

General Terms & Conditions for Consumer Bookings through the Regional Tourism Agency De Langstraat (RBT)

Article 7: Alterations/ cancellations

1.1 In the event of alterations to programme components and/or starting times and/or the number of participants, the price of the outing may change. In addition to the adjusted purchase price, RBT is entitled to charge administration costs of €25.00 per alteration, insofar as no higher costs are shown to have been incurred.

1.2 Alterations to the number of participants within a margin of 25% may be made once up to 48 hours before the start of the programme free of charge, after which the previously recorded group size shall apply.

1.3 In the event of a reduction in the number of participants greater than 25%, the cancellation provisions (see article 1.5) shall apply.

1.4 Any additional costs ensuing from an increase in the number of participants shall be charged on by the RBT after the date of the outing.

1.5 If a booking is cancelled, the following costs shall be charged to the client per booking, unless otherwise agreed:

- a) in the event of cancellation more than three months prior to the date in question, 0% of the booking sum.
- b) in the event of cancellation more than two months prior to the date in question, 15% of the booking sum.
- c) in the event of cancellation more than one month prior to the date in question, 35% of the booking sum.
- d) in the event of cancellation more than fourteen days prior to the date in question, 60% of the booking sum.
- e) in the event of cancellation more than seven days prior to the date in question, 85% of the booking sum.
- f) in the event of cancellation seven days or shorter prior to the date in question, 100% of the booking sum.

1.6 Notice of cancellation has to be issued in writing and dated, e.g. by email.

1.7 In the event of a change of date, the cancellation provisions (see Article 1.5) shall apply. If the client books exactly the same programme for at least the same group size within six months, it will be granted a discount equivalent to 60% of the cancellation costs previously paid.

1.8 With a view to minimising the financial risks of a cancellation, accident or early cancellation, we advise the client to take out event, travel and/or cancellation insurance.

Article 2: Cancellation of the programme/alterations on the part of RBT

2.1 If, due to circumstances relating solely to its own business operations, RBT decides to either cancel or make alterations to the programme, RBT shall issue notice to the client.

2.2 In the event of cancellation on its part, RBT shall immediately reimburse the booking sum already paid (in whole or in part), though only if it is unable to offer the group comparable programme as a replacement.

Article 3: General reservation

3.1 As the organiser, RBT reserves the right to make changes to the package, provided there are well-founded reasons to do so.

3.2 As the organiser, RBT accepts no responsibility for photographs, leaflets and other information material insofar as published by third parties.

3.3 As the organiser, RBT accepts no responsibility for the quality and quantity of the catering contracted by it.

3.4 As the organiser, RBT accepts no liability for products and services provided. The client therefore avails itself of said products and services at its own risk.

Article 4: Terms & Conditions of Payment in the case of tailor-made programmes (not for online booking)

4.1 In making payment, the client agrees to the programme and the general terms and conditions applicable.

4.2 Payment has to be credited to RBT's account at least one week before the programme takes place.

4.3 In the event of late payment, RBT has no choice but to charge an additional fee of €12.00.

4.4 Any alteration to the number of persons shall be subsequently settled subject to the provisions of the cancellation conditions.

4.5 In the case of tailor-made programmes, the payment conditions defined in the offer shall prevail.

Article 5: Booking costs

5.1 RBT charges costs for arranging the booking:

5.2 If the client books directly online, a one-off booking fee of €7.50 is applicable, irrespective of the number of activities booked.

5.3 If the client books via RBT staff, the booking costs amount to €12.50 for one or two activities and €17.50 for three or more activities.

5.4 In the case of a tailor-made programme, a corresponding booking fee is applicable.