

- 1) *General terms and conditions:*
  - a) All mentioned guide rates are:
    - i) Excluding 21 % VAT. VAT is transferred to the land of origin.
    - ii) Excluding travel time/cost.
    - iii) all guide rates citytour, bike, walking tour Amsterdam excluding VMR (tourist tax of Amsterdam) - need to be paid by the client
  - b) Rates applicable for languages: Dutch, English, German and Spanish in the areas Amsterdam or Rotterdam. In Arnhem and Nijmegen English and German. Other languages available on request and a specialization surcharge will be charged.
  - c) Reservations only by email from Monday to Friday 09:00 – 17:00 (for extra regulations see the point practical working)
  - d) FREE cancellations until 5 working days before start of service.  
Cancellations within 5 working days: 50 % of the applicable rate.  
Cancellations within 3 working days: 75 % of the applicable rate.  
Cancellations within 2 working days or no-show: 100 % of the applicable rate.
  - e) A booking is definitive once you received the confirmation. Also for last minute bookings the cancellation costs will apply.
  
- 2) *Specific terms and conditions per published rate:*
  - a) Half day tours should finish before 13:30 hours or start after 13:30 hours and can last up to 4 hours. Tours that extend these hours will be charged as an additional hour, in case the afternoon tour starts between 12:30 and 13:30 or for a morning tour that ends between 13:30 and 14:30. Example: tours that start at 12 and finish at 15:00 are counted for as a whole day.
  - b) Full day tours are maximum 9 consecutive hours on one day and should allow 1 hour lunchtime.
  - c) In case the tour takes longer than expected with a maximum of 1 hour, an extra hour will be charged.  
If a tour takes longer than expected more than 1 hour, an extra half day will be charged.
  - d) Extra hours are also charged, when the tour is extended with 1 hour through reasons like: a too tight program or delayed transfer, flights and / or delayed trains. The guide will contact HTG Services before making the extra costs.
  - e) Standard working hours are between 8.00 a.m. and 20.00 p.m.  
If a tour starts or finishes outside these hours a surcharge will be applicable.
  - f) Lunch allowances: If the guide / tour manager can not have lunch with the group while on a tour on a full day service or there is no secluded space available where food brought from home can be eaten, a set amount for lunch will be charged .
  - g) Dinner allowances: If a tour finishes after 20.00 hours or the guide/tour manager must stay overnight with the group and no arrangements for dinner are made, a set amount for dinner will be charged. With the exception of tours starting after 17.00 hrs.
  - h) Our guides are primarily responsible for en-route commentary and route finding. Secondary duties may be e.g. assistance with check-inn at hotels, but neither the guide nor we can be held responsible for matters such as room-division.  
These responsibilities lay with the group leader or bus driver acting as such.
  - i) Walking tours: maximum 20 participants with an extension to 25, depending which area. The tour leader or driver count also as a participant. In case your group uses a whisper system we allow max 30 participants. For Amsterdam: max 15 participants in the permit area. Museum tours: maximum 15 participants or the official maximum of the museum.
  - j) Bike tours: maximum of 10 -12 participants in cities and a maximum of 15-18 participants during tours outside of the cities.
  - k) At this time, Guides require a special permit to guide in the red light district. For explanations guests are not allowed to take pictures, guests have to stand with their backs to the windows / ladies. If the guests do not comply with these rules, they can be fined for a penalty of over € 950,00. We do not take any responsibility for the behavior of guests.  
In case of fines, we will charge accordingly. Instructions of the guide need to be followed. If your guests do not follow the guidelines, the guide may decide to end the tour immediately (as the guide risks his/her special permit/penalty).
  
- 3) *Specific explanation and conditions for travel expenses / time:*
  - a) Rates and times are charged regardless of the actual costs or times for all tours starting outside the ring of Amsterdam.  
The travel time is added to the duration of the tour for the determination of the rate.
  - b) For unlisted places; please ask for advance information.
  - c) In case the tour will start or end before or after the end of the normal public transport schedule, charges will be calculated corresponding to taxi costs. We can only provide an estimate in advance.
  - d) Travel expenses and time will be charged when the start and end of a service is in another place.
  
- 4) *Specific terms and conditions for reserving a guide or tour manager:*
  - a) At the time of making a booking we will need to know at least the date, hours and language. When making the final booking we will need to know also the group's program with indication of the tour schedule. If there is no program, we cannot take responsibility when, for example, the tour extended or a walking tour is booked as a bus tour and the guide can't do a walking tour.  
For transfers or airport-duty: Please advise HTG of the exact (group) name to be put on the sign.
  - b) Always report the number of passengers when making a reservation for a walking- or a museum tour. See terms and conditions.  
By changes in the number of persons, please advice HTG as soon as possible.
  - c) Give as much as possible information about a group when making the final booking. A simple detail as a student-group is valuable to our guides. Also information about the group's entire program can be useful even if our guide only does a part of the whole program.  
If the group uses a bus/ car during (a part of) the program, provide the driver's details to HTG.
  - d) Always give us the reference number when making a booking.

- e) Preferences for a guide can not be guaranteed. When the preference is for a guide with other rates than the HTG rates, a surcharges will be charged.
- 5) *Other conditions during the guideservice:*
- a) Guides need to be present at least 15 minutes prior to the tour. For cruiseships 30 minutes in advance is applicable.
  - b) The guideservice is based on the program received in advance. The implementation of a (commercial) stop on one own's initiative is not permitted. In case the client / tourmanager desires a last minute change in the program the guide will contact HTG in advance and need to ask permission.
  - c) In case there are changes in the number of participants during the tour, the guide will inform HTG as soon as possible.
  - d) In case a private boat is part of the guiding service, then the guide needs to make the explanations on the boat by himself. HTG must be informed of this requested service on time.
  - e) In case there is a commercial stop where provision is paid, the guide will split the money with the busdriver and / or tourmanager 50/50.
  - f) If the guide has lunch or dinner at the same time as the group, the guide will sit separately from the group unless the group indicates otherwise.
- 6) *Telephone expenses:*
- a) For duties that require the need and use of a mobile phone, there is a standard surcharge of € 5,00. Duties for which we will charge this standard fee are e.g. airport-duties for which our guide must stay in touch with clients or tourmanagers over the mobile phone. If the expenses involved are considerably higher than € 5,00, the extra expenses will be charged.
  - b) If a tour involves many uncertainties about its execution and therefore our guide needs to contact the touroperator, directly or via us, an amount of € 1,50 will be charged per necessary call.
  - c) These rates exclude 21 % VAT.
- 7) *Guide details:*
- Before the start of each tour you will be informed of the name of the guide and his/her mobile phone number. We however, keep the right to change without notification the guide, also in last-minute matters. It's not allowed that the busdriver/ tourmanager call the guides in advance of the tour to make changes in the program. The phone numbers are to contact the guide on the day of the service.
- 8) *Abuse Guide details:*
- If the client uses the guide details provided by HTG for anything else than making contact for the assigned tour between the group and our guide for example by approaching the guide directly for guiding of a tour not booked through HTG, we will charge a handling fee of € 10.000,- per guide.
- 9) *Emergency contact:*
- Only for emergencies HTG can be reached outside office hours (Mon – Fri 09.00 a.m. – 17.00 p.m. or on Dutch public holidays) on our emergency mobile number: +31.6. 1592 2490. Please use this number just for emergencies.
- 10) *Complaints procedure:*
- a) Complaints about the services provided should be sent to us by email within 21 days after completion of the service.
  - b) All complaints sent to us within this period, will be answered in writing within a month after it was received. Only in special circumstances, e.g. the involved guide is away on a holiday for a period superseding this month, this time can be exceeded. We will inform the client involved in such cases.
  - c) All complaints will be answered after consulting the guide involved
  - d) Complaints do not automatically result in refunds.
  - e) Only complaints in which the malfunctioning of the guide is very clear to all parties, this may result in a refund of the services paid.
- 11) *Composition of the program:*
- The responsibility for the composition of the program that the guides have to perform is primarily with the touroperators and not by HTG.
- We can assist and give advice, but we are not responsible for careless, incomplete and / or too short planned programs.
- The touroperator is also responsible for providing a solid and clear program for the guides. If a clearly defined program is missing with matters such as time planning, addresses of stops, meeting points etc., then neither we / or the guide can be held accountable for complaints and / or problems at the time of the program's execution and / or afterwards. We would also like to point out that nowadays a short description such as half or full day in Amsterdam is often inadequate and leads to many irritations from group to guide and vice versa.
- 12) *Meeting points:*
- When passing on meeting points to your customers, please do so with the correct address and not the administration address of

the relevant location. A meeting point can be changed due to new restrictions / events in the city.

**13) Road works:**

Unfortunately, road closures and road works in the Netherlands are often only announced shortly before the start. Because of this, tours / programs can sometimes be adapted. That does not give right to a refund. It is unfortunately not possible to report all road closures temporarily for all places in the Netherlands where we are operating.

Please inform you customers that requests are subject to the situation in Amsterdam.

**14) Composition groups:**

Unfortunately, we are confronted with participants on a walking tour who are unable to walk for more than a few minutes.

For that reason, we would like to point out that participants in a walking tour who can not move without tools, go along on their own responsibility and the guide (especially in Amsterdam) can not take this into account regarding his / her route and speed.

**General restriction on published rates:**

All published rates are valid at the time of booking and will be changed only in case of forced legal financial changes on e.g. salaries, taxes, administration or obliged insurances.

As soon as the rules for guiding in Amsterdam change, we will inform the client.

**Practical working method**

- I. Touroperator will send HTG the reservations for guide services by email
- II. HTG sends two times a week an overview with all tours and guide names for booked tours taking place within max. 5 weeks.  
These lists also contain the correct mobile numbers of the guides.
- III. As soon as programs or changes are known, they are supplied to HTG by the touroperator.
- IV. HTG sends invoices on a frequent basis to the client based on the reference number.
- V. The touroperator will pay the invoices to HTG within 14 days, or 10 working days, after the invoice date.
- VI. Where there is a preference for a specific guide for a specific group, HTG will try to link this guide to the group in question as much as possible.
- VII. Proformas will be send ca. 4 weeks prior to the service date and must be paid 14 days before the services