

## **TERMS AND CONDITIONS EXPERIENCE LOCAL | TOURS**

Reservation, confirmation, payment, cancellation, liability

### **EXPERIENCE LOCAL | heritage, food & events**

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### **RESERVATION, CONFIRMATION AND PAYMENT**

1. The agreement is effective as soon as arrangements regarding the reservation by Experience Local and the participant/client have been confirmed by e-mail or Whatsapp.
2. When making a reservation, you will be asked to pay the amount in forward. If you are asked for a deposit, the agreed amount must be paid within the agreed timeframe and in any event before the activity has taken place. Otherwise, Experience Local reserves the right to cancel the reservation without consultation.
3. The remaining amount must be paid at the beginning of the tour, either in cash or by debit card (if agreed otherwise by e-mail).
4. Reservations booked less than 24 hours before the tour starts, take place in consultation with Experience Local. The entire payment will be made at the beginning of the tour.

### **CANCELLATION**

1. Tours can be cancelled if the guide, for whatever reason, is unable to offer his or her service. Attempts will be made to plan the tour at another time. If this is not possible, the full amount will be refunded to the participating party(s).
2. The participant is entitled to cancel the reservation by e-mail or by telephone. The following is then applicable:
  - There are no costs if the cancellation is made up until two days before the beginning of the tour.
  - In case of cancellation within two days prior to the booked tour and no show we will not refund any money.
3. Price changes are reserved. These will always be re-confirmed in accordance with the participant. Both parties can in this case proceed without charge to cancellation.

## **LIABILITY**

1. The responsibility of Experience Local and / or our agents and representatives is very limited. Experience Local uses partners, for example, to rent bicycles, boats, additional local guides, to reserve at museums and restaurants and as such is not liable for injury, damage, loss, accident, delay or irregularities that may be caused by dealing or failing to carry out their services.

Experience Local is not responsible for (deliberately) negligent acts or omissions of parties involved in (partial or defective) delivery of services. When booking through Experience Local, the participant agrees that he / she will not hold Experience Local and her partners responsible for accident, injury, costs, material damage, theft or personal loss. The participant is responsible for having a valid travel insurance.

2. All participants in any tour organized by Experience Local must be in sufficient shape to participate in the tour, so that it can reasonably be expected that participation without physical damage or injury, temporarily or permanently, will be possible. The above rule of thumb does not affect, and points out, the individual responsibility of each participant to judge by himself whether he is physically able to complete the tour without any problems.
3. Fines as a result of traffic offenses are fully charged by the offender
4. The participant is obliged to handle bikes, boats and other available material as reasonably expected of any person. This means that if there has been a loss of bikes or other material available after the end of an activity, this is the responsibility of the participant and that the repair costs and other possible costs are charged accordingly.

## **PROMOTIONAL MATERIAL**

Experience Local can use photo and video material created during activities for promotional purposes on our social media channels. In accordance, we can not post or remove material, if desired and where possible.