

User manual Reseller Portal Keukenhof

Contents

Introduction.....	2
Reseller Portal access and password setting.....	3
Log in and order tickets	4
Pay later.....	9
Rebooking.....	10
Download or send ticket(s).....	11
Cancelling ticket(s)	14
Contact.....	17

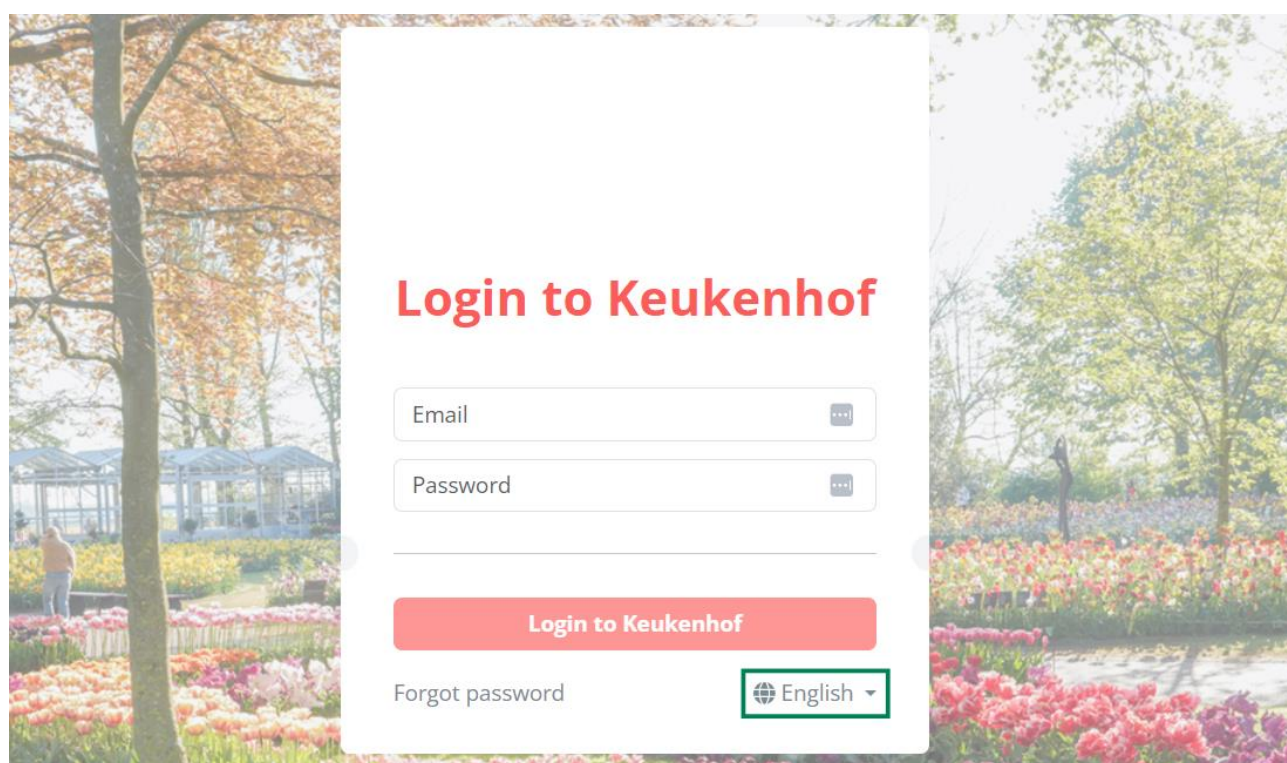
Introduction

For the purchase of more than 200 tickets per season, please visit the Reseller Portal. Tickets are valid on a specific date during the opening season, in a predetermined time slot. You can submit a request by sending an e-mail to sales@keukenhof.nl.

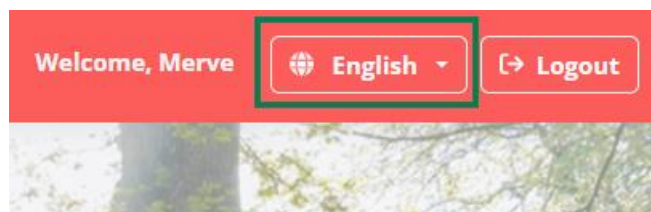
Reseller Portal access and password setting

1. If you are registered with Ticketcounter as a new reseller, you will receive the e-mail "**Accountgegevens**".
2. You can set a password via the link in this email.
3. After that, you can log in and purchase tickets in the Reseller Portal.

The language of the Reseller Portal is automatically set to the language of your browser, but you have the option to change it via the **globe icon**.



After logging in, you can also change the language via the menu bar at the top right.



Log in and order tickets

1. Log in to the Reseller Portal with your email address and password.

If you have forgotten your password, you can easily recover your access by following the steps below:

Go to the login screen

1. Once you are on the login page of the Reseller Portal module, you will see two fields: one for your email and one for your password.

Click on "Forgot your password?"

2. Under the button "**Login to Keukenhof**" you will see the text "**Forgot password**". Click on this to continue.

Enter your email address

3. You will be asked to enter the email address you used when registering. This is the address we use to reset your password.

Follow the instructions in your email

4. After you enter your email address, you'll receive an email with a link to reset your password. Follow the steps in the email to choose a new password.

Log in with your new password

5. Once you've changed your password, you can return to the login page and log in with your new password.

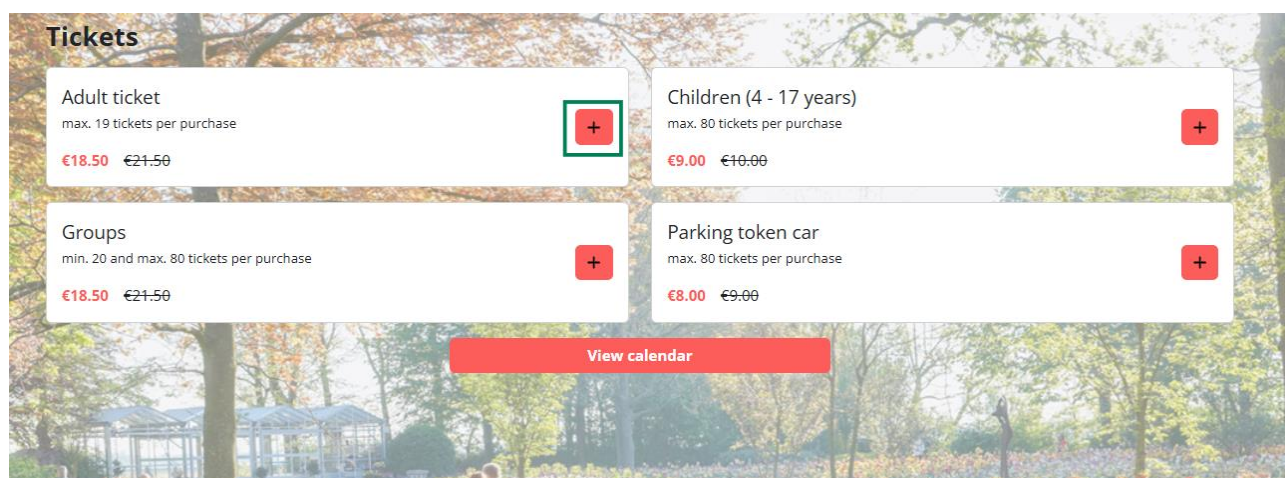
2. Order tickets

Step 1: Choose the desired product

On the ticket page, you will see several product options, such as:

- Adult
- Adult group ticket
- Child (4 to 17 years)
- Car parking ticket

For each product, you will see a **plus button** and the price. Click the **plus button** next to the product you want to buy to choose a date (and time slot) and select the quantity.



Step 2: Check availability on the calendar

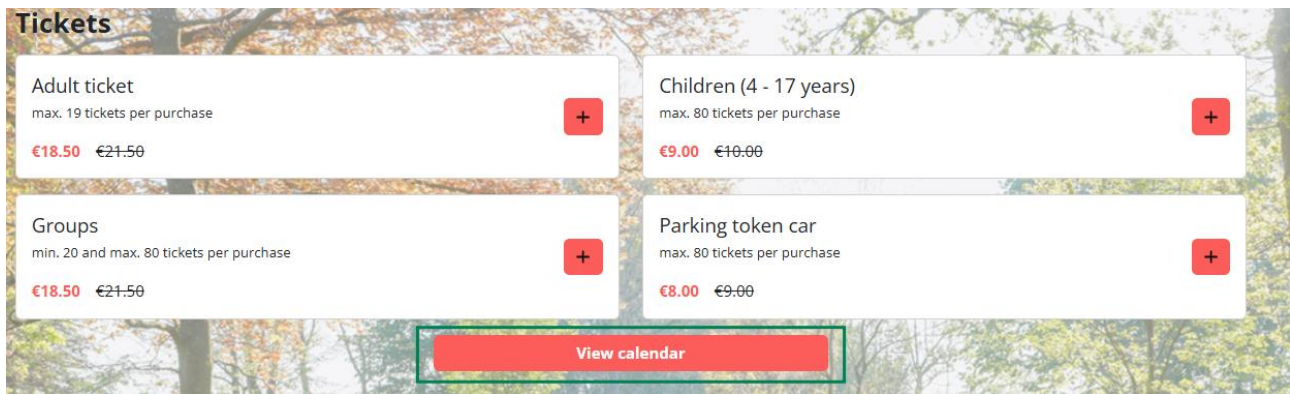
There are two ways to view the calendar and select a date (and time slot) for your products:

1. Click on the plus button on the product

- After clicking the **plus button**, a calendar will appear where you can view and select the available dates (and time slots).

2. Click on the "View calendar" button

- You can also use the **"View calendar"** button at the bottom of the page to open the calendar and see the available dates (and time slots) for all product types.



Step 3: Select the date and product

- After you have opened the calendar, click on the date you want to reserve.
- After selecting the date, click on the product and a time lock option will appear. Choose an available time slot for the visit and the desired number.
- Add the product to the cart by clicking on the **"Add"** button and continue the checkout process by clicking on the **"Proceed to pay"** button.

With the entrance tickets it is necessary to choose a time slot, while the parking ticket car is valid all day and does not require a time slot.

A time slot is needed to indicate when the consumer can enter. The time slot from 08:00-08:30 indicates that the consumer has a time frame of half an hour to enter. Then the ticket is valid to be scanned at the entrance.

Step 4: Complete the payment

1. The following payment options are available:

The screenshot displays a 'Payment method' selection screen. It features a grid of eight payment options, each with a logo and name: Ideal, Depot, Bancontact Mr Cash, Sofortueberweisung, KBC, MasterCard, VISA, and Pay later. Below the grid is a 'Reference' input field. At the bottom, there is a prominent red button labeled 'Pay (€18.50)'.

IDEAL: Payment via IDEAL via your own bank

Depot: Payment with prepaid credit

Bancontact / Mr. Cash: (Belgian) platform for electronic payments

Sofort: direct international payment method

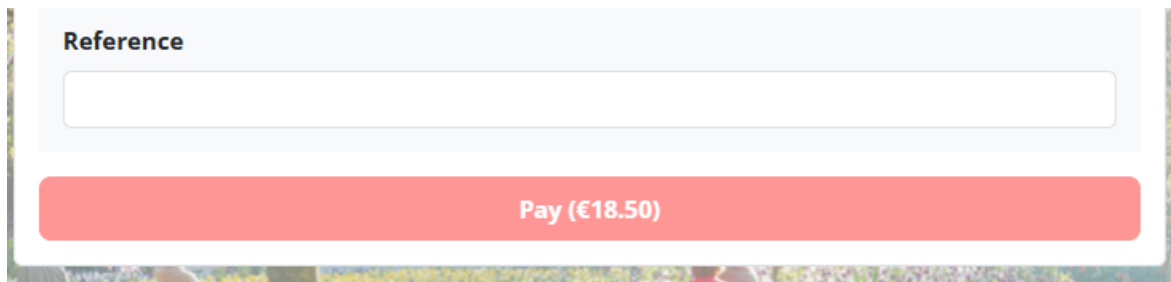
KBC: Contactless payment methods via KBC

MasterCard / VISA: Payment via your credit card provider

***Pay later:** See below and page 9.

***Pay Later:** This payment option works with an expiration date, which is 4 days before the visit date. If the order falls within 4 days from the date of the visit, the payment method 'Pay later' is not an option.

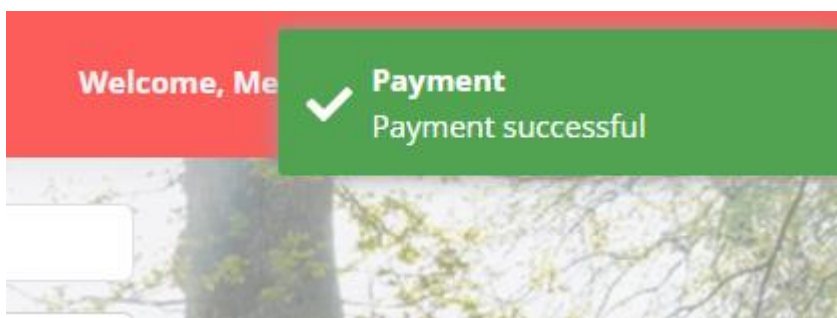
2. After selecting the payment method, you also have the option to add additional information regarding your order via the "**Reference**" field. This information will then appear on the invoice of the order. Think, for example, of a company name/group name or a specific PO number.



Reference

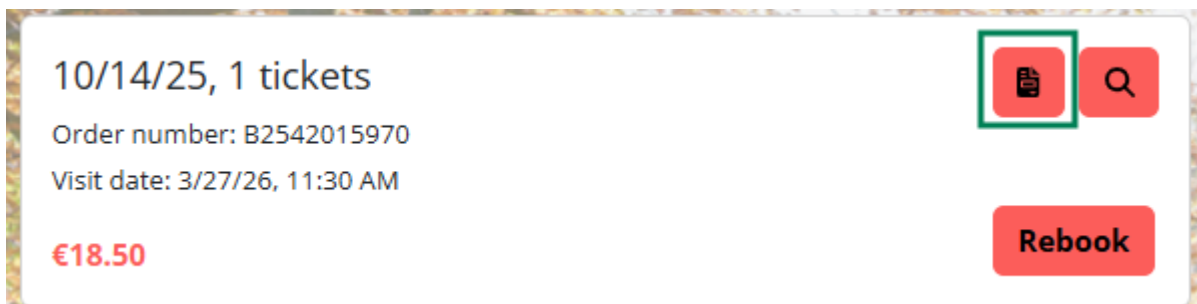
Pay (€18.50)

3. Click on the **"Pay"** button. Depending on the payment method, you will be redirected to the payment platform for checkout. The order is complete when you see the message Payment successful in the top right corner of the page . A confirmation email will also be sent to your email address.



After completing the payment, you will be taken directly to the **"My Orders"** page and you can view the tickets. Downloading the tickets is possible when the order has been paid.

You can download the invoice of the order by clicking on the **invoice icon** next to the relevant order in the block overview.



10/14/25, 1 tickets

Order number: B2542015970

Visit date: 3/27/26, 11:30 AM

€18.50

Rebook

Invoice icon (document icon) and Search icon (magnifying glass) are visible in the top right corner.

Pay later

In the case of **Pay Later**, your order will also be saved under "**My Orders**" (top left of the menu bar). From here you can cancel the tickets, change the date and/or time slot and pay.

Payment must be completed 4 days before the visit:

- To confirm your order, the payment must be completed no later than **4 days before the visit date**. This ensures that the tickets are processed in a timely manner and are available for use.

Order expiration date:

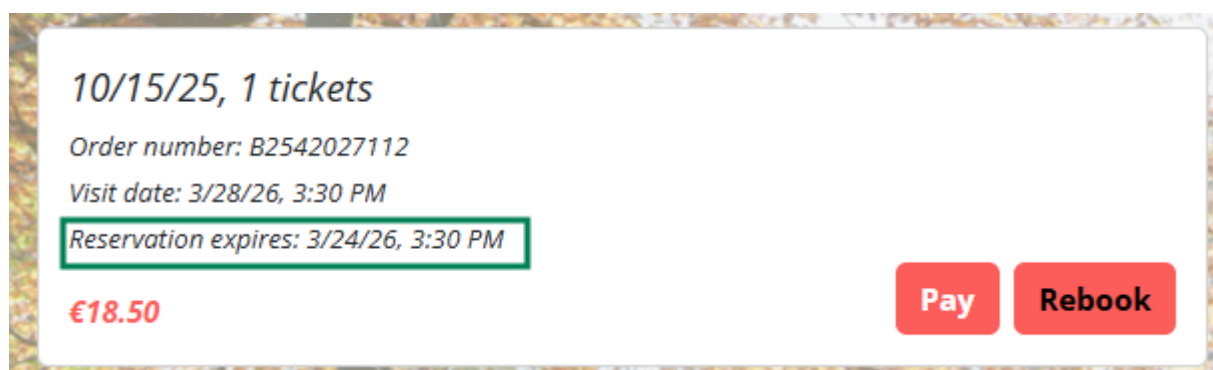
- The **payment due date** is clearly displayed with each order, below the **date of visit**.
- You can find the expiration date in the **block overview** of your orders (see example in the image). This is the last date on which payment must be made in order to keep the tickets.

Payment:

- If your payment has not yet been made, you will see a "**Pay**" button next to the order. Click on this to complete your payment.

Expiry time:

- If you have not made the payment on time, the order will be cancelled and you will have to buy tickets again.

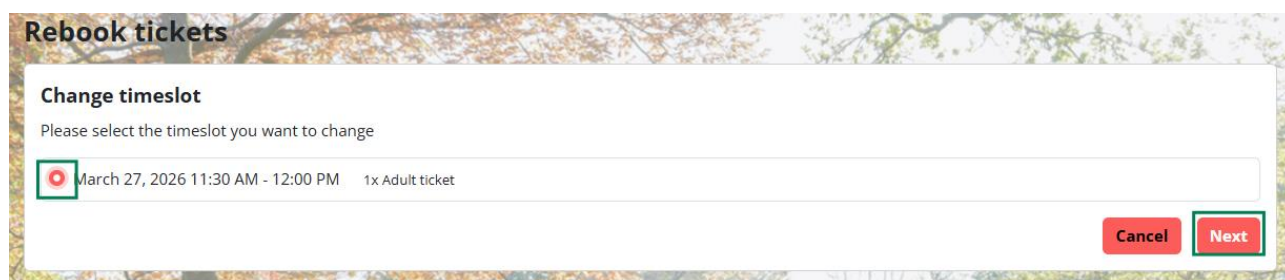
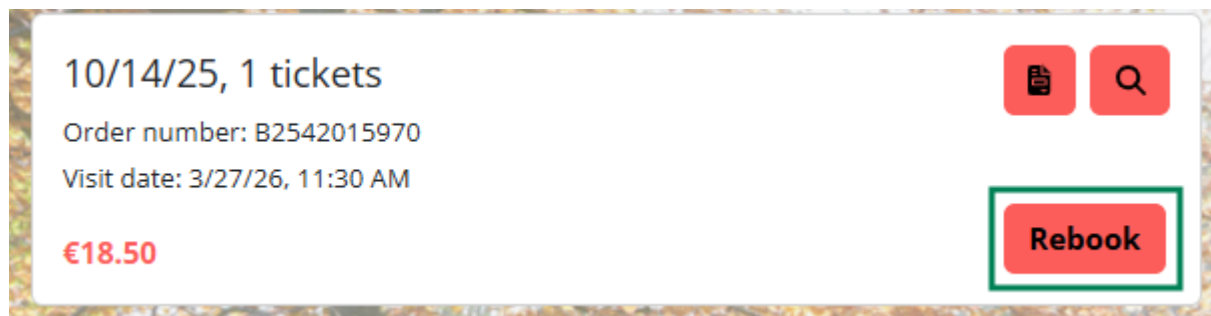


You will receive a reminder email one week in advance and 24 hours in advance to pay for the reservation.

Rebooking

Find the order in your overview:

- Go to the **"My Orders"** section, where you'll see a list of your purchases.
- You can change the date and/or time slot via the **"Rebook"** button. Select the time slot you want to change and click on the **"Next"** button.



The calendar opens, choose the new desired date and time slot.

Please note: for paid orders this can be done up to 1 day before the visit date and for unpaid orders (pay later) up to 4 days before the visit date.

Download or send ticket(s)

You can only download/send the tickets once the order has been paid!

Download tickets:

Find the order in your overview:

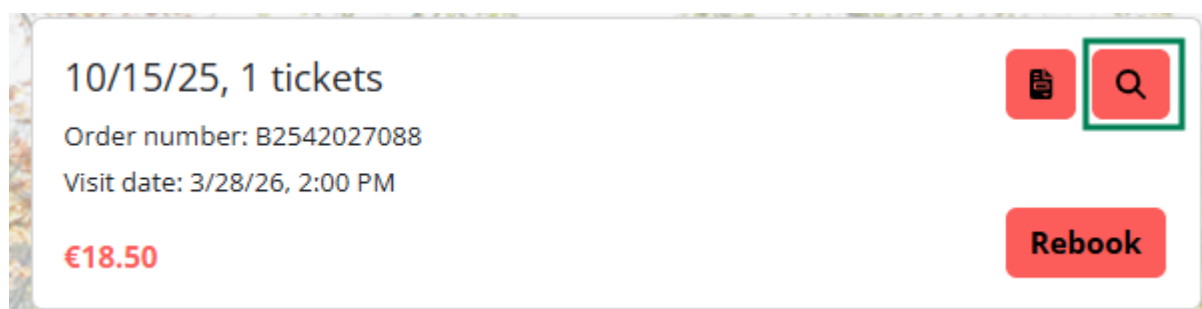
- Go to the "**My Orders**" section, where you'll see a list of your purchases.

Click on the magnifying glass icon:

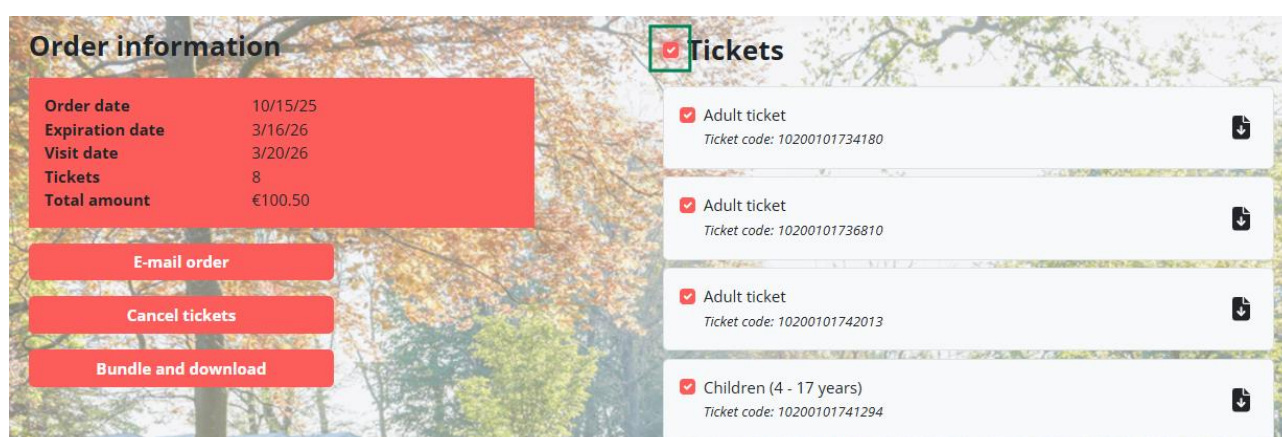
- With every order you will see a **magnifying glass icon (Details)**. This icon is located next to the order for which you want to download the tickets.

Download de tickets:

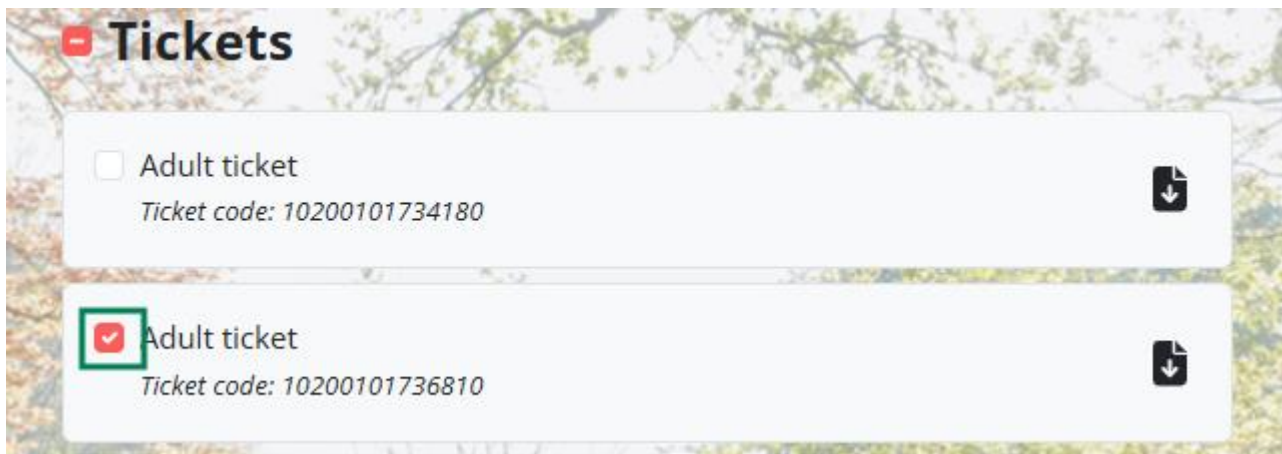
- Click on the **magnifying glass icon** to open and download the tickets. They are offered as PDF files, which you can print or save digitally.



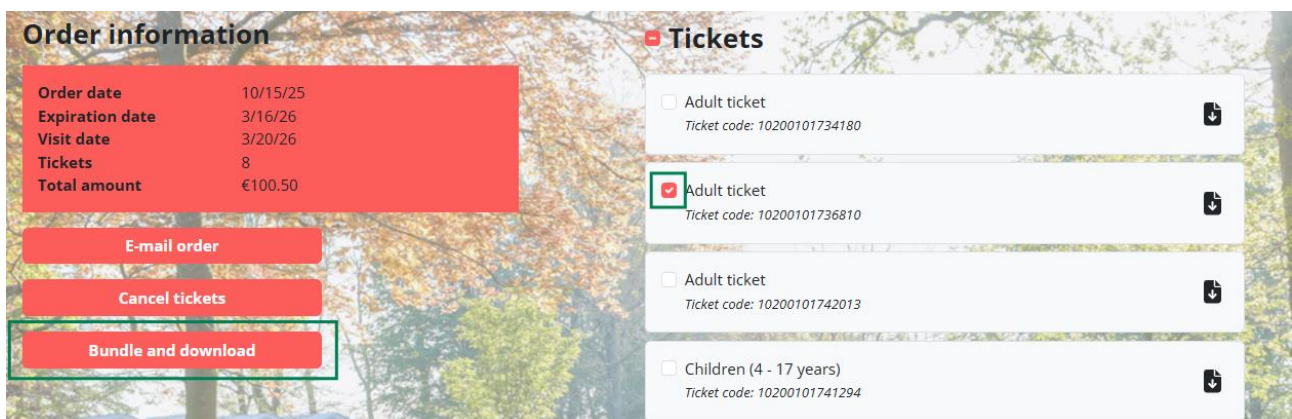
Downloading all tickets can be done in bulk via the checkmark next to "**Tickets**".



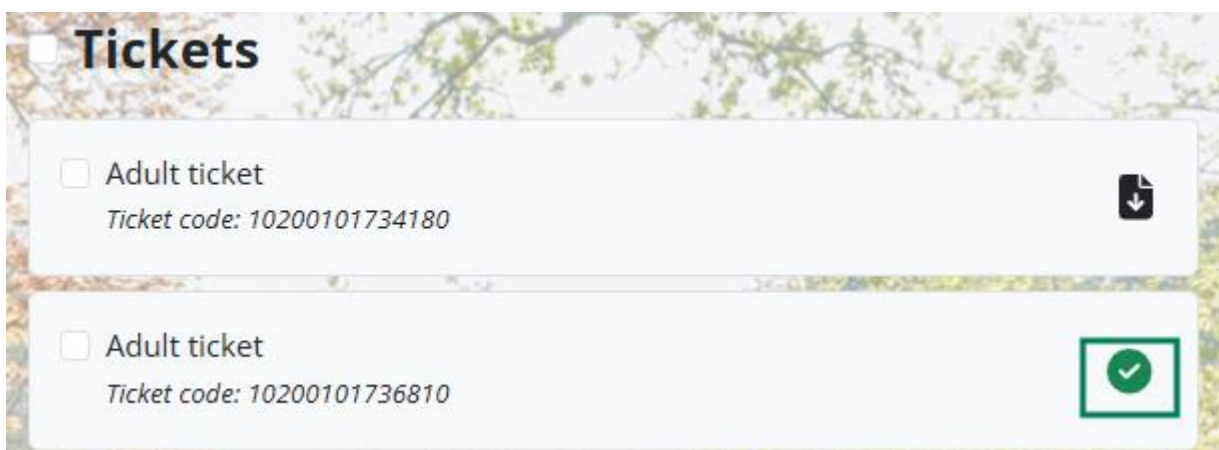
If you want to download some of the tickets, you can do so by clicking on the check mark of the individual ticket code(s).



After ticking the correct ticket code(s), click on the **"Bundle and Download"** button.



If you've downloaded a ticket before, you'll see a green checkmark next to the ticket code.



Sending tickets:

It is also possible to send the tickets directly from the Reseller Portal.

Please note: the order can only be sent as a whole; it is not possible to send parts of the order separately. If you do want to issue the tickets in parts, download the tickets separately and send them yourself via a separate e-mail.

If you want to send the order (all tickets in its entirety) via the Reseller Portal, first select all tickets by clicking on the checkmark next to **"Tickets"**. Then click on the **"Email Order"** button, enter the recipient's email address, and click the **"Send"** button.

The screenshot displays the 'Order information' section on the left and a list of tickets on the right. The 'Order information' section includes a red box with the following details:

Order date	10/15/25
Expiration date	3/16/26
Visit date	3/20/26
Tickets	8
Total amount	€100.50

Below this box are three red buttons: 'E-mail order', 'Cancel tickets', and 'Bundle and download'. The 'E-mail order' button is highlighted with a green box. To the right, the 'Tickets' section is highlighted with a green box and contains a list of four tickets, each with a checked checkbox and a download icon:

- Adult ticket (Ticket code: 10200101734180)
- Adult ticket (Ticket code: 10200101736810)
- Adult ticket (Ticket code: 10200101742013)
- Children (4 - 17 years) (Ticket code: 10200101741294)

The screenshot shows the 'E-mail address' input field, which is highlighted with a green box. The text 'example@ticketcounter.eu' is entered into the field. Below the input field are two buttons: 'Cancel' and 'Send'. The 'Send' button is highlighted with a green box.

Cancelling ticket(s)

You can cancel your order up to 100% of your total number of tickets booked up to 4 days before the visit date.

Find the order in your overview:

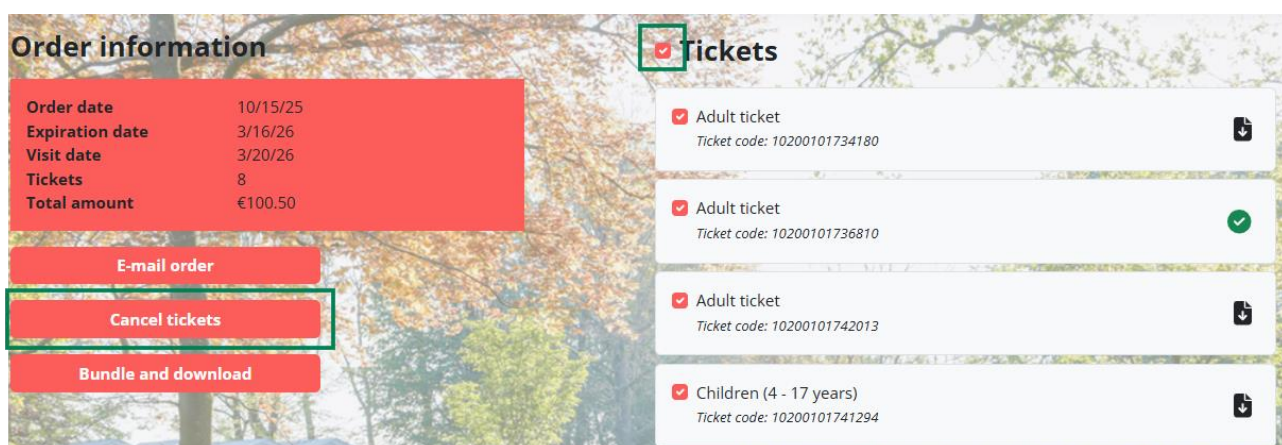
- Go to the **"My Orders"** section, where you'll see a list of your purchases.

Click on the magnifying glass icon:

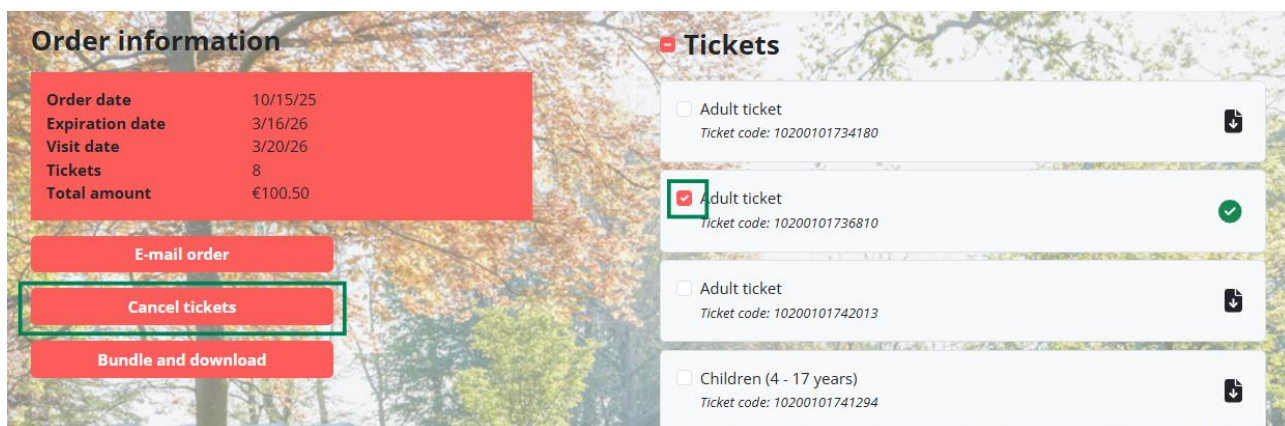
- With every order, you will see a **magnifying glass icon**. This icon is located next to the order for which you want to cancel the tickets.

Annuleer de tickets:

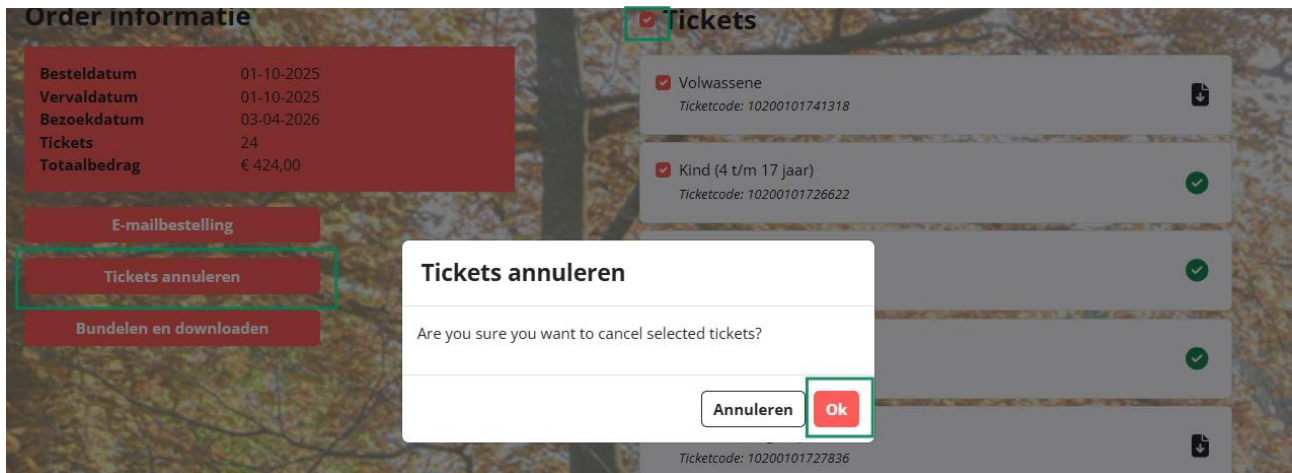
- Tick the ticket code(s) you want to cancel.
- If you want to cancel the order in its entirety, check all ticket codes by clicking on the check mark next to **"Tickets"**



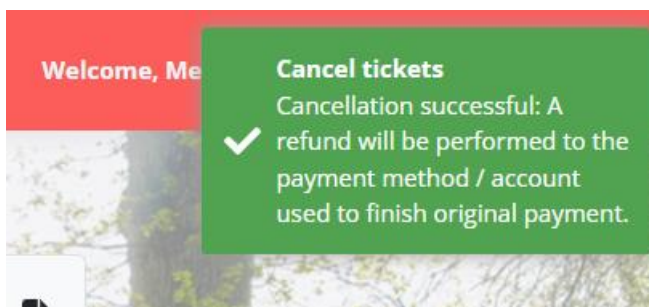
- If you want to cancel part of the order, check the desired ticket code(s).



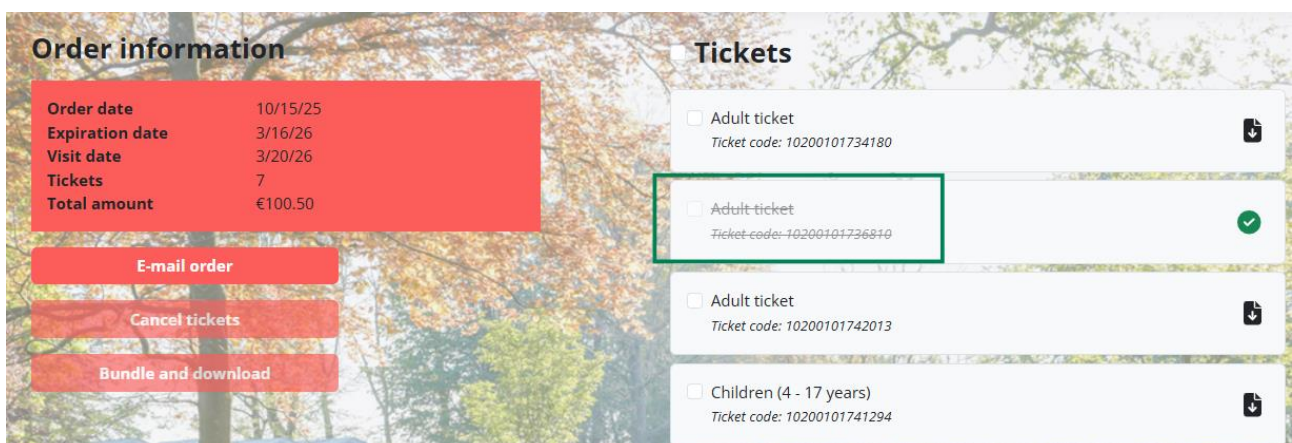
- After checking the box, click on the "**Cancel tickets**" button and confirm it via the "**Ok**" button.



After confirming the cancellation, the refund will automatically be made via the original payment method/bank account. The cancellation has been made correctly if you see the message Cancellation in progress in the top right corner of the page .



The cancelled ticket code will be marked with a removal line in the "**Tickets**" list



If you have cancelled the order in its entirety, the order will have a deletion line in the **block overview** of your orders.



Contact

You may run into other problems while ordering or that you have further questions. Please contact our customer service free of charge:

Monday to Friday (including public holidays): 9:00 a.m. - 5:30 p.m.

Saturday and Sunday (including public holidays): 8:30 a.m. - 12:30 p.m

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

Always check the error message indicated by the system and follow the steps indicated there. If necessary, take a screenshot of this error message.