

## Terms and conditions Inezia Tours – Birding Holland



**Booking Procedure:** A reservation is made once a completed booking form, together with the appropriate booking deposit, have been received from you and confirmed by us.

When submitting your booking, it is implied and accepted that the 'lead name' (participant 1) on the booking form guarantees that he or she has the authority to accept, and does accept, on behalf of the party, the terms of these booking conditions.

**Payment:** A deposit of £ 150 per person is due upon confirmation of the tour, either by cheque or transfer into our bankaccount.

The **balance** is due 2 months prior to the start of the tour.

The date the balance falls due will be advised by us when we confirm your booking. If the balance has not been paid by the due date we reserve the right to treat your booking as cancelled and levy appropriate cancellation charges.

**Late Bookings:** Please note bookings accepted less than 2 months prior to departure must be accompanied by full payment at the time of booking. The amount of the deposit and the balance, as well as the account number and bank code will be supplied by Inezia Tours when confirming the tour.

**Cancellation:** You may cancel your booking at any stage. Cancellation must be advised in writing by the 'lead name' (participant 1) and takes effect on the day such notice is received by us. In the event of cancellation, the cancellation charges are as follows:

2 months (excluded) or more before departure	Loss of deposit only
2 months (included) – 22 days before departure	50% of the tour price
21 days or less before departure	100% of the tour price

To protect yourself against cancellation please ensure that you purchase travel insurance as early as possible. If the reason for cancellation falls within the terms of your insurance, the above charges will normally be refunded to you by the insurance company, less premium cost and any excess applicable.

If circumstances force you to leave a tour early, you will have to bear any extra costs involved, although these may be covered by your Insurance.

**Tour alteration:** We do everything possible to ensure each tour runs as advertised. However, we reserve the right to alter the holiday, or to substitute accommodation and/or leaders if necessary, in which case participants will be informed.

**Prices:** We reserve the right to change any of the prices shown on our contained in our brochure/website at any time **before** we enter into contract with you. If there is any upward change, we will notify you before we enter into such contract. If you have already booked and the change is downward, the price you pay will of course be the new lower price.

**Special requests** must be advised to us prior to departure and preferably at the time of booking. We will advise the relevant supplier(s) of your requirements but we cannot guarantee that such requests will be met. Furthermore, we have no liability to you if such requests are not met.

**Itineraries:** The birds, wildlife and itineraries within our communication with clients, website and/or tour information outline our planned programme but are intended only as a guide. You should see a reasonable proportion of the birds mentioned if you have good eyesight and participate fully in the tour. Our itineraries do not constitute contracts and we reserve the right to change them at any time for emergency, logistical or other reasons so long as these alterations are in keeping with the nature of the tour. The final decision for any change rests our experienced tour guide(s) who are best placed to assess the situation 'on the ground'.

Please note that the tourprice does not include any costs for transportation. You will not be charged for the transportation however, it is a free service provided bij Inezia Tours.

MADRIDSINGEL 12  
2408 EM  
ALPHEN A/D RIJN  
THE NETHERLANDS

TELEPHONE:  
+31-172-433758  
E-MAIL:  
INFO@INEZIATOURS.NL  
WEB:  
WWW.INEZIATOURS.NL

REGISTERED WITH THE  
DUTCH CHAMBER OF  
COMMERCE IN THE  
HAGUE: #27321253

## Terms and conditions Inezia Tours – Birding Holland

**Surnames and forenames** provided to Inezia Tours must be spelt exactly as on the client's passport. We accept no responsibility and resulting costs involved if air tickets are issued for client's names that do not match passport names. All passport, visa, travel insurance and health certificate requirements are entirely your responsibility and Inezia Tours accepts no responsibility.

**Conduct:** You must at all times strictly comply with the laws, customs and regulation of the countries visited, and conduct yourself in a manner deemed by the leader to be compatible with the satisfactory operation of the tour. We reserve the right to dismiss from the group any person unable or unwilling so to do. Any person so dismissed shall have no cause for complaint or refund, and shall bear all the extra expenses of his/her return home.

**Responsibilities and liability:** We will accept responsibility should the services we are contractually obliged to provide prove deficient or not of reasonable standard. We will also accept responsibility for loss or damage due to the acts or omissions of our employees, agents and suppliers. We will accept responsibility for the negligent acts or omissions of our employees, agents and suppliers whilst acting within the scope of their employment in respect of claims arising as a result of death, personal injury or illness to the client.

Claims in respect of the above matters shall (in respect of both liability and quantum) fall within the exclusive jurisdiction of the courts of The Netherlands. Dutch law applies to all products and services of Inezia Tours. All claims must be notified to us in writing within 28 days of your return from the holiday.

We shall be entitled to limit our liability in relation to the above in the manner provided by the relevant International Conventions in respect of air, sea and land carriage. We will accept no responsibility or liability in respect of: loss or damage to goods; loss, damage, delay or misdirection of your luggage and personal effects; death or physical injury unless resulting from proven negligence; claims arising out of carriage by air or sea (see above). We will accept no responsibility or liability in respect of claims arising out of your own acts or omissions, or those of a third party not connected with the provision of your holiday.

We will accept no responsibility or liability in respect of losses or additional expenses incurred as a result of transport delays, flight changes or cancellations, sickness, quarantine, war, riots or political crises, threat of terrorist activity, strikes, industrial action, government intervention, natural or nuclear disaster, fire, weather conditions, flood, acts of God or other similar events beyond our control. Any additional costs that result, such as extra flights and hotel accommodation, will be your responsibility and must be paid for directly at the time.

**Disabilities and medical conditions:** Many, but not all, of our holidays are suitable for people with certain disabilities and medical conditions. Please ask us if any doubt. In any case, if any client suffers from any disability or medical condition which may affect the running of the holiday, they must provide us with full details before the balance is due. We reserve the right to cancel a booking and impose the appropriate cancellation charges if such details are not provided. We further reserve the right to decline any booking whenever we feel unable to accommodate the particular needs of a particular client on that trip.

**Insurance:** All participants must be fully and adequately covered by insurance before setting out on holiday. Your insurance must cover you fully in respect of medical care and repatriation should you become too ill to continue with the tour, including the cost of emergency evacuation by helicopter or air ambulance should this be necessary.

**Complaints:** If you should have a complaint please notify the supplier or leader(s) as soon as possible in order that the matter can be dealt with promptly. If it is not dealt with to your satisfaction on the spot, the nature of the complaint should be stated in writing promptly and within 28 days of the date scheduled for your return from the tour.



MADRIDSINGEL 12  
2408 EM  
ALPHEN A/D RIJN  
THE NETHERLANDS

TELEPHONE:  
+31-172-433758  
E-MAIL:  
INFO@INEZIATOURS.NL  
WEB:  
WWW.INEZIATOURS.NL

REGISTERED WITH THE  
DUTCH CHAMBER OF  
COMMERCE IN THE  
HAGUE: #27321253