



1) *General terms and conditions:*

- a) All mentioned guide rates are:
  - i) Excluding VAT. VAT is transferred to the land of origin.
  - ii) Excluding travel time and costs.
  - iii) Excluding VMR (entertainment tax). This applies to all guided tours (citytour, bike or walking tour) in Amsterdam. This tax needs to be paid by the client to the municipality of Amsterdam at the end of each quarter.  
<https://www.amsterdam.nl/en/municipal-taxes/entertainment-tax-boats-touring-cars/>
- b) All tariffs for other services are excluding VAT.
- c) Rates applicable for the languages: Dutch, English, German, French and Spanish in the areas Amsterdam or Rotterdam. In Arnhem and Nijmegen for Dutch, English and German. Other languages are available on request and a specialization surcharge will be charged.
- d) Reservations only by email from Monday to Friday (working days) 09:00 – 17:00 hours. (For extra regulations see the point practical working). During the weekend or on Public Holidays, please mail and call us for a last minute reservation.
- e) Free cancellations until 5 working days (Monday – Friday) before the start of the 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.
- f) 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 hours or for a morning tour that ends between 13:30 hours and 14:30 hours. For Example: tours that start at 12:00 hours and finish at 15:00 hours are counted 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 and more than 1 hour, an extra half day will be charged. The guide will contact HTG Services before making the extra costs
- d) Extra hours are also charged when the tour is extended with 1 hour through reasons like: a too tight program or a delayed flight transfer and/or delayed trains. The guide will contact HTG Services before making the extra costs.
- e) Lunch allowances: If the guide/tour manager cannot have lunch with the group while on a tour on a full day service a set amount for lunch (see our rate list) will be charged.
- f) 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. (see our rate list) With the exception of tours starting after 17.00 hours.
- g) 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 or HTG Services can be held responsible for matters such as room-division. These responsibilities lie with the group leader or bus driver acting as such.
- h) Walking tours: maximum 20 participants with an extension to 25, depending which city. In case your group uses a whisper system we allow max. 30 participants. For Amsterdam: max. 15 participants in the inner city of Amsterdam (permit area). The tour manager/driver also counts as a participant. The guide needs to have a permit. Number of participants can change if a municipality adjust the rules. People who cannot move around without aids can only take part in these tours on their own responsibility. The tour manager (mainly in Amsterdam) cannot be considerate due to the tour these participants take. Museum tours: maximum 15 participants or the official maximum participants of the museum.
- i) Bike tours: maximum of 10 -12 participants in cities and a maximum of 15-18 participants during tours outside of the cities.
- j) Guiding is not allowed in The Red Light District. HTG Services and our guides obtain the current rules as ordered by the municipality of Amsterdam. If this changes we will adjust us.

3) *Specific explanation and conditions for travel expenses / time:*

- a) The 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 cities; 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) The travel expenses and time will be charged when the start and end of a service is in another city.

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. At least 1 month for the start date of the tour we need to know the groups' program with indication of the tour schedule. If there is no program, we cannot take responsibility when, for example, the tour extended with the possibility of extra costs or a walking tour is booked as a bus tour and the guide is not able to do the tour due to physical problems which will occur due to long walks. For transfers or airport-duty: Please advise HTG Services of the exact (group) name to be put on the sign.
- b) Always report the number of participants when making a reservation for a walking- or a museum tour. See terms and condition 2h. By changes in the number of participants, please advise HTG Services 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. This prevents information from being repeated during the tour. If the group uses a bus/car during (a part of) the program, provide the driver's details to HTG Services.
- d) Always give us the reference number when making a booking.

5) *Other conditions during the guide service:*

- a) Guides need to be present at least 15 minutes prior to the tour. For cruise ships 30 minutes in advance is applicable.
- b) The guide service is based on the program received in advance. The implementation of a (commercial) stop on one's own initiative is not permitted. In case the client/tour manager desires a last minute change in the program the guide will contact HTG Services 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 Services 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 him/herself. HTG Services must be informed of this requested service on time.
- e) In case there is a commercial stop where provision is paid, the guide must deal discreetly with this and arrange with the driver and/or tour manager a money split. In HTG Services guide instructions, a distribution is laid down on the basis of 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 tour managers 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 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 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 bus driver/tour manager 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 Services 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 Services, we will charge a handling fee of € 10.000,- per guide.

9) *Emergency contact:*

Only for emergencies HTG Services 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. If this number changes unexpectedly, we will inform you about this immediately.

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 involved, may result in a refund of the services paid. All complaints will be answered after consulting the guide involved.

11) *Composition of the program:*

The responsibility for the composition of the program that the guides have to perform lies primarily with the touroperators and not with HTG Services. 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 a group to a guide and vice versa. Also to prevent this, we ask you to provide as extensive as possible programs for the guides.

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 may 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. The municipality of Amsterdam is introducing more and more restrictions on buses in the historic center. The result are logistic problems to reach the hotel, restaurant and places in the center. As soon as we receive new information for next year, it will be sent to you immediately. Please pass on to your customers that inquiries are subject to the current situation in Amsterdam.