

## **Terms and conditions**

Guided walks- guided (half) day tours- multi-day tours- guided museum tours

Annemieke Brouwer

### **1. Tour programme**

1.1 The tour programme may differ from the programme previously discussed. The proposed tour programme

should therefore be regarded as provisional.

### **2. Cancellation**

2.1 Clients wanting to cancel a booking should do so in writing, either by fax or by email. If a booking is cancelled

less than 48 hours before the start of a tour, tour fees cannot be returned. If a booking is cancelled more than 48 hours before the start of the tour, a cancellation fee of € 7,50 for guided walks and € 25,- for other tours will be charged.

### **3. Cancellation by Annemieke Brouwer**

3.1 Annemieke Brouwer reserves the right to cancel tours.

3.2 In case of cancellation, the client will be notified immediately.

3.3 Fees already paid will be refunded.

3.4 Annemieke Brouwer will not accept responsibility for any costs made by clients as a result of a cancellation

on her part.

### **4. Deposit**

4.1 Annemieke Brouwer has the right to ask for a deposit. Clients will receive an invoice that is payable within

seven days through account number 3051192 (Ingbank).

4.2 If clients book a tour less than seven days before the tour is to start, instead of a deposit, clients will need to pay in full within 24 hours.

### **5. Payment**

5.1 Full payment has to be received by Annemieke Brouwer within 14 days, unless tours are booked less than

seven days beforehand, in which case full payment has to be made within 24 hours.

5.2 If payment has not been received within 14 days, a 8% surcharge will be charged over the amount due.

5.3 If payment has not been received within two months after the closing date described under 5.1, clients pay

an extrajudicial collection charge of 15% over the entire amount due, with a minimum of € 250,-

### **6. Liability**

6.1 Guided walks and tours are entirely at the client's own risk.

6.2 Annemieke Brouwer does not accept any responsibility for damages incurred, directly or indirectly, by the client during a guided walk or tour or as a result of partaking in a guided walk or tour.

6.3 Clients exempt Annemieke Brouwer from all claims by third parties of damages for which clients are (partly) responsible.