

Terms and conditions



Content

Tour booking and payment	1
Cancellation & Refund Policy for walking, cycling and boat tours	1
Cancellation & Refund Policy for customized day programs and workshops	2
Safety on tour	2
Liability	2
Intellectual Property rights	2

Tour booking and payment

A tour can be booked via our website at the following web adres: www.erasmustours.nl. Tour bookings must be made at least 2 hours prior to the start time specified on our website. The tour must be paid in full prior to the tour via our website. Payment methods include iDEAL, Bancontact, SOFORT Banking, Bitcoin, KBC/CBC Payment Button and Belfius Direct Net. Cash payments are not accepted.

Cancellation & Refund Policy for walking, cycling and boat tours

It is possible to change or cancel a tour booking without fees up to 24 hours prior to the tour. A full refund will then be issued with the same method of payment with which the tour was initially paid. If a tour is cancelled between 24 and 2 hours of the start time of the tour, 50% of the tour cost will be refunded. This means that there is a penalty of 50% of the tour cost.

To change a booking or cancel a booking, we kindly ask you to contact us via phone or email. The cancellation is complete once you have received a confirmation email from Erasmus Tours.

Please note that the ticket/booking is not transferable, has no cash value and may only be used one time. The ticket/booking is time specific and can only be used at the specified date and time.

In the event that Erasmus Tours was to cancel a tour (for example due to extremely difficult weather conditions), a full refund will be issued with the same method of payment with which the tour was initially paid.

For additional questions, please contact us at info@erasmustours.nl or by phone at +31 87 78 444 00.

Cancellation & Refund Policy for customized day programs and workshops

To change a booking or cancel a booking, we kindly ask you to contact us via phone or email. The cancellation is complete once you have received a confirmation email from Erasmus Tours.

Cancellation terms of day programs are at the discretion of Erasmus Tours. The cancellation fee is dependant on the reservations made and the costs already incurred with our suppliers.

Safety on tour

All customers taking part in our tours are responsible for their own safety and well being. You are responsible to respect and comply with traffic regulations and street signs. We strongly advise that you wear a helmet during bicycle tours.

Liability

Personal safety and personal property are the sole responsibility of the customer. In taking a tour with Erasmus Tours, you agree that Erasmus Tours cannot be held responsible or accountable for accidents or injuries occurring during the tour. You also agree that Erasmus Tour is not liable in the event of damage to personal property, lost or stolen personal items during a tour. The customer acquits Erasmus Tours of any third-party claims in this regard. The Dutch law applies and cases can only be filed with an appointed judge in Rotterdam. The liability of Erasmus Tours cannot exceed the amount that is covered by our liability insurance.

Intellectual Property rights

All content and photos on our website is the property of Erasmus Tours and may not be copied or reproduced without the written consent of Erasmus Tours. The Erasmus Tours logo is the property of Erasmus Tours and may not be used without the written consent of Erasmus Tours.