



General Conditions Tour Company BV

1. Definitions

1. Consumer: the natural person who is acting for purposes which are not related to his trade, business, craft or professional activities;
2. Tours: tours organised by Tour Company BV;
3. Event: the public or private event at which – by way of example, but not exclusively – an activity of a tourist nature takes place, including – but not limited to – an excursion, a museum visit, a concert or a sports event;
4. Location: the place at which the event is held;
5. Organiser: the party responsible for the production and/or organisation of the event;
6. Distribution location: Miscellaneous stores where you can book the Tour Company tours
7. Agreement: the agreement between Tour Company BV and the consumer for the sale and delivery of vouchers;
8. Voucher: proof of access to an event.

2. Identity of Tour Company BV

Visiting address: Tour Company BV
Westerstraat 220
1601 AR Enkhuizen
Netherlands

Telephonenumber: + 31 228 85 00 55
Email: reservations@tourcompany.nl
Website: www.tourcompany.nl

Chamber of Commerce number: 61593036
VAT number: NL 8544.05.768.B01

3. Applicability

1. The General Conditions below and the booking and ordering conditions of Tour Company apply to all the offers, orders and agreements of Tour Company.
2. The General Conditions of the organiser and the General Conditions of the party responsible for the locations will also apply to the agreement.
3. In the event of any conflict between the provisions in the agreement or in these General Conditions and the conditions mentioned in article 3.2, the provisions in the agreement or in these General Conditions will prevail. Copies of the General Conditions of the parties responsible for the Locations or of the organiser are available on request.
4. The General Conditions of Tour Company is available on the website or on request.

5. By accepting an offer or making an order, the consumer explicitly accepts the applicability of these General Conditions.
6. Deviations from that stipulated in these Conditions are only possible in writing, in which case the other provisions will remain undiminished in force.
7. All rights and entitlements stipulated for Tour Company in these General Conditions and any further agreements will also apply for intermediaries and other third parties deployed by Tour Company.

4. Offers and Prices

1. All offers made by Tour Company are without obligation and Tour Company expressly reserves the right to change the prices, in particular if this is necessary as a result of statutory or other regulations.
2. All prices are indicated in euros, including VAT.
3. In certain cases, promotional prices apply. These prices are valid during a specific period as long as stocks last. No entitlement to these prices may be invoked before or after the specific period.
4. Tour Company cannot be held to any price indications that are clearly incorrect, for example as a result of obvious typesetting or printing errors. No rights may be derived from incorrect price information

5. Payments

1. Payments can be made by iDeal, credit card or by PayPal. If you would like to pay via bank transfer, please contact us and we will send you an invoice.
2. Transactions will be processed in Euro's and will appear on your statement as "Tour Company BV".
3. At the distribution locations of Tour Company you can also pay in cash.

6. Cancellations

1. Cancellation more than a week in advance : 15% administration fee
2. Cancellation between a week and 48 hours prior to departure date: 50% of the total amount plus administration fees that might be imposed
3. Cancellation less than 48 hours prior to departure date and time or no-show : no restitution.

7. Reservations

1. After approval of your payment your reservation is definitive.
2. You will get a confirmation of booking by email and you have to print your voucher.
3. Please check your confirmation / voucher and contact Tour Company immediately when the data is not correct.
4. Any amendment made after a booking has been confirmed may attract an alteration fee of € 10.
5. Cancellations and changes should always be made in writing by email or post to avoid any mis-understandings.

6. If an excursion is cancelled by Tour Company a full refund will be made, but no other liability shall be incurred.

8. Complaints

1. Complaints about the performance of the tour must be made in writing within 2 months after the consumer has found the defects, fully and clearly described and submitted to Tour Company
2. Submitted complaints will be answered by the Tour Company within a period of 14 days from the date of receipt. If a complaint has a foreseeable longer processing time, the Tour Company will answer within the period of 14 days with a notice of receipt and an indication when the consumer can expect a more detailed answer.

9. Other provisions

1. All agreements between Tour Company and the consumer, to which these General Conditions relate, the law of the Netherlands applies only.
2. Additional or different provisions of these terms may not be to disadvantage of consumers and should be recorded in writing.