



## General Booking Conditions VVV Zandvoort



### Agreement:

An agreement is established between VVV Zandvoort and the customer when the customer has submitted a request by telephone or in writing (by e-mail, fax or by post) and VVV Zandvoort has confirmed this request in writing or by telephone. The confirmation must be returned to VVV Zandvoort, signed, within 10 days. Confirmation is also possible via e-mail approval.

In the event of non-return of the signed confirmation, VVV Zandvoort is authorised to cancel the booking without notice. The person entering into the agreement on behalf of or in the name of the group (the customer) is fully liable for all obligations arising from this agreement.

### Payment:

Payment must have been made within the specified period and under all circumstances before the start of the programme, unless otherwise agreed and confirmed in writing.

Any additional costs must be paid by the customer to the service provider in cash or by PIN payment, unless otherwise agreed and confirmed in writing.

The following items are not included in the total price:

Transport by coach, unless otherwise agreed in writing.

Costs of travel luggage, accident, medical expenses and cancellation insurance.

Any additional costs for additional meals/drinks and materials used.

VVV Zandvoort is authorised to cancel the booking in the event of late payment. Any money already paid cannot be refunded. For bookings within five working days, proof of payment will be required.

Take account of the fact that a payment by bank or giro can take up to five (working) days.

### Prices:

**Unless otherwise stated, published prices apply per person. The published prices are based on the prices and conditions as known during the drawing up of the programme.** VVV Zandvoort reserves the right to alter the price before the booking is made, if necessary due to price increases from third parties, including applicable VAT regulations.

### Delay:

If the group/customer is unable to attend at the agreed time, you must contact VVV Zandvoort or the supplier specified on the confirmation. VVV Zandvoort reserves the right to cancel or shorten certain components, in consultation with service providers, without any right to refund arising as a result.

### Refund:

If the customer is entitled to a refund, payment will be made subsequently by transfer to the bank/giro account of the customer. Booking costs will at all times be charged.

### Cancellation:

Cancellations must always be notified by telephone and in writing. The written confirmation of the cancellation must include the name, booking/invoice number, signature and date.

Up to two weeks before the start of the package, you can cancel free of charge; only the booking costs will then be charged.

After that time, the cancellation costs payable amount to the following percentage of the total amount;

between 14 and 7 days before the start of the package	25%
between 7 and 5 days before the start of the package	50%
from 5 days before the start of the package and no show	100%

The same regulations apply to the cancellation of any number of participants from the group.

All booked programmes will always take place, irrespective of weather, unless the service providers decide otherwise due to (hazardous) conditions.

If the programme is cancelled, fallback options will be considered. These options could include a different programme or a different date. If a different programme is chosen, the costs of which turn out to be higher, the difference must be paid by the customer. If the costs are lower, the customer is entitled to a refund.

### Alterations:

Alterations can only be made by telephone to the Marketing department VVV Zandvoort, telephone number +31(0)23-5737933. Open from Monday to Friday 9 a.m. to 5 p.m. (no rights may be derived from alterations passed on via voicemail, fax and e-mail).

VVV Zandvoort offers the customer the possibility of altering the number of participants (within a margin of 10%) free of charge at the latest up to 5 working days before the start of the package or informing us of special dietary requirements, by telephone.

Alterations made by the client to the agreed programme will be catered for if and in as much as possible.

In addition to the altered total price, the customer will be required to pay €10 administration costs per alteration, unless higher expenses can be proven.

### Complaints:

Despite the intervention of VVV Zandvoort, customers may have justified complaints. These complaints must be submitted to the service provider on site, and, if possible on the same day to VVV Zandvoort.

If the complaint is not satisfactorily solved, it must be submitted to VVV Zandvoort in writing, with supporting arguments, within 1 month.

### Liability:

The VVV is not liable for any form of damage as a result of external causes during or arising from the package.

### General reservation:

VVV Zandvoort reserves the right to make alterations to the travel route / programme components, if necessary on urgent grounds.