

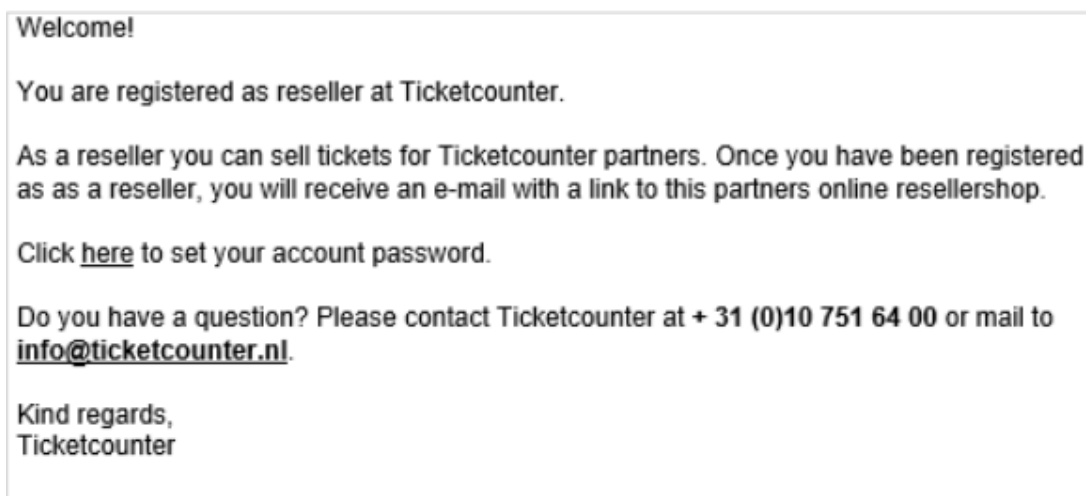
User manual reseller module Keukenhof

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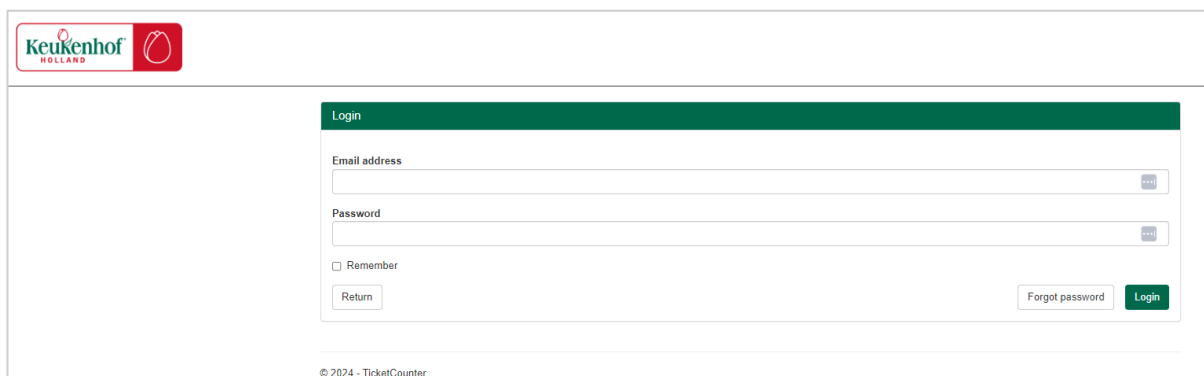
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Activate account

1. After you have been registered by Ticketcounter as a new Reseller, you will receive an e-mail with the subject '**Personal account**'.



2. Click on the link in this e-mail to setup a password for this account.
3. After you have created your account, you can log in with your new password. Your account has been activated.





Login

Email address

Password

Remember

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Order tickets

1. Log in with your e-mail address and password. The second e-mail with the subject '**New reseller for [partner]**' contains the link to the reseller shop. You can use this link to access to the reseller shop, once your account has been activated.

Welcome!

You are registered as a reseller for ##PARTNERNAME##.

Click [here](#) to go to ##PARTNERNAME##'s Reseller Portal and order tickets.

Tickets you book through the Reseller Portal should be confirmed and paid no later than 4 days before arrival. After payment, you can download the tickets there. Changing a booking to another day or arrival slot can be done up to 24 hours before arrival via the Reseller Portal.

Click [here](#) to download the Reseller Portal manual.

Do you have any questions about your account or order? Please contact Ticketcounter + 31 (0)10 751 64 00 or email info@ticketcounter.nl.

We hope your guests have a bright day out at Keukenhof!

Kind regards,
Keukenhof

2. The Reseller shop operates on a calendar function with capacity per time slot for booking your tickets. You can find this calendar function next to the different price types in the shop. Choose your preferred price type that you would like to purchase and enter the amount of tickets.

	Selling price	Purchase price	
Keukenhof 2025			
Adult ticket Tickets available from 20-03-2025 till 11-05-2025	€20.50	€17.50	<input type="text" value="0"/>
Groups (from 20 persons) Tickets available from 20-03-2025 till 11-05-2025	€20.50	€17.50	<input type="text" value="0"/>
Children (4 - 17 years) Tickets available from 20-03-2025 till 11-05-2025	€9.00	€8.00	<input type="text" value="0"/>
Parking token car Tickets available from 20-03-2025 till 11-05-2025	€9.00	€8.00	<input type="text" value="0"/>
Park book Special edition 2024 - Keukenhof 75 years Tickets valid from 20-03-2025 till 11-05-2025	€7.00	€6.00	<input type="text" value="0"/>


Explanation of the different prices:

- **Purchase price:** the price that you pay for the tickets.
- **Selling price:** the advice price that the consumer should pay. The sales price (is not mandatory) but depends on the deal between you and the partner.

- The calendar function will be highlighted red. Click on the calendar.

Adult ticket

Tickets available from 20-03-2025 till 11-05-2025



- Click on a date in the calendar. On the right side time slots will become available to your choosing. Click on the preferred time slot and then save.

Adult ticket

Select the visit date:

April 2025						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	31	01	02	03	04	05
06	07	08	09	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	01	02	03
04	05	06	07	08	09	10

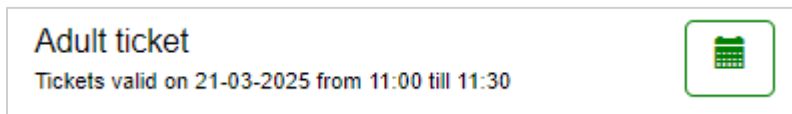
Select a time slot:

08:00 - 08:30	08:30 - 09:00
09:00 - 09:30	09:30 - 10:00
10:00 - 10:30	10:30 - 11:00
11:00 - 11:30	11:30 - 12:00
12:00 - 12:30	12:30 - 13:00
13:00 - 13:30	13:30 - 14:00
14:00 - 14:30	14:30 - 15:00
15:00 - 15:30	15:30 - 16:00
16:00 - 16:30	16:30 - 17:00
17:00 - 17:30	17:30 - 18:00

Save

Booking a time slot is necessary so the location will know when to expect the consumer or group at the entrance. In this example, the time slot of 10:00 till 11:00 PM gives the consumer a time range of an hour to use their ticket at the entrance to get in to the location. The ticket has a validation of an hour to be scanned at the entrance.

5. After selecting a preferred time and date the calendar will lit green.
The new ticket validation will be shown under the chosen price type.



6. If needed, follow the same steps above when booking a different price type.
7. In the shop you also have the option to purchase parking tickets.
These are valid only on the chosen visit date. To book parking tickets, enter the needed amount.
8. After you have selected the tickets, you have the option to add extra information. This information will be added to the invoice. For example a company name for the booking, group name, or a special reference number. See below.










9. At Total, the total amount is given for the transaction. Orders are no longer booked on a set amount of deposit available to you. Ordering tickets is decided by a specific maximum of tickets available to you. Check the total amount before clicking next.



10. The following payment methods are available:

The total amount is €17.50. Please choose a payment method to continue.

Payment method	 iDEAL	 Internet	 Creditcards	 Bancontact / Mr. Cash	 Sofortüberweisung
	 KBC	 Pay later			

IDEAL: Payment directly through IDEAL and your bank.

Internet: Payment possible with PayPal.

Creditcards: Pay by using a credit card

Bancontact / Mr. Cash: (Belgium) platform for electronic payment solutions.

Sofort: direct International payment method

KBC: Contactless payment solutions

***Pay Later:** see below.

***Pay Later:** *This payment method has a sell-by date. The expiration date for the booking is x days before the given visit date on the tickets. So if you want to book an order within x days of the visit date, the payment method: 'Pay Later' is not a good option. An order booked with 'Pay later' can be edited afterwards.*

Choose the preferred payment method and click order.

11. Depending on the payment method you will be redirected to the payment platform to finalise the order. The order now has been placed.

12. The order is completed if you see '**The Thank You Page**'. A confirmation e-mail will be send to your e-mail address. This e-mail contains a link to download and print your tickets directly from the order summary in your account.

Thank you for your order

The tickets of your order with ID B2314112144 are being generated. For large orders this may take some time. You will receive a confirmation mail as soon as your tickets are available. Use the link from this confirmation mail to go to the order overview and download your tickets.

If you didn't receive the confirmation mail, please check the junk or spam folder.

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Pay later

When the payment method 'Pay Later' is used your order will be saved to your account under 'My Orders' (upper right corner in the black header). You can download your tickets, cancel your tickets or edit your tickets to a different date. You will also find a button to finalise the order by paying.

Date	Expiration date	Visit date	Order number	Tickets	Total amount	Tourreference or partyname			
15-10-2024	31-03-2025	04-04-2025 12:30	B2442007951	10	€175.00		Cancel	Change timeslot	Pay

- **Expiration date:** The order has a sell-by date. Sell & complete the order before this expiration date.

This expiration date is 4 days before the visit date of the order.

- **Change time slot:** by clicking on change time slot you can edit the date and time slot for this order. Click the button and the calendar widget will appear. Choose the preferred new date and time slot. Please note: for paid orders, this is possible up to 1 day before the visit date and for nonpaid (pay later) up to 4 days before the visit date.

- **Pay:** Here you can pay your order. Please note: This needs to be paid 4 days in advance of the booked visit.

- **Download or cancel tickets:**

Download or cancel the tickets. Note: *your tickets can only be downloaded after the payment has been finalised.*

Cancel ticket(s):

Click the first checkbox next to 'Ticket code' and cancel your order in full.

If you just want to cancel one ticket or partially cancel multiple tickets just check the boxes next to the tickets that you would like to cancel.

Thank you for your order				
The tickets of your order with ID B2441015733 can be downloaded (after payment) below.				
<input type="checkbox"/>	Ticket code	Description	Downloaded	Cancellable
<input type="checkbox"/>	10200100000526	Keukenhof 2025 - Adult ticket	no	yes
<input type="checkbox"/>	10200100000452	Keukenhof 2025 - Adult ticket	no	yes
<input type="checkbox"/>	10200100000630	Keukenhof 2025 - Adult ticket	no	yes

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Download and print tickets

1. Open the e-mail with the subject 'Order confirmation'
2. Click on the link order overview and log in.

Attention! Save the 'Order confirmation' e-mail so you can revisit the order overview to (re)print the tickets.

3. Select the tickets you wish to download. If you check the box '**Ticketcode**', all tickets on the current page will be checked automatically.
You can also change the number of viewed tickets on one page by adjusting the drop down on the bottom of the page. The default is 20 tickets.

Thank you for your order

The tickets of your order with ID B2441005927 can be downloaded (after payment) below.

<input type="checkbox"/>	Ticket code	Description	Downloaded	Cancellable
<input type="checkbox"/>	10200100000502	Keukenhof 2025 - Groups (from 20 persons)	yes	no
<input type="checkbox"/>	10200100000314	Keukenhof 2025 - Groups (from 20 persons)	yes	no
<input type="checkbox"/>	10200100000580	Keukenhof 2025 - Groups (from 20 persons)	yes	no
<input type="checkbox"/>	10200100000246	Keukenhof 2025 - Groups (from 20 persons)	yes	no
<input type="checkbox"/>	10200100000426	Keukenhof 2025 - Groups (from 20 persons)	yes	no
<input type="checkbox"/>	10200100000521	Keukenhof 2025 - Groups (from 20 persons)	yes	no
<input type="checkbox"/>	10200100000394	Keukenhof 2025 - Groups (from 20 persons)	yes	no
<input type="checkbox"/>	10200100000509	Keukenhof 2025 - Groups (from 20 persons)	yes	no
<input type="checkbox"/>	10200100000258	Keukenhof 2025 - Groups (from 20 persons)	yes	no
<input type="checkbox"/>	10200100000342	Keukenhof 2025 - Groups (from 20 persons)	yes	no
<input type="checkbox"/>	10200100000631	Keukenhof 2025 - Groups (from 20 persons)	yes	no
<input type="checkbox"/>	10200100000491	Keukenhof 2025 - Groups (from 20 persons)	yes	no
<input type="checkbox"/>	10200100000604	Keukenhof 2025 - Groups (from 20 persons)	yes	no
<input type="checkbox"/>	10200100000395	Keukenhof 2025 - Groups (from 20 persons)	yes	no
<input type="checkbox"/>	10200100000450	Keukenhof 2025 - Groups (from 20 persons)	yes	no
<input type="checkbox"/>	10200100000393	Keukenhof 2025 - Groups (from 20 persons)	yes	no
<input type="checkbox"/>	10200100000518	Keukenhof 2025 - Groups (from 20 persons)	yes	no
<input type="checkbox"/>	10200100000594	Keukenhof 2025 - Groups (from 20 persons)	yes	no
<input type="checkbox"/>	10200100000626	Keukenhof 2025 - Groups (from 20 persons)	yes	no
<input type="checkbox"/>	10200100000091	Keukenhof 2025 - Parking token car	no	yes

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4. Click on the button 'Bundle and download'.
5. The tickets will be opened as a PDF file.

ATTENTION: The tickets may be blocked by your browser. When asked, choose to always allow Ticketcounter pop-ups. If the download is not shown, please check the 'Downloads' folder on your computer.

The downloads are a setting on your local computer so it may differ per computer. Please ask for assistance from your technical support within your company.

6. If needed, you can cancel tickets; *you can cancel 100% on your total number of tickets up to 4 days before visit date.*

Thank you for your order

The tickets of your order with ID B2441005927 can be downloaded (after payment) below.

<input type="checkbox"/>	Ticket code	Description	Downloaded	Cancellable
<input type="checkbox"/>	10200100000074	Keukenhof 2025 - Children (4 - 17 years)	no	yes
<input type="checkbox"/>	10200100000092	Keukenhof 2025 - Adult ticket	no	yes
	40200100000130	Keukenhof 2025 - Groups (from 20 persons)	yes	no
	40200100000438	Keukenhof 2025 - Groups (from 20 persons)	yes	no

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[Back to events](#) [Cancel tickets](#) [Bundle and download](#)

Click on the checkbox(es) of the ticket(s) you would like to cancel.

Next click on Cancel tickets.

Click on Continue. The cancelled ticket will receive a cancellation stripe in the order summary.

In the right upper corner in the black header you can find the menu option **'My Orders'**. Here you can find all your previously placed orders.

Help: Forgot password

Can't remember your password? Then reset your password.

- Visit the reseller portal The link is: tickets.ticketcounter.nl/keukenhof/reseller/en-us
(for the German language reseller module: tickets.ticketcounter.nl/keukenhof/reseller/de-DE)
- Click on the 'Forgot password' button.
- Enter your e-mail address and click on 'Send'.
- Click on the link in de e-mail that you received from Ticketcounter.
- Enter your new password.

Contact:

If you still encounter problems during your order process or if you have any related questions about the Reseller shop you can contact our Service desk:

Monday t/m Friday: 9.00 - 17.30 pm

Saturday and Sunday: 8.30 - 12.30 pm

phone number: +31 (0)10 751 64 00 or by e-mail: info@ticketcounter.nl

Please note: *always check the error message the portal shows and follow the steps given in the error box. Also please make a screenshot of the error message for future reference.*