General terms and conditions for organisers

For organisations and people who sell tickets through C-TIX. Version 28 October 2026. This is a translation; the Dutch text prevails.

1. Who we are

C-TIX is a trade name of Cango Tickets B.V., Wassenberghstraat 60, 9718 LN Groningen, the Netherlands, Chamber of Commerce 67227880, VAT number NL856885691B01 (hereafter: C-TIX).

Payments by buyers are received in the account of Stichting Beheer Derdengelden C-TIX, an escrow foundation. The foundation keeps this money separate from the assets of Cango Tickets B.V. and pays it out to the organiser. Cango Tickets B.V. is registered with De Nederlandsche Bank as an exempt payment service provider (relation number R183401) and is not under regular supervision by DNB.

2. Definitions

- **Organiser**: the organisation or person who has an account with C-TIX and sells tickets through C-TIX.
- **Buyer**: anyone who orders tickets through a C-TIX order form.
- **Order**: one completed purchase by a buyer, with one or more tickets.
- **Service fee**: the amount C-TIX charges per order, regardless of the number of tickets.
- **Payment method fee**: the extra cost of a payment method the organiser switches on, such as credit card, Apple Pay or Bancontact.
- **Dashboard**: the environment in which the organiser manages his account, projects, orders and settings.

3. When these terms apply

These terms apply to every C-TIX account and to everything C-TIX does for the organiser. By creating an account, the organiser accepts them. Different arrangements only apply if agreed in writing (email included).

The C-TIX data processing agreement is part of these terms.

4. What C-TIX does

C-TIX provides an online ticketing system: order forms, payment handling through a payment service provider, e-tickets by email, scanning at the entrance, a dashboard with orders and figures, emails to buyers and an overview of the audience.

C-TIX may improve and extend the system. We will not remove essential features without informing the organiser in advance.

5. The account

The organiser provides correct and complete details when creating the account and keeps them up to date, in particular the bank account number, the address and the email address.

The organiser keeps his login details secret. He can give staff access with their own role, and is responsible for what happens with his account and by his staff.

6. Payouts

Every Wednesday, C-TIX pays out what was paid through the organiser's order forms in the previous week (Monday to Sunday), minus the service fees and any payment method fees. The money goes to the bank account in the dashboard.

The organiser is responsible for the accuracy of that bank account. After a change of bank account, C-TIX may hold a payout until the change has been checked.

C-TIX may also hold a payout while the verification in article 11 is in progress, or if there is a reasonable suspicion of misuse or fraud.

Chargebacks by the payment service provider (for example a credit card payment reversed by the buyer) are set off against the next payout. If that is not enough, the difference remains open until enough has come in, or C-TIX asks for it to be repaid.

7. Service fees and payment method fees

C-TIX charges a service fee per order, regardless of the number of tickets in that order. The amount is shown on c-tix.com and in the dashboard and includes VAT. An order for which the buyer pays nothing carries no service fee. A different rate only applies if agreed in writing.

The organiser decides whether to pass the service fee on to the buyer. If he does, the buyer sees the amount on the order form before paying.

iDEAL is included in the service fee. Other payment methods, such as credit card, Apple Pay and Bancontact, can be switched on by the organiser. Their cost is shown in the dashboard with the setting and is deducted from the payout. A surcharge to the buyer for a payment method is not allowed by law, and C-TIX does not charge one.

Service fees and payment method fees are not refunded, also not if an order or event is cancelled later.

8. Changes to the fees

C-TIX may change the service fee and the payment method fees, for example if the cost of payment methods or of the payment service provider rises (such as with the transition from iDEAL to Wero), if laws or regulations require it, or in case of a general rise in costs.

C-TIX announces a change at least one month in advance by email, with the new amount and the date it takes effect. The new fee applies to orders from that date; nothing changes for earlier orders.

If the organiser does not agree with the change, he can terminate his account as of the date it takes effect, free of charge.

9. What the organiser does

The organiser is responsible for his events: the information on the order form, prices, numbers, admission, house rules, and whether the event takes place.

The organiser is the seller of the tickets. He is responsible for VAT on ticket sales and for other levies and permits that come with his event. If he issues invoices to buyers through C-TIX, he makes sure his details for that are correct.

The organiser does not use C-TIX for anything unlawful or immoral, and only sells tickets for events he actually intends to hold.

10. Cancellation and refunds to buyers

The organiser decides whether and how much he refunds to buyers, for example if an event does not take place. He refunds from his own account and informs the buyers himself.

If the organiser cancels an order in the dashboard, the tickets of that order become invalid at the entrance. Nothing is refunded automatically.

If the organiser wants C-TIX to help with refunds, this is only possible if agreed in advance.

11. Verification and misuse

C-TIX may ask the organiser for proof of identity, a Chamber of Commerce extract, a bank statement showing the account holder, or the articles of association. C-TIX may hold a payout until these documents have been received and checked. The check takes no longer than seven days after receipt.

If an organiser uses C-TIX contrary to these terms, or if there is a reasonable suspicion that an event will not take place, C-TIX may block the account and stop sales. Money already received is then only paid to the organiser once the matter has been cleared up.

12. Emails to buyers

Through C-TIX the organiser can email buyers: about an event they have tickets for, and with news to buyers who gave permission for it. The organiser is responsible for the content and for whether he may email a buyer.

C-TIX processes unsubscribes and complaints automatically, limits how often a buyer receives news, and may hold back or stop a mailing that appears to break the law or these terms, or leads to many complaints.

13. Personal data

For buyers' data the organiser is the controller and C-TIX processes it on his behalf. The data processing agreement sets out what applies.

For the account data (the organiser and his staff) C-TIX itself is the controller. How we handle this is described in the C-TIX privacy statement.

14. Availability

C-TIX does its best to keep the system available at all times and to fix faults quickly, but cannot promise that it never fails. We plan maintenance outside busy periods as much as possible.

15. Liability

C-TIX is only liable for direct damage resulting from a failure by C-TIX. This liability is limited to the service fees the organiser paid in the twelve months before.

C-TIX is not liable for damage caused by failures of others on which C-TIX depends, such as the payment service provider, hosting or email services. C-TIX will do what is reasonable to limit such damage.

These limitations do not apply in case of intent or gross negligence by C-TIX.

16. Term and termination

The account runs for an indefinite period. The organiser can terminate it at any time, by email or in the dashboard. Pending payouts are still completed.

C-TIX can terminate with one month's notice, or immediately in the cases of article 11.

17. Changes to these terms

C-TIX may change these terms. We announce a change at least one month in advance by email. If the organiser does not agree, he can terminate as of the date the change takes effect.

18. Applicable law

These terms are governed by Dutch law. Disputes are submitted to the competent court of the District Court of Noord-Nederland. In case of a difference between the Dutch and the English text, the Dutch text prevails.

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