

# Terms and Conditions

Hospitality Zaltbommel bv

## PROGRAM

### **Composition of the trips**

Some of our tours are composed of several parts. Different cancellation conditions may apply to these parts, which differ from the regular and industry conditions. If this is the case with your trip, this will be indicated on the booking form.

### **Connecting parts and times**

Hospitality Zaltbommel observes ample time in the program and between the various components. It cannot therefore be held liable for any costs if you miss a connection. Please note that during the tour you sometimes have to get up early for a car ride, flight or excursion.

### **Amendments**

Hospitality Zaltbommel reserves the right to change the route at the last moment before the start of the trip and locally at the time of the round trip if circumstances give cause to do so, such as in the event of force majeure due to weather conditions, traffic blockages and calamities. It also reserves the right to change the travel sum if changes in transport and accommodation costs give cause to do so. We ask for your understanding.

### **Currency and subject to price changes**

All prices mentioned in this appendix are per person in Euros, unless stated otherwise. Prices of flights, accommodation and transport can change in the period after booking and before the start of the travel program. With regard to services, the costs of which have increased significantly after booking before full payment has been made by the customer and before the services have been purchased in full, Hospitality Zaltbommel reserves the right to charge these additional costs as a result of the purchase of services to the customer.

### **Misprints**

The individual travel program and publications in general terms are at all times subject to printing errors. Any errors in the published information and/or prices will be communicated with your booking.

## AIRPORTS, FLIGHTS AND AIRLINES

### **Departures from airports, hubs and other stopovers**

For international flights and other transport options, you must be at the airport at least 2 1/2 hours before departure. The correct departure times are stated in your ticket.

### **Flights and flight times**

Because our travel program is mainly based on scheduled flights, we would like to point out that routes, flight dates and flight times are always subject to change. Hospitality Zaltbommel cannot be held responsible for changes made or caused by the airlines.

### **E-ticketing**

Almost all airlines use E-tickets. Instead of a paper ticket, you will receive an E-ticket confirmation containing the flight details and an E-ticket number. You will need this E-ticket during check-in. Hospitality Zaltbommel is based on the dates, times and conditions stated on the E-tickets, such as the personal meet & greet at the airport on arrival and the transfer prior to departure.

## **ACCOMMODATION**

### **Classification**

The hotel classification of the hotels mentioned is based on the classification of the Netherlands.

### **Construction activities and failures**

To improve your destination, construction activities may occur in or near your accommodation. Unfortunately, we have no influence on this, for which we ask for your understanding.

Neither the accommodation provider nor Hospitality Zaltbommel can be held liable for failures in water or electricity supplies.

### **Smoking/No smoking**

Please note that smoking is prohibited in many public places, museums, accommodations, restaurants, etc. We ask for your cooperation.

### **Leaving the room or apartment**

The international rule states that a hotel room must be vacated by 12 noon and an apartment by 10 am. The tour guide on site will inform you of the correct time. In some cases you can extend the room reservation by a few hours for an additional payment on site.

## **TRANSPORT**

### **Means of transport**

If you are with 1 to 4 people, transport is carried out with an air-conditioned passenger car. However, it is possible that the transfer or the tour is carried out by air-conditioned bus instead of a passenger car. When transporting 5 people or more, a bus is always used.

### **International company and SIB**

During trips in international company and during SIB trips (seatin bus), it is possible that the guide gives bilingual explanations. The total group can consist of max. 40 people.

### **Seatbelt**

Wearing seat belts is mandatory in the countries we offer. Hospitality Zaltbommel and its implementing partners cannot be held responsible for not wearing the seat belt and the consequences thereof.

### **Luggage**

In the passenger car or passenger bus you are entitled to take a suitcase of max. 20 kg and hand luggage. You are responsible for carrying the luggage yourself. Deviating agreements can be made in prior consultation with Hospitality Zaltbommel and with the driver.

Different conditions may apply for charter and scheduled flights. We advise you to check these conditions carefully.

### **International driver's license**

In many countries, an international driver's license is required. If you intend to drive a car yourself, we recommend that you purchase an international driver's license.

## **FIELD TRIPS**

### **Start of excursions**

Please note that some excursions take a full day and therefore start early in the morning. We ask for your understanding.

### **Arrange excursions yourself and on site**

In most destinations you can book excursions locally before and at the time of the trip. We would like to point out that if you arrange these excursions yourself, they are beyond our responsibility and are entirely at your own expense and risk.

The transport to and from these places of excursions involves additional work and does not fall within the scope of the travel program, unless these are expressly included in the program or are included in consultation.

### **Holidays and closure**

It is possible that national or regional holidays are celebrated during your trip and that certain museums or other places of interest are not open. We ask for your understanding.

## **CRUISES**

### **Cruise**

If you book a trip that includes a cruise, we would like to point out that the ship does not sail every day. Depending on the travel program and location, excursions can be made from the ship.

Due to weather and traffic conditions, water levels, or as a result of (imminent) calamities, it may happen that for your health and safety the ship sails differently, shortens and/or in less than the number of days described. Due to circumstances it is not always possible to follow a precise time schedule, we ask for your understanding. An alternative route will then be followed in consultation.

## **OTHER**

### **“Sustainable Tourism”**

Sustainable tourism concerns travel taking into account local people and customs and with respect for local natural conditions, so that travel is still possible in the future. Hospitality Zaltbommel feels involved in this. The travel program describes how we apply this concern for people, culture and the environment. As a traveler, you are also an indispensable link in this, we ask for your understanding when it comes to local people and the environment.

### **Payments and banknotes**

We would like to point out that increasingly accommodations, restaurants, museums and other places only allow electronic payments. Prepare your payment options well.

### **Gratuities**

Gratuities are not required, but are appreciated. Gratuities are at your own expense.

### **Diet and medicines**

If you are on a diet, we ask you to indicate this when booking. We do our best to take dietary requirements into account as much as possible, but we can never guarantee the implementation of your diet. Any additional costs on site must be settled with the hotelier yourself.

If your diet or other medical care is essential, you should pass this on as essential. If you are taking medication, it is advisable to have a copy of your prescriptions, possibly with the Latin name, in your hand luggage and your luggage, so that a local doctor or pharmacy can provide it to you in case of loss.

## **Vaccinations**

The traveler is responsible for his/her vaccinations. The information about vaccinations can change, you should check yourself whether this information is still correct.

## **Administration costs**

Hospitality Zaltbommel will charge administration costs when booking. The administration costs are not included in the prices, in case of cancellation these administration costs are not refunded.

## **Additional changes**

If you have additional wishes after your booking that change the existing travel agreement, we will charge a change fee of € 39.00 per booking.

## **Cancellation fees**

In case of cancellation, the administration costs amount to € 39.00 in addition to the usual cancellation costs.

## **Substitute**

If the traveler has to cancel the trip, there is the option of substitution.

## **Complaints**

In the unlikely event that you are dissatisfied with something, we request that you report this immediately to your tour guide and/or driver. If this does not resolve your complaint to your satisfaction, you should contact the local representative of Hospitality Zaltbommel.

In this way, your complaint can be resolved immediately. If the complaint has not been satisfactorily resolved on the spot and if you wish to approach us about this, you must inform us of this in writing within one month of your return. You must enclose proof with your letter showing that you immediately reported your complaint on site.

Complaints that have not been reported to the local agent or to us at the time they arose (i.e. not after the trip) are not dealt with by us.