



Cancellations- and changing costs

Realisation agreement:

An agreement is realised when Haarlem Marketing / VVV and the customer have agreed on a verbal or written reservation either by telephone or by writing. After that Haarlem Marketing / VVV will send the customer a confirmation that has to be signed and returned within 7 days. These cancellations- and changing costs will be applied from the moment an agreement is settled.

The person that undertakes the agreement on behalf of a group (the customer) is responsible for all obligations as a result of this agreement.

Payment:

The costs for a by Haarlem Marketing / VVV reserved day program or longer program have to be paid at least 21 days before the day of the trip, except when both parties has agreed differently by writing. By delayed payment Haarlem Marketing / VVV has the right to cancel the reserved program without notice. Already paid costs then will not be refunded.

In the published costs for the trip are included, all in the day program described matters. For one reservation the mediation costs are maximum € 16,00.

When a customer is late it can has consequences; parts of the program may have to be cancelled. Costs for the cancelled parts of the program will not be refunded.

In the costs for the trip aren't included:

- Transportation by touring car, except when both parties has agreed differently by writing.
- The costs for luggage-, travel accidents-, health and cancellation insurances. Extra costs for extra drinks and used materials.

Possible extra costs will be directly paid by the customer on the day of the trip by the concerned supplier, except when both parties has agreed differently which is confirmed by Haarlem Marketing / VVV by writing.

Unless reported differently the published prices apply per person. The published prices are based on prices and conditions, as they were known during the draft of the program. Haarlem Marketing / VVV remains the right to change prices before the agreement is realized when causes due to price increasing by thirds, among which the apposite BTW-regulations.

Please take into account that the transfer of your payment takes time.

Conditions for cancellation:

When a reservation is made undone, or changed, the following costs will be charged, except when both parties has agreed differently in writing.

- By cancellation more than three months before the program takes place, € 50,00 will be charged.
- By cancellation more than two months before the program takes place, 15% of the total costs will be charged, with a minimum of € 75,00.
- By cancellation more than one month before the program takes place, 35% of the total costs will be charged.

- By cancellation more than fourteen days before the program takes place, 60% of the total costs will be charged.
- By cancellation more than five days before the program takes place, 85% of the total costs will be charged.
- By cancellation in the fifth day or less before the program takes place, 100% of the total costs will be charged.

When because of circumstances, exclusively due to the own conduct of business of Haarlem Marketing / VVV, by Haarlem Marketing / VVV is decided that the program will not proceed or when changes in the program has to be made, Haarlem Marketing / VVV obliges itself to immediate notification to the customer.

When the program will not proceed, Haarlem Marketing / VVV obliges itself to refund the already (complete or partly) paid amount.

Changing costs:

Changes made by the customer in the agreed program can be attended to as far as possible. When there are changes in the program, the customer has to pay € 10,00 besides the changed costs for the trip, as far as no higher extra costs can be verified. Changes in the agreed program, that are made between reservation and the actual trip, will be invoiced within fourteen days.

Reduction of the number of participants within a margin of 10% can be made known until five days before the start of the reserved program 12.00 am. After then the last known number of participants count. When the reduction of the number of participants is more than 10%, the costs mentioned in the conditions for cancellation will count. A reduction or increasing of participants needs to be made known by telephone. When you change the number of participants more than ones, we will charge you € 7,00 changing costs for every new changing.

Changing of date for an arrangement, excursion or special daytrip (a program composed out of different parts costs € 10,00 for every time a changing is made.

Changing of the number of participants or wishes due to a special diet has to be made known to our organisation at least five days before the program takes place.

Changing costs by 'open date' reservations:

Changing of a date by regular 'open date' excursions/workshops is free of charge the first time. After that we charge € 4,50 for every changing.

Complaints:

Despite of the punctual handling of all requests and organisation of booked day programs it is possible that a customer means to have a justified complaint. This complaint needs to be handed in to the deliverer of the service immediately and when possible on the same day to Haarlem Marketing / VVV. When immediate handing in of the complaint isn't possible, it has to be made known by writing and motivated within one month after the trip to Haarlem Marketing / VVV.

Be alert: making known changes can only happen by telephone to the department group reservations of Haarlem Marketing / VVV, phone number 023-5712262. The department can be reached from Monday till Friday from 9.00 am till 17.00 pm (on changes made known by voicemail, fax or e-mail can't draw any rights). Cancellations need to be made known by writing and dated.

These conditions have been deposited at the Chamber of Commerce