

# General Conditions

## **Reservation information:**

To reserve your holiday with Dutch Heritage Travel, you must fill out our reservation form. It is important that all your questions have been answered, that you are committed to the tour date request, have reviewed options available, and that you have thoroughly reviewed the terms and conditions of booking. Submission of a reservation is an official booking request and a legally binding document. Changes after confirmation could incur a change fee.

Credit card information is required to secure the reservation, however we do not automatically charge your card as we provide other options for payment. The form will not submit without information, however.

Our bicycle protection covers the costs of repair or replacement, in case of an accident or mechanical failure. It also covers theft, but only if the bicycle was locked. It does not cover negligent behavior.

## **Confirmation Process:**

Upon receipt of your request, we will begin to process. We usually have an answer within 24 normal business hours. However, and especially during peak season or European holidays, confirmation could be delayed 2 or 3 business days.

Please do not make any air travel arrangements until you receive an official confirmation from us.

## **Payment:**

When a tour is confirmed, deposits are due. Final invoices are prepared 100 days before tour date or sooner if requested. Final payment is due by 90 days of tour date. If a tour is booked within 100 days of tour date, deposit stage will be skipped and final invoice will be prepared. Payments are accepted in euros and all taxes are included.

A deposit is required €250 per person per tour

If a tour is booked within 6 weeks of tour date, a final invoice will be prepared immediately.

## **Trip pricing:**

All prices are per person based on a double room occupancy. Single bookings usually will incur a supplemental fee. We do not include airfare with any of our tours.

Our prices are posted in euros.

**Passport information:**

Before you travel, please check your country's passport and visa requirements for the Netherlands (and of other countries you might plan to visit)

**Trip Insurance:**

Dutch Heritage Travel does not provide insurances. It is not a part of the trip package.

**Cancellation Policy and Late booking changes:**

Please view this policy carefully. It is important to note that this policy takes effect when we are informed of your official confirmation. We do our best to inform you immediately upon notice of confirmation, but due to differing time zones, there could be a delay. It is important to never submit a reservation unless you agree to the terms and conditions.

The cancellation policy from Dutch Heritage Travel applies when the cancellation of a tour is due to no fault of our own. Dutch Heritage Travel had made all the required and necessary arrangements and reservations for your trip. A cancellation must be made in writing. The timing of cancellations is guided by Dutch time (UTC +1). Cancellations received by email do not take effect until the following business day.

Cancellation fees are per person as follows:

- After reservation: up to 20% of total price
- 151-180 days before tour date: 25% of total price
- 121-150 days before tour date: 35% of total price
- 91-120 days before tour date: 50% of total price
- 61-90 days before tour date: 75% of total price
- 31-60 days before tour date: 90% of total price
- 0-30 days before tour date: 100% of total price

**Changes in bookings:**

To ensure a reservation on a tour departing in 65 days or less, full payment is required at time of booking.

Upon confirmation of your reservation, Dutch Heritage Travel, will email out a tour booklet (only one per room/family) about 3-4 weeks prior to tour departure. Obtaining travel and cancellation insurance is your own responsibility.

Dutch Heritage Travel retains the right to cancel a tour or trip under any circumstances. Should a tour or trip be cancelled, the you will be informed of this decision within 30 days (and at least , 15 days) prior to departure of your tour. Information regarding any of our tours is subject to change, and we reserve the right to make changes should it become necessary.

Any refunds due to cancellations and/ or changes in booking will be applied via method of payment. Bank fees/ credit card fees may apply depending on conditions of booking and nature of refunds. Cancellation/changes in reservations on the part of the client, in wich any refund is due, are subject to bank/credit card fees.

**Information Packet:**

Approximately 3 weeks before the start of your tour, we will email you all the tour information you need. We do our very best to honor requests for early travel information, however, please note that this is not always possible. If you need your travel information early, please, let us know and your request will be processed in the order it was received.