taken by the government concerning the corona virus and the uncertainty this brings.

When Malice in Wonderland can't take place on the scheduled date, we directly offer a refund of your deposit (on request), the option to transfer your deposit into a voucher or move the deposit to secure your ticket to the new date.

### **What if I make a deposit and I cannot make it?**

When can't take place on the scheduled date, we directly offer a refund of your deposit (on request). When Malice in Wonderland does take place on the scheduled date, it's not possible to request a refund.

### **What if I am not allowed to travel to the Netherlands on the Malice in Wonderland date due to travel restrictions?**

In the event that your own government forbids you to travel abroad or there is an entry ban in the Netherlands and you have bought a ticket / paid a deposit for Malice in Wonderland, you have the option to request a refund immediately, transfer the de into voucher or to keep your ticket / deposit for the next edition of Malice in Wonderland

### **When will I get my money back?**

When you make a deposit for and the event can't take place on the scheduled date, we directly offer a refund of your deposit (on request). You will receive your money back no later than 1 month after the announcement.

### **What happens if I fail to pay the rest of the amount?**

If the remaining payment for your ticket(s) is not paid on time, you did not meet the financial obligation and your right to a ticket or refund of the amount already paid will lapse.

### **When do I have to pay the full amount for my tickets?**

When we now for certain that Malice in Wonderland will go ahead on the scheduled date, all ticket buyers will receive a personal email with more information about their tickets and the payment of the remaining amount.