



NOORD-HOLLAND MID-PENINSULA FOUNDATION GROUP DAY EXCURSION GENERAL BOOKING CONDITIONS

1 Agreement

1.1 An agreement is created when the customer has made a reservation by email/ telephone or fax and the Noord-Holland Mid Peninsula Foundation Group (hereafter Tourist Information Service or VVV) made a confirmation in writing of the reservation.

1.2 The reservation has to be signed and returned to the VVV department reservations.

2 Cancellation

2.1 Cancellations must always be indicated both by telephone and in writing. The written cancellation must include the name, reservation number, signature and date.

2.2 For reservations cancelled five or more working days before the start of the programme, costs are completely dependent on agreements between the Tourist Information Service and the suppliers in question (those responsible for parts of the day's programme), but recognise a minimum of € 50.-. These costs are passed on to the customer in all fairness of costs incurred.

2.3 In the case of reservations cancelled within five working days of the start of the programme, 100% of the costs are passed on to the customer.

2.4 In the case of reservations in which the customer does not show up, a "no show" condition applies in which 100% of costs are passed on.

3 Change in numbers

3.1 The Tourist Information Service provides the customer with the option of changing the number of persons as many times as necessary for no cost, up to 14 days before the start of the programme. Between 14 and 5 days before the start of the programme, the number may be decreased by a maximum of 20% only. In the case of a decrease of more than 20%, costs incurred above 20% are passed on to the customer.

3.2 If numbers are reduced within 5 working days of the start of the programme, the Tourist Information Service is required to pass on 100% of costs to the customer.

4 Complaints

Despite all efforts made, it is still possible that the customer may have a justifiable complaint. This complaint must be submitted to the supplier immediately. If the complaint is not appropriately dealt with, it may be submitted to the Tourist Information Service.

5 Liability

The Tourist Information Service is not responsible for damages incurred as a result of disaster from parties or incidents outside of its control, either during or following the (day) excursion.

6 Payment

6.1 The payment has to be done in the term that is mentioned in the invoice, at least before the program will take place. For the payment it is possible that we request information of the credit card and/or an copy of the transfer.

6.2 When the payment is not received, the tourist information service has the right to cancel the reservation.

7 Delay

If the group cannot be present at the time previously agreed, the group's contact person must contact the Tourist Information Service. The Tourist Information Service will do its utmost to include the complete programme at a later time of commencement. The Tourist Information Service retains the right to cancel certain segments in consultation with their suppliers without right to recompense.

8 Compensation

Compensation takes place according to conditions. If the customer has a right to compensation, this takes place afterwards, by credit transfer to the customer's bank account.

9 General reserve

The tourist Information office has the right to make changes in the programme if it is necessary.