

Arab Student Association Amsterdam (ASAA) – Terms and Conditions

The following Terms and Conditions (“Terms”) govern your use of the ASAA website, your participation in ASAA events, and your membership in the Arab Student Association Amsterdam. By accessing our website, becoming a member of ASAA, or signing up for our events/services, you agree to be bound by these Terms. If you do not agree with these Terms, you should refrain from using our site and services. These Terms apply to **all users**, including visitors, members, event participants, and any others interacting with ASAA’s services. Please read them carefully.

1. Acceptance of Terms

By using the ASAA website or any services provided by ASAA, you acknowledge that you have read, understood, and agree to abide by these Terms and all other policies referenced herein (such as our Privacy Policy). These Terms constitute a binding agreement between you (“the user”) and Arab Student Association Amsterdam (“ASAA”, “we”, “our” or “us”). If you do not agree to the Terms, you may not use our website or participate in our events or services. We reserve the right to update or modify these Terms from time to time. If we make significant changes, we will notify users via the website or by email. Your continued use of ASAA’s services after changes are posted constitutes acceptance of the revised Terms.

2. Eligibility and Age Requirement

Membership Eligibility: ASAA membership is open to individuals who meet the criteria set out in our Articles of Association and internal guidelines. In general, members must be **at least 18 years old** and typically be students (for example, enrolled in a university or college in the Netherlands) who support the objectives of the association. We may allow recent graduates or other individuals to join as members or patrons as per our Articles, but the core focus is on student members.

Prospective Members (Minors): Individuals under 18 years of age are **not eligible** for full membership. However, minors may participate in certain ASAA events or activities as

non-member guests or “prospective members” under supervision. If you are under 18 and wish to participate in an ASAA activity, you must have permission from a parent or legal guardian, and you might be required to provide proof of such consent. ASAA reserves the right to refuse participation of minors in certain events (for example, where content or logistics are unsuitable for underage participants).

Event Participation Requirements: Some of our events and services have additional eligibility conditions:

- Certain events are **members-only**, meaning you must be an active ASAA member to register or attend.
- Some events are **students-only**, meaning you must be a student (e.g., possess a valid student ID from a university or higher education institution) to participate, even if you are not an ASAA member.
- We will specify any such restrictions or requirements in the event’s announcement or registration details. It is your responsibility to ensure you meet the criteria (such as age, student status, or membership) for an event when signing up. If you do not meet the criteria, ASAA reserves the right to deny entry or participation.

By registering for an event or service, you represent that you meet the required eligibility criteria (age, student status, membership status, etc.) for that event/service.

3. Membership and Fees

Membership Registration: To become an ASAA member, you may be required to fill out a membership form and provide certain information (see our Privacy Policy for how this data is handled). Membership is subject to approval by the ASAA Board in accordance with our Articles of Association. We reserve the right to decline a membership application if the individual does not meet the eligibility criteria or if there are other valid reasons (e.g., prior misconduct). If your membership application is not accepted, any fee paid will be refunded to you.

Membership Fee: ASAA members are required to pay an annual membership contribution. The standard membership fee is **€12 per year**, unless otherwise decided by the General Meeting or

a different amount applies to a specific category of members. This fee helps cover the association's activities and administrative costs. The membership fee amount and payment schedule (e.g., per academic year or calendar year) will be communicated during the sign-up process.

Payment of Fees: Membership fees (and any applicable event fees) must be paid in a timely manner via the methods specified by ASAA. We typically accept bank transfers or other electronic payment methods. Invoices or payment receipts will be provided upon request. If paying by bank transfer, please use the reference details provided and be aware that you are responsible for any bank charges. (If needed, ASAA's bank account information will be provided on the invoice or membership form.)

Failure to Pay: If the membership fee is not paid by the deadline given, we may suspend or cancel your membership benefits until payment is received. Continual failure to pay dues may result in termination of membership as per our Articles.

Term and Renewal: Membership typically runs on an annual basis. Unless otherwise stated, membership will expire at the end of the association's membership year (for example, the academic year) and may be renewed by paying the fee for the next period. We may send reminders or invitations to renew, but it is your responsibility to renew in time if you wish to maintain continuous membership.

4. Cancellation and Refund Policy

Membership Cancellation by Member: You may resign your membership at any time by notifying us in writing (e.g., via email to the board). However, note that per ASAA's governing rules, a membership resignation will generally take effect at the end of the current membership year, provided you give any required advance notice (typically at least four weeks before year-end, in line with our Articles of Association). If you fail to give timely notice, your resignation may, by default, take effect at the end of the *next* membership year. Please refer to our Articles of Association for detailed rules on membership termination.

Refund of Membership Fees: In principle, **membership fees are not prorated or refunded** when a member resigns or is removed mid-year. For example, if you choose to leave or your membership is terminated partway through the year, the annual contribution remains due in full and will not be refunded (this is in accordance with Article 7(9) of our Articles of Association).

Exceptions may be made in extraordinary circumstances at the discretion of the Board (for instance, if a mistake was made in processing your membership or if you withdraw very shortly after joining). Any request for a refund of membership fees should be directed to the Treasurer or Board in writing and will be considered on a case-by-case basis.

Event Ticket Cancellation by Participant: For paid events (e.g., ticketed workshops, trips, etc.), we may allow cancellations and refunds up to a certain cutoff date. The specific refund and cancellation deadline for an event will be stated in the event details or ticket purchase terms. Generally:

- If you notify us of cancellation **before the specified deadline**, we will refund your ticket fee in full (or minus any non-recoverable processing charges, if noted).
- If you cancel **after the deadline** or fail to attend the event without notice, the ticket fee may not be refunded, except at ASAA's discretion (for instance, if there are extenuating circumstances such as a medical emergency).

To cancel an event registration, you should contact us via email (or through the designated event registration platform) as early as possible. Refunds will typically be processed using the same payment method you used (e.g., reversing the online payment or via bank transfer). Please allow some time for the refund to be processed. ASAA is not responsible for any delay caused by banking processes or third-party payment providers.

Event Changes or Cancellations by ASAA: ASAA reserves the right to change event details or cancel an event if necessary (for example, due to low enrollment, speaker availability, venue issues, or other unforeseen circumstances). If we cancel an event that you have paid for, you will be offered a full refund of the ticket price. If we reschedule an event, your registration will usually be transferred to the new date; if you cannot attend the new date, you may request a refund. We will endeavor to inform all registered participants of any changes or cancellations as soon as possible via the contact information provided at registration.

Other Services: If ASAA offers any other paid services or merchandise, refund and cancellation terms for those will be provided at the point of purchase or in a separate policy.

5. Code of Conduct and Participant Responsibilities

Behavior at Events: ASAA is committed to providing a welcoming, safe, and respectful environment for all members and participants. By attending ASAA events or interacting in our community, you agree to conduct yourself in a manner consistent with our values. Harassment, discrimination, or disrespectful behavior towards others is **not tolerated**. This includes inappropriate language or gestures, unwelcome advances, or any form of verbal or physical abuse. Participants are expected to follow any rules or guidelines announced by organizers, including safety instructions and venue regulations (for example, no smoking in non-smoking areas, respecting quiet hours, etc.).

Consequences of Misconduct: The ASAA Board reserves the right to take appropriate action against any member or participant who violates the code of conduct or these Terms. This can include a verbal warning, removal from an event without refund, suspension of membership benefits, or, in serious cases, termination of membership or a ban from future activities. Disqualification from membership (expulsion) may occur if a member's behavior is seriously contrary to the association's Articles or interests, following the procedure in our Articles of Association. If you witness or experience any improper behavior at an ASAA event, please report it to an organizer or board member as soon as possible so we can address it.

Responsibility for Personal Belongings: When you attend events, you are responsible for your own personal belongings. ASAA and the event venues are not liable for any lost, stolen, or damaged personal items. We advise you to keep valuables secure and report any incidents of theft or lost items to the event staff promptly.

Travel and Alcohol: For events that involve travel or off-campus activities, you are responsible for your own conduct during travel to and from the event. If transportation is provided by ASAA, you must adhere to any safety rules given. For events where alcohol may be present (such as social mixers), attendees are expected to drink responsibly and only if they are of legal drinking age. ASAA is not responsible for any consequences of overconsumption or illegal consumption of alcohol by participants. We encourage a culture of looking out for one another's well-being.

6. Use of the Website and Content

Website Access: Our website (asaamsterdam.nl) is provided to share information about the association, events, and related content. We strive to keep the website up-to-date and accessible, but we do not guarantee that the site will be available at all times or that it will be

free from errors. Occasional maintenance, technical issues, or factors beyond our control (such as hosting outages) may interrupt service.

User Conduct Online: When using our website or any online forums/groups managed by ASAA (such as social media groups or mailing lists), you agree not to engage in any illegal or abusive behavior. This includes refraining from uploading or transmitting malicious code (viruses, worms, etc.), posting defamatory or obscene content, infringing on others' intellectual property, or attempting to gain unauthorized access to any part of our systems. Any content you submit or share on our platforms (for example, comments, posts, or images) must be appropriate and not violate any laws or rights of others. ASAA may moderate or remove content that violates these standards and, if necessary, restrict or revoke a user's access to online services for serious violations.

Intellectual Property: Unless otherwise indicated, ASAA owns the intellectual property rights to the content on our website and materials distributed in our events (including text, images, graphics, logos, and documents created by the association). You may not use, reproduce, or distribute these materials for commercial purposes without our prior written permission. You are welcome to share or quote content for personal or academic purposes, but please give appropriate credit to ASAA. For any third-party content featured on our site (such as logos of partners or social media feeds), all respective trademarks and content remain the property of their owners, and your use of that content may be subject to the third party's terms.

External Links: Our website may include links to external websites or resources for your convenience (such as partner organizations, sponsors, or relevant student resources). However, ASAA is not responsible for the availability or accuracy of information on those external sites, nor do we endorse all content or views expressed on them. Visiting any third-party site via a link on our website is at your own discretion and risk.

7. Privacy and Data Protection

Your privacy is very important to us. Our collection and use of personal data through our website or during membership/events is governed by our **Privacy Policy** (see above). By agreeing to these Terms and using our services, you also acknowledge our Privacy Policy and consent to the data practices described therein. This includes, for example, our use of cookies on the website and the handling of your registration information for events. If you have any

privacy-related questions or wish to exercise your data protection rights, please refer to the Privacy Policy for guidance on how to contact us and the procedures we follow.

8. Liability and Disclaimers

No Warranty for Services: ASAA's services (including our website, events, and communications) are provided on an "as is" and "as available" basis. While we strive for quality and accuracy, we do not guarantee that our website or event services will always meet your expectations or that any factual information provided is error-free and up-to-date. We disclaim any warranties, express or implied, to the maximum extent permitted by law, including implied warranties of accuracy, fitness for a particular purpose, or non-infringement. Use of our website and participation in our events are at your own risk.

Limitation of Liability: To the extent permitted by applicable law, ASAA (and its board members, officers, volunteers, and agents) will not be liable for any indirect, incidental, special, consequential, or punitive damages arising out of or relating to your use of our website or participation in our events and activities. This includes, for example, damages for lost data, lost revenues or opportunities, personal injuries, or emotional distress. Our total liability for any claims arising under these Terms or related to use of our services shall be limited to the amount (if any) you paid to us for the specific service or event in question, or if the claim does not relate to a payment, an amount of €50. **Nothing in these Terms is intended to exclude or limit any liability which cannot be limited by law** – in particular, we do not exclude liability for gross negligence, willful misconduct, or personal injury caused by our proven negligence.

Member and Participant Liability: You agree to indemnify and hold harmless ASAA and its board members/volunteers from any claim or demand (including reasonable legal fees) made by any third party due to or arising out of your breach of these Terms or your violation of any law or rights of a third party in the context of your use of ASAA services. For example, if you cause damage to a venue during an event or harm to another participant, you may be held responsible for those actions and any resulting costs.

9. Governing Law and Jurisdiction

These Terms and Conditions, and any dispute or claim arising out of or in connection with them or the use of ASAA services, shall be governed by and construed in accordance with the laws of

the Netherlands. As ASAA is registered and operates in the Netherlands, Dutch law provides the legal framework for these terms.

In the event of any dispute that cannot be resolved amicably, such dispute shall be subject to the **exclusive jurisdiction of the courts located in Amsterdam, Netherlands.** By agreeing to these Terms, you consent to the personal jurisdiction of these courts for the purpose of litigating any such claims or disputes. (If you are a consumer residing in an EU country outside the Netherlands, this choice of jurisdiction does not deprive you of any protection afforded by mandatory provisions of the laws of your country of residence; it primarily applies to non-consumer/commercial disputes or where EU law allows choice of forum.)

10. Changes to Terms

ASAA may revise or update these Terms and Conditions from time to time, especially to reflect changes in our services, feedback from members, or updates in the law. When we update the Terms, we will change the “last updated” date (or effective date) at the top of this document and, in cases of significant changes, we will take reasonable steps to inform our community (for example, by posting a notice on our website or sending an email to members). It is your responsibility to review the Terms periodically for any updates. Continued use of the website or participation in events after any changes to the Terms constitutes acceptance of those changes. If you do not agree with an update, you should stop using our services and, if applicable, may terminate your membership as per Section 4 above.

11. Miscellaneous

Severability: If any provision of these Terms is held to be invalid or unenforceable by a court of competent jurisdiction, that provision will be removed or limited to the minimum extent necessary, and the remainder of the Terms will remain in full force and effect.

No Waiver: If ASAA does not enforce a provision of these Terms in a particular instance, it does not mean we waive our right to enforce it in the future. No waiver of any term shall be deemed a further or continuing waiver of that term or any other term.

Entire Agreement: These Terms, together with any additional policies referenced herein (such as the Privacy Policy) and any event-specific terms, constitute the entire agreement between

you and ASAA regarding the use of our services and supersede any prior agreements or understandings (written or oral) relating to the same subject matter.

Contact Information (Terms): If you have any questions or concerns about these Terms and Conditions, or if you need to notify us of any matter relating to your use of our services, please contact us at info@asaamsterdam.nl. You can also reach us by mail at: Arab Student Association Amsterdam, Tt. Vasumweg 63M14, 1033 SE Amsterdam, Netherlands. We will be glad to assist you.

Thank you for reading our Terms and Conditions. We value your participation in ASAA and look forward to building a great community together while respecting these guidelines and policies.