

ANVR TRAVEL CONDITIONS 2024

YOU CAN REVIEW THESE TERMS AND CONDITIONS AT WWW.ANVR.NL



INTRODUCTION

These ANVR Travel Terms and Conditions apply to all trips you book with an ANVR member and have been adapted to the new Package Travel Agreement Act since July 1, 2018. These conditions were in consultation with the Consumers' Association, within the framework of the SER self-regulation coordination group. You can read these terms and conditions at www.anvr.nl.

The booking confirmation states which of these conditions apply to your trip: the ANVR Travel Conditions for Package Travel (§1) or the ANVR Booking Conditions for Individual Travel Services (§3). If it is not clearly which of these two conditions apply, the ANVR Travel Conditions for Package Travel will apply.

In addition to the ANVR Booking Conditions for Single Travel Services, the ANVR Linked Travel Package Conditions (§2) may also apply: see Article 1.2. of these terms and conditions.

WHY THESE TERMS?

Since January 1, 2018, Dutch law has been adapted to new European rules that better protect the position of the traveler than before. The ANVR terms and conditions have been adjusted accordingly. No changes have been made to these ANVR Travel Terms and Conditions 2024. We start with the ANVR Travel Conditions for package tours (§ 1), then the conditions that apply if you book a linked travel arrangement (ANVR GRA Conditions) (§ 2) and then the ANVR Booking Conditions for single travel services (§ 3). The GRA conditions are a new regulation devised by the European legislator to give you, as a traveler if you do not book a package holiday, a little more protection if you do book several travel services with different traders. In section 4 you will find an explanation of the sometimes difficult to read legal provisions. In the event of a difference in the explanation or interpretation of these terms and conditions and the law, the law always takes precedence.

ADDITIONAL CONDITIONS

The trader (which can be either the travel organizer or the reseller) may apply additional terms and conditions of its own in certain areas. These additional conditions must be laid down in writing (or electronically) before the (travel) agreement is concluded. These additions cannot affect your rights under the law or the ANVR Travel Terms and Conditions.

WANT TO KNOW MORE?

[Our video](#) on the ANVR YouTube channel tells you in 2 minutes in which cases it a package tour. Plus all the information about the new legislation and implications for Entrepreneurs in travel.

INDIVIDUAL TRAVEL SERVICES AND PACKAGE TOURS FROM NON-ANVR SUPPLIERS

If you book a separate travel service through mediation by the ANVR Travel Agent with a non-ANVR service provider (e.g. based abroad), the ANVR Travel Agent will clearly state in the booking confirmation that the ANVR booking conditions.

If you book a package tour with a non-ANVR travel organizer through mediation by the ANVR Travel Agent, the ANVR Travel Agent will clearly state in the booking confirmation that the ANVR Travel Terms and Conditions and the ANVR Booking Terms and Conditions do not apply.

In both cases you can submit your complaints about the advice/mediation provided by the travel agent to the Geschillencommissie Reizen. You cannot submit your complaints about the content and execution of the individual travel service or your package holiday the Geschillencommissie Reizen.

If you book a single travel service or package tour with a foreign service provider through the intermediary of the travel agent, the travel agent will additionally inform you that foreign law is also likely to apply to the contract.

If you book a package holiday via mediation by the ANVR travel agent with a foreign non-EU tour operator, the rules on this in the EU Package Travel Directive apply, and the basic principle is that the travel agent is responsible for the execution of the package holiday.

of the package tour and providing insolvency protection, and you can take complaints about content and performance to the Travel Disputes Committee (unless the travel agent can prove that the foreign non-EU tour operator meets these obligations).

The [Basic Package Travel Rights](#) are incorporated in the ANVR Travel Terms and Conditions for Package Travel and can also be in full at the end of this. Travelers can take note of these prior to booking.

§ 1. ANVR TRAVEL CONDITIONS FOR PACKAGE TOURS

TABLE OF CONTENTS

1. INTRODUCTION
2. ORGANIZER INFORMATION
3. YOUR INFORMATION
4. CONFIRMATION/REVOCATION BY THE ORGANIZER
5. CHANGES MADE BY THE ORGANIZER
6. HELP AND ASSISTANCE
7. PERFORMANCE OF THE CONTRACT AND ORGANIZER LIABILITY
8. YOUR RIGHTS
9. IF YOU WANT TO CANCEL
10. PAYMENT
11. YOUR FURTHER OBLIGATIONS
12. COMPLAINTS
13. DISCLOSED
14. FULFILLMENT GUARANTEE

ARTICLE 1

INTRODUCTION

- 1.1. These travel conditions apply to package travel agreements that the organizer enters into with you as a traveler.
- 1.2. Such organizer may also declare these travel conditions applicable to single travel services, such as accommodation; car rental; shuttle tours. The organizer shall then state this explicitly in the offer.
- 1.3. As a traveler, you have the right to cancel the travel without giving reasons within 24 hours of its conclusion, unless the organizer has excluded this right in the offer and confirmation by using the term: **final booking**. In this context, traveler is understood to mean only the main booker/tenant. You have no right of withdrawal if you conclude the package travel within 8 weeks before departure, nor in the case of so-called "cruise travel".
- 1.4. **Working days:** Monday through Friday from 09:00 to 17:30 and Saturday from 10:00 to 16:00, excluding holidays recognized in the Netherlands, unless the handler expressly states otherwise.
Weekend: the time between Friday 5:30 p.m. and Sunday night midnight.

ARTICLE 2

ORGANIZER INFORMATION

- 2.1. The organizer or, on behalf, the reseller has provided you with the legally required standard information as well as the main features of the travel services prior to the conclusion of this contract.
- 2.2. The organizer may attach the condition to the conclusion of the package travel contract that you take out travel insurance and may also ask you to prove that you have so.

- 2.3. The organizer bears no responsibility for general information in photographs, leaflets, advertisements, websites and other information carriers, if they are prepared or published by third parties.
- 2.4. If the organizer's offer is online, the information stated therein shall form part of the contract unless otherwise in the offer. The online of an organizer can change quickly. If you later want to be able to prove exactly what the entailed, make a printout of the screen (print screen) showing the organizer's offer when booking.
- 2.5. Without prejudice to the , it remains your responsibility to obtain additional information from the relevant authorities regarding passports, visa requirements and health formalities (including vaccinations), and you must also check in good time before departure that the information previously obtained has not changed in the meantime.
- 2.6. In the case of air travel, the trader will inform you of the identity of the operating as soon as this is known to the organizer. The final departure and arrival times of transport parts of the trip are stated in the travel documents at the latest.

ARTICLE 3

INFORMATION TO BE PROVIDED BY YOU

- 3.1. In good time before the conclusion of the agreement, you will provide all information about yourself and the travelers you have registered that may be important for the conclusion or execution of the agreement. This includes in any case your cell phone number(s) and your e-mail address(es).
- 3.2. You mention the details about your own physical and mental condition, and those about the group of travelers you have notified, which may be important for the proper execution of the trip.
- 3.3. If you fail in your duty to inform, this may result in the organizer or someone on his behalf excluding you and any fellow traveler(s) from (further) participation in the trip. In that case the organizer will charge you all related costs.
- 3.4. Both for medical and other reasons, you can request the organizer to change the travel offer. If this involves costs, the organizer will disclose them to you. The organizer is not obliged to with such a request. If he does, you are obliged to reimburse the costs associated with the change.

ARTICLE 4

CONFIRMATION/REVOCATION BY THE ORGANIZER

- 4.1. If you accept the organizer's offer, including the conditions declared applicable and the receipt of the legally required information, the contract is . Upon or immediately after conclusion of the contract you will receive a confirmation and/or an invoice.
- 4.2. With package travel contracts concluded by telephone, you are only bound by the contract after the organizer has confirmed the trip. This confirmation is in writing (including e-mail). If you make a payment or a down payment this will serve as proof that you have accepted the organizer's offer.
- 4.3. The organizer may cancel the travel contract within the period specified in the offer if the number of registrations is less than the required minimum number of participants announced prior to booking. The organizer will notify you of this at the latest:
 - 20 days prior to departure for trips of more than six (6) days,
 - 7 days prior to departure for trips of two (2) to six (6) days;
 - 48 hours prior to departure for trips of less than two (2) days.

If you have already made (purchase) payments, the organizer will refund within the time limit of Art. 4.5.

- 4.4. The organizer's offer is non-binding. He may, if necessary, revoke the offer, even after your acceptance of the offer and any confirmation thereof by him. The organizer must make the revocation as soon as possible, but in any within 24 hours (travel to Europe and the Mediterranean countries), respectively

within 48 hours (travel to other destinations) after the day of acceptance, giving reasons. If you accept the offer during the weekend, the period for withdrawal by the organizer begins at midnight on Sunday evening, unless it is followed by a generally recognized holiday in which case the period begins at midnight of the last holiday.

- 4.5. In all cases where you are entitled to a refund of payments already made by you, the organizer shall do so without delay, but in any case within 14 days after the right to a refund arose.
- 4.6. Obvious errors and/or mistakes do not bind the tour operator. Such errors and mistakes - from the perspective of the average traveler - are or should be known as such at first glance.

ARTICLE 5

CHANGES MADE BY THE ORGANIZER

- 5.1. The organizer has the right to change the travel contract if the changes are insignificant and if he has informed you of them in a clear, understandable and eye-catching way in a timely manner. You cannot reject this change.
- 5.2. If the organizer is forced to make significant changes to the package before the start of the trip, he will inform you in a clear and comprehensible manner and ask you whether you are willing to accept the proposed changes or cancel the travel free of charge. If the changes involve a reduction in the quality or the cost of the package holiday, the organizer will simultaneously make an appropriate proposal to reduce the price of the holiday. Substantial changes are defined as changes in the main characteristics of the travel services referred to in Article 2.1.
- 5.3. For trips starting 14 days or later after notification of the change as referred to in the previous paragraph, you will communicate your decision to the organizer no later than 48 hours after receiving the notification. For trips that start within 14 days after notification, you will communicate your decision to the organizer without delay and in any case within 24 hours. If you do not communicate your decision within the prescribed period, you are considered to have accepted the changes.
- 5.4. Until 20 days before departure, the organizer has the right to the price of the trip by up to 8%, but only if it is due to:
 - Increase in the cost of fuel or;
 - Increase in the cost of other energy sources or;
 - increase in taxes or;
 - increase in fees on travel included in the contract, levied by third parties not directly involved in performance including tourist taxes, landing fees and departure or arrival taxes at ports and/or airports.

The organizer may include in its additional conditions that it also reserves this right to increase prices in the event of an increase in exchange rates to the package tour.

You are entitled to a price reduction minus the actual administrative costs incurred if for the same reasons the costs as described in this article decrease.

- 5.5. If the organizer within the limits of article 5.4 increases the travel sum by more than 8%, you are entitled to reject this increase and you are entitled to cancel the travel free of charge. Articles 5.2 and 5.3 are then also applicable.
- 5.6. Notwithstanding article 5.4, the organizer will not change the travel price from the date on which the full travel price must be paid according to the 's terms and conditions and you have actually paid the travel price.
- 5.7. If you do not accept the changes and the organizer cannot offer you an alternative trip or if you do not accept it, the organizer will all amounts paid by you without delay and in any case within 14 days of termination. If you do accept the offered alternative, you are entitled to an appropriate price reduction, if applicable.

ARTICLE 6

HELP AND ASSISTANCE

- 6.1. The organizer provides help and assistance if you are in difficulty. This includes unavoidable and extraordinary circumstances that prevent the trip from proceeding in accordance with the expectations you reasonably have under the contract. This assistance includes adequate information about medical services, local authorities, consular assistance and support in using communication and finding alternatives. The party responsible for the circumstances that gave rise to this help and assistance shall bear the cost of it.
- 6.2. If these difficulties are the result of intent or negligence on your part, the organizer's own costs will also be your responsibility. These costs will not exceed the actual costs incurred by the organizer and any third parties engaged by him.
- 6.3. If transportation is part of the trip and your return on the agreed date cannot be due to force majeure, you are entitled to a maximum of three (3) free overnight stays in equivalent accommodation, if possible. This limitation to 3 nights does not apply to disabled persons and their companions, pregnant women, unaccompanied minors and persons specific medical assistance, provided that they have informed the organizer of these special circumstances at least 48 hours before the start of the trip.

ARTICLE 7

PERFORMANCE OF THE CONTRACT AND ORGANIZER LIABILITY

- 7.1. The organizer will ensure the execution of the travel agreement in accordance with the expectations you may reasonably have under the agreement. If a certain part cannot be executed in accordance with the agreements and you have informed the organizer of this without delay, the organizer will still ensure that the agreement is executed in accordance with the agreements. This unless it is impossible or involves such high costs that you reasonably demand this from the organizer.
- 7.2. If a significant part of the services cannot be fulfilled, the organizer shall provide suitable alternatives of at least equivalent quality without any fees. During the period that the travel contract is not performed in accordance with what you may reasonably expect under the contract, and also if the alternatives offered are of inferior quality, the organizer shall offer an appropriate price reduction.
- 7.3. You have the right to reject the proposed alternatives if they are not to what was agreed in the travel contract. If the offered is of lower quality, you can reject the alternative if the price reduction offered is insufficient.
- 7.4. The assessment of the alternative offered and/or the price reduction offered shall take into account objective standards evident from the alternative offer. These include the following circumstances:
 - The location of the accommodation in the ;
 - The nature and class of the accommodation;
 - Further facilities by the accommodation.This assessment will also take into account:
 - The composition of the travel party;
 - The characteristics of the traveler(s) known to and confirmed by the organizer, including the personal circumstances reported by them and accepted and recorded by the organizer;
- 7.5. You may remedy a deficiency yourself and are entitled to reimbursement of necessary expenses incurred in this , if:
 - A. You have pointed out to the organizer in good time that the trip is not carried out in accordance with the expectations that you may reasonably have and the organizer does not remedy this shortcoming within a reasonable period set by you, or if the organizer indicates that he cannot remedy the shortcoming;
 - B. The deficiency must be corrected immediately.

- 7.6. If the shortcoming has significant consequences for the execution of the trip and the organizer has not remedied it within a reasonable time, you can cancel the free of charge. In such a case, you are entitled to compensation and/or price reduction. This is without prejudice to your right, if transportation is in the trip, to free repatriation with equivalent transportation.
- 7.7. The liability of the organizer for damages you suffer is limited to three times the travel price, unless there is intentional, or negligent action by the organizer. The cannot exclude or limit its liability for damages resulting from personal injury to the traveler.
- 7.8. The organizer is not liable for the failure of an obligation if it is attributable to you yourself, is a consequence of unavoidable and extraordinary circumstances or is attributable to a third party not engaged by the organizer in the performance of the travel services.
- 7.9. If a service included in the travel contract is subject to an convention or regulation, the organizer may invoke any exclusion or limitation of liability that such convention or regulation grants or allows to a service provider as such. In case of cumulation of compensation or price reduction as referred to in this article, the organizer may set off the compensation against each other.

ARTICLE 8

YOUR RIGHTS

8.1. Substitution

- 8.1.1. You can request the organizer to have you replaced by another person. This is subject to the following conditions:
 - The other meets all conditions applicable to the agreement; and
 - You the request no later than 7 calendar days before departure in a manner communicated in advance by the organizer, or in sufficient time to allow the organizer to still perform necessary acts and formalities; and
 - The terms and conditions of the service providers involved in implementation do not oppose this substitution.
- 8.1.2. The registrant, you and the person who replaces you are jointly and severally liable to the organizer for the payment of the outstanding portion of the travel price, change fees, surcharges and other costs resulting from the replacement.
- 8.1.3. At your request, the organizer will make these costs transparent and he will provide you with documents showing these costs if you request them.

8.2. Travel documents

- 8.2.1. The organizer will indicate in the confirmation at what time and in what way he will make the travel documents available to you.
- 8.2.2. If you have not received your travel documents by the communicated by the organizer, but no later than 5 working days before departure, report this to the or reseller without delay.

8.3. Guarantee in case of financial insolvency

- 8.3.1. If the organizer can no longer his obligations due to financial insolvency, care will be taken to arrange for a trip to be carried out by another person, or for reimbursement of the trip price, or if the trip has already been partially enjoyed, an part of it.
- 8.3.2. If the package trip includes passenger transportation, this guarantee also provides for your . In any case, the guarantee covers reasonably foreseeable costs, including the financing of accommodation pending possible repatriation and the travel sum already paid in full or in part (in advance), in accordance with the guarantee conditions of the relevant guarantee fund.
- 8.3.3. The organizer provides this guarantee by joining SGR or another guarantee fund approved by the ANVR. The organizer will announce before the conclusion of the travel agreement in what way and under what conditions he has provided this guarantee.

ARTICLE 9

IF YOU WANT TO CANCEL

- 9.1. You can cancel the travel contract before the start of the package tour. If you do so, you are obliged to compensate the organizer for the damage he suffers as a result of the cancellation. This damage amounts to a maximum of once the travel sum.
- 9.2. Unless the organizer agrees different provisions with you, the percentages agreed upon below (liquidated damages), which are based on the time of cancellation, any expected cost savings and income that the obtains from still selling the trip you canceled, in addition to any reservation fees due, will apply:
- For cancellation up to the 42nd calendar day (exclusive) before the departure day: the deposit but not more than 35% of the travel sum;
 - For cancellation from the 42nd calendar day (inclusive) to the 28th calendar day (exclusive) before the departure day: 35% of the travel sum;
 - For cancellation from the 28th calendar day (inclusive) to the 21st calendar day (exclusive) before the departure day: 40% of the travel sum;
 - For cancellation from the 21st calendar day (inclusive) to the 14th calendar day (exclusive) before the departure day: 50% of the travel sum;
 - For cancellation from the 14th calendar day (inclusive) to the 5th calendar day (exclusive) before the departure day: 75% of the travel sum;
 - For cancellation from the 5th calendar day (inclusive) to the day of departure: 90% of the travel sum;
 - For cancellation on the day of departure or later: the full travel price.

In this context, travel price means the price published by or on behalf of the organizer, excluding reservation costs, insurance premiums and Calamity Fund contribution.

- 9.3. If you cancel the travel contract, you must pay these cancellation fees. If no fixed cancellation fees have been agreed upon, the organizer will provide a justification of the cancellation fees charged upon the traveler's request.
- 9.4. If a trip consists of several parts to which different cancellation provisions apply, the service provider's specific cancellation provisions apply to each part. At the latest upon booking, the organizer will inform you whether specific cancellation provisions to parts of the trip.
- 9.5. If a traveler from a travel group cancels his share of a travel contract for a joint stay in a hotel, apartment, vacation home or other, cancellation fees are due. The organizer shall calculate these costs according to the provisions of the following paragraph.
- 9.6. If the size of the remaining party is listed in the price table for this accommodation, the organizer will make the remaining traveler(s) a change proposal appropriate to the new group size for the same period and in the same accommodation. For the aforementioned traveler(s) the travel price will change in accordance with the price table. The payment of the modified travel price is subject to the regular payment rules applied by the organizer. If the change offer is not possible or if the travelers do not accept it, the contract will be cancelled for all travelers and all travelers will be liable for cancellation fees.
- 9.7. The total amount of cancellation fees and modified travel sums does not exceed the total travel sum of the original travelers. The organizer will deduct any excess from the new travel sum.
- 9.8. Cancellations sent on non-working days are deemed to have been received by the organizer on the next working day. Cancellations sent outside office hours but on a working day before opening time will be deemed to have been received by the organizer on this working day. Cancellations sent outside office hours after closing time are deemed to have been received by the organizer on the next working day.
- 9.9. If unavoidable and extraordinary circumstances occur at the destination or in the immediate vicinity that significantly affect the implementation of the, and the trip has not yet started, you can cancel the contract free of charge and the organizer will all monies paid in advance by you. You are not entitled to compensation in this case.

- 9.10. For trips to an area for which a calamity has been by the Calamity Commission of the Calamity Fund, it is assumed that a situation exists as in the previous paragraph. You can then cancel or, if possible and you wish, rebook free of charge from three (3) calendar days before departure.

ARTICLE 10

PAYMENT

- 10.1. You will receive information from the organizer before the conclusion of the travel contract when the travel sum must be paid (in full). The organizer may a down payment. The amount of the deposit will be communicated to you before or at the time of conclusion of the travel. If you have not fulfilled your financial obligations by the time specified by the organizer, you will be legally in default.
- 10.2. If you are in default, the organizer, or someone on his behalf, will demand payment and give you a period of 14 days to your obligations. You will be informed that if you do not pay even then, the agreement will be deemed cancelled as of this date. The organizer will offset amounts already paid against the cancellation fees. If the departure date is within these 14 days, you must pay the full travel sum in any case no later than 24 hours before the departure date.
- 10.3. If you have not paid on time, you will statutory interest on the amount due from the date of default. You must also pay the collection costs referred to in paragraph 4 of this article following a reminder.
- 10.4. The extrajudicial costs shall not exceed 15% on a travel sum up to € 2500; 10% over subsequent € 2500; 5% over subsequent € 5000 and 1% on the excess, with a minimum of € 40. The tour operator may deviate from the above amounts and percentages for your benefit.

ARTICLE 11

YOUR FURTHER OBLIGATIONS

- 11.1. You are obliged to comply with all given by or on behalf of the organizer and you are liable for damages caused by your conduct, to be judged by the standard of conduct of a proper traveler.
- 11.2. If you are such a nuisance or inconvenience, that the proper execution of the travel agreement is or can be hindered, the organizer can exclude you from (continuation of) the trip, if you cannot reasonably expect the organizer to continue the agreement. The resulting costs will be borne by you.
- 11.3. You are obliged to avoid and minimize any damage on your part.
- 11.4. You must ascertain the exact time of departure of the return trip no later than 24 hours before the specified departure time.

ARTICLE 12

COMPLAINTS (PROCEDURE)

During the trip

- 12.1. Without prejudice to article 7, you will report any complaints about the execution of the on site without delay so that a solution can be sought. To do so, you must report - in this order - to:
1. The service provider involved;
 2. The tour guide or, if not present or ;
 3. The organizer.
- 12.2. If the shortcoming is not eliminated and impairs the quality of the, you must in any case report this immediately, i.e. without any attributable delay, to the organizer in the Netherlands.
- 12.3. If a shortcoming is not satisfactorily resolved on site, the organizer shall ensure the possibility of registering it in the form of a complaint (complaint ra- portage).
- 12.4. The organizer shall provide information on the procedure to be followed on site, contact details and accessibility of those involved.

- 12.5. If you do not comply with the reporting obligation and/or do not register the complaint in the manner specified by the organizer and, as a result, the service provider or the organizer has not been given the opportunity to remedy the deficiency, your possible right to compensation (in whole or in part) may lapse.

After the trip

- 12.6. If your complaint is not to your satisfaction, you must submit it as soon as possible, but no later than two months after the end of the trip (or, as the case may be, the service received) or after the original departure date if the trip did not go ahead, in the manner prescribed. If a copy of the complaint report is available, please enclose .
- 12.7. If the complaint concerns the conclusion of an agreement, you must submit it to the booking office as soon as possible, but no later than two months after your knowledge of the facts which the complaint relates.
- 12.8. If you do not submit the complaint in a timely manner, the organizer may decide not consider it unless you are not reasonably blameworthy.
- 12.9. The organizer will give you a substantive response no later than one month after receiving the complaint.

ARTICLE 13 DISCLOSED

- 13.1. If your complaint is not resolved to your satisfaction, or if you are not provided with a satisfactory solution, you may, if you wish, submit the dispute to the Geschillencommissie Reizen, Postbus 90600, 2509 LP in The Hague (www.degeschillencommissie.nl) . at the latest within twenty-four (24) months from the date on which your complaint was submitted to the organizer. The Committee only handles complaints from natural .
- 13.2. The Disputes Committee makes a ruling under the conditions laid down in the relevant regulations. The decision of the Dispute Commission is made by way of a binding advice to the parties. You will owe a fee for handling a dispute.
- 13.3. All rights of action shall expire two years after the trip or, if the trip did not go ahead, two years after the original departure date.
- 13.4. If you do not wish to make use of the binding advisory procedure mentioned in the previous paragraph, you have the right to turn to the competent court.
- 13.5. Dutch law applies to the agreements concluded, modified or supplemented on the basis of these travel conditions, unless other law applies on the basis of mandatory rules.
- 13.6. Only a Dutch court is competent to cognizance of these disputes, unless another court has jurisdiction under mandatory rules.

ARTICLE 14 FULFILLMENT GUARANTEE

- 14.1. ANVR guarantees compliance by its members with the binding advice of the Travel Disputes Committee, unless the member submits the binding advice to the court for annulment within two months after it has been sent. This guarantee will revive if the binding advice is upheld after review by the court and the judgement that proves this has become final.
- 14.2. The guarantee provided by ANVR is limited to € 10,000 per binding advice. The ANVR provides this guarantee under the condition that if you appeal to this guarantee, you transfer (assign) your claim based on the binding advice to the ANVR at the same time as you honor your appeal to the fulfillment guarantee.

- 14.3. The ANVR does not provide a fulfillment guarantee if, before the dispute has been dealt with by the Travel Dispute Committee in session and a final decision has been rendered, one of the following situations occurs:
- The member has been granted suspension of payments; or
 - the member has been declared bankrupt; or
 - the member's business activities have effectively ceased.
- Decisive for the latter situation is the date on which the cessation of business is registered in the Trade Register or an earlier date, for which ANVR can plausibly demonstrate that the business activities were actually terminated.
- 14.4. The application of the performance bond requires that you submit a written request to the ANVR (www.anvr.nl).

BASIC RIGHTS UNDER DIRECTIVE (EU) 2015/2302

- Before concluding the package tour contract, the traveler will receive all essential information about the package tour.
- Liability for the proper performance of all travel services included in the shall always rest with at least one merchant.
- The traveler will be given an emergency telephone number or details regarding a contact point through which he can contact the organizer or travel agent.
- The traveler may transfer the package tour to another person, subject to a reasonable period of time and, if necessary, upon payment of additional charges.
- The price of the package holiday may only be increased if specific costs increase (e.g. fuel prices), if this is expressly in the contract, and in any case no later than 20 days before the start of the package holiday. If the price increase exceeds 8% of the package tour price, the traveler may terminate the contract. If the organizer reserves the right to a price increase, the traveler is entitled to a price reduction if the relevant costs would decrease.
- In the event that any of the essential elements of the package trip, with the exception of the price, are significantly modified, the traveler may terminate the contract without payment of a termination fee and shall receive a full refund. If the merchant responsible for the package tour cancels the package tour before the start the package tour, the traveler is entitled to a refund and, if appropriate, compensation.
- The traveler may terminate the contract in exceptional circumstances without payment of a termination fee before the start of the package trip, for example, if there are serious security problems at the destination that are likely to affect the package trip.
- In addition, the traveler may terminate the contract at any time before the start of the package tour upon payment of an appropriate and justified termination fee.
- If, after the start of the package tour, significant elements of the package tour cannot be provided as agreed, a suitable alternative package must be offered to the traveler at no additional cost. If the services are not performed according to the contract and this significantly affects the performance of the package tour and the organizer has not remedied this problem, the traveler may terminate the package tour contract without payment of a termination fee.
- In case of travel services not performed or not properly performed, the traveler is also entitled to a price reduction and/or compensation.
- The organizer is obliged to provide assistance to travelers in difficulty.
- If the insolvency of the organizer or, if applicable, the reseller occurs after the start of the package tour and transportation is included in the package tour, repatriation of the traveler will be provided. We have provided ourselves with insolvency protection with the organization listed in the booking confirmation. If services cannot be provided due to our insolvency, travelers can contact this organization.

Directive (EU) 2015/2302, as transposed into [national law](#).

§ 2. LINKED TRAVEL ARRANGEMENT CONDITIONS (GRA CONDITIONS)

These [Basic Rights GRA](#) are also incorporated in the ANVR Linked Travel Package Terms and Conditions. But prior to booking, the traveler can also note of them.

ARTICLE 1

APPLICABILITY AND DEFINITIONS

1. If there is a linked travel arrangement, in addition to what is in §3 (Booking Conditions), the following agreements apply.
2. A linked travel arrangement exists if the trader mediates the creation of two or more different contracts concerning different types of travel services that you want to purchase for the same vacation or trip and which do not constitute a package tour and:
 - I. for which you enter into several agreements with different travel service providers where, during one visit or contact moment with the merchant, he facilitated the separate selection and separate payment of the travel service, or
 - II. the merchant specifically facilitates the purchase of at least one additional travel service from another provided that you enter into the second agreement no later than 24 hours after the first agreement with the travel agent is made.
3. If the agreement does qualify as a travel despite the above, the ANVR travel conditions will apply.

ARTICLE 2

GUARANTEE IN CASE OF FINANCIAL INSOLVENCY

1. If the trader has facilitated a coupled travel arrangement and has received the travel price from you in that quarter but is unable to carry out or continue to carry out the travel service due to financial insolvency, he shall ensure that the travel price he has is refunded to the traveler, or if the travel service has been partially carried out, a proportionate part thereof. If the trader is responsible for passenger transport, the measures shall also provide for repatriation in accordance with the guarantee conditions of the respective guarantee fund.
2. The trader provides this guarantee by joining a guarantee fund approved by ANVR. Before concluding the first , the trader will disclose in what way and under what conditions it has this guarantee.

ARTICLE 3

INFORMATION REQUIREMENTS

1. The trader facilitating a linked travel arrangement shall point out to you, before you are bound by the contract leading to the formation of a linked travel arrangement, in a clear, comprehensible and eye-catching way that:
 - A. you cannot claim the rights exclusive to package tours under the law and each travel service provider is solely liable for the proper contractual performance of its own services;
 - B. you are entitled to protection in the event of insolvency in accordance with the of Article 2.
2. The merchant also, to fulfill this information requirement, provides you with the prescribed standard information.
3. If the trader does not provide any or incorrect information, a number of statutory provisions of the law apply to the package travel contract; namely, the provisions on substitution, the provisions on the execution of the package travel and the cancellation options, the complaints procedure and the obligations for providing help and assistance.

WANT TO KNOW MORE?

[Our video](#) on the ANVR YouTube channel tells you in 2 minutes in which cases it is a paired travel arrangement.

§ 3 ANVR BOOKING CONDITIONS FOR INDIVIDUAL TRAVEL SERVICES

TABLE OF CONTENTS

1. INTRODUCTORY PROVISIONS
2. THE MISSION IN GENERAL
3. THE RESERVATION ORDER
4. PAYMENTS
5. LIABILITY
6. DOCUMENTS
7. INTEREST AND COLLECTION COSTS
8. COMPLAINTS
9. DISCLOSED
10. FULFILLMENT GUARANTEE

ARTICLE 1

INTRODUCTORY PROVISIONS

1. These booking conditions apply when you book one or more single travel services, unless ANVR travel conditions apply.
2. In these terms and conditions, unless otherwise stated in the article, the following definitions shall apply: **Travel agent:** the person who in the course of his business advises, informs and/or mediates in the conclusion of agreements in the field of travel. **Service provider:** the carrier, accommodation provider, tour operator and/or other service providers in the field of travel, with whom you enter into a contract and who, subject to the applicable terms and conditions, is solely responsible for the performance of the service.
Traveler:
 - A. the principal (notifier), or
 - B. Others than the principal on whose behalf the principal enters into and accepts an agreement.**Assignment:** the agreement between you and the travel agent, whereby the travel agent undertakes to you to provide travel services.
Working days: Monday through Friday from 09:00 to 17:30 and Saturday from 10:00 to 16:00, excluding holidays recognized in the Netherlands, unless the reisa- gent expressly states that other opening hours apply to him.
Booking fee: The amount charged by the travel agent for its .
3. The ANVR travel agent (also called reseller, trader or booking) is a service provider in the field of travel. He can provide information, advice and/or make reservations. The travel agent provides these services on your behalf. The AN- VR Booking Terms and Conditions apply to all forms of service provided by the travel agent.
4. If you book a trip from an ANVR organizer to which the ANVR Travel Terms and Conditions , then these ANVR Travel Terms and Conditions will exclusively apply to the entire tra- ject, from advice to the execution of the package trip. Even if the travel agent himself organizes trips or adds travel to existing package tours of another organizer, he will be considered the organizer of that trip. The ANVR Travel Terms and Conditions also apply to that trip, supplemented by the travel agent's terms and conditions regarding down payment and/or cancellation.
5. The travel agent can make a reservation for you. He then brings about an agreement between you and the service provider you have chosen. The travel agent himself is not a party to the final agreement. He can make a reservation for such things as airline tickets, or train tickets, theater tickets and hotel rooms, or take out insurance on your behalf.
6. You have no right of withdrawal with respect to made on your behalf to which these ANVR booking conditions apply.
7. The travel agent is not liable for the proper performance of the service booked through him. Only the conditions of the service provider (e.. airline company or hotel) apply. Of course the travel agent is responsible for a careful execution of the provided by him, such as correct advice and proper handling of the reservation.

8. The travel agent may, for providing his service, charge a fee if he discloses the amount to you in advance.

ARTICLE 2

THE MISSION IN GENERAL

1. The content of the assignment may include informing and advising you, as well as reserving for you, if possible, the service you desire.
2. You are bound to the travel agent and service provider after you issue the order, regardless of whether they can provide immediate confirmation to you.
3. If the travel agent issues a (order) confirmation directly to you, this confirmation shall serve as proof of the agreement described in the confirmation unless you object to the confirmation without delay (within 24 hours).
4. Even if the travel agent cannot provide the order confirmation immediately and sends it after, you can still object to the order confirmation without delay (within 24 hours) after receiving it.
5. If you do not object or do not object in time, the order confirmation serves as proof of the existence of the contract and contents. You can, of course, provide counter-evidence.
6. When making a booking via the Internet or other multimedia channels, the travel agent shall organise the booking process in such a way that you are informed that you are entering into an prior to the booking. When the travel agent confirms the booking, you are bound by this agreement.
7. You are liable to the travel agent for the obligations arising from the contract and to the service provider for the obligations arising from the contract with that service provider. The other travelers are liable for their share of the contract.

ARTICLE 3

THE RESERVATION ORDER

1. **Your duty to inform**
You will provide all information about yourself and the travelers notified by you that may be relevant to the execution of the in a timely manner prior to the assignment. This includes at least your cell phone number(s) and e-mail address(es). You also include details of your own physical and mental condition and that of your fellow travelers that may be relevant to the performance of the services.
2. **Price Changes**
The travel agent cannot change the prices of the services reserved at your request. These prices are subject to change in accordance with the terms and conditions of the service provider. The travel agent is not responsible for this. The travel agent will notify and calculate changes to you as soon as possible.
3. **Cancellations/changes by the client**
Any changes to the order(s) made, or cancellations of reserved services can only be made on business days and only at your request. If, at your request, the travel agent makes a change to reservations made or if you cancel reserved services, the travel agent will the associated costs if he has communicated these costs to you in a timely manner - prior to the becoming final. In addition to the cancellation or modification costs charged by the service provider, these may also be the costs incurred by the travel to effect the change or cancellation.
4. The travel agent sends all communications regarding the reservation order exclusively to you.

ARTICLE 4

PAYMENTS

1. You must pay the amounts due in a manner to be specified by the travel agent and within the time specified. The travel agent is authorized
 - if necessary in the name and on behalf of the relevant service provider(s)
 - collect the amounts due.

2. When you issue the order(s), the travel agent may a down payment, which in any case shall not exceed the amount specified in the terms and conditions of the service provider(s) concerned (if any), plus the booking fee. If the travel agent requires a down payment, he will inform you of the amount prior to the conclusion of the .
3. You must ensure that the travel agent has the balance of the amount due no later than the date specified in the confirmation/invoice. In case of any discrepancies between confirmation and invoice, the confirmation shall prevail.
4. If you do not pay on time, the travel agent will send a free reminder after that date and give you the opportunity to pay the outstanding amount within fourteen days after receipt of this reminder. If you fail to pay even then, you will be in default and the agreement(s) will be deemed cancelled, unless the terms and conditions of the service provider(s) involved (if any) provide otherwise. The travel agent is entitled to charge or deduct the costs associated with the cancellation and specified in advance from the deposit(s) received. If you book the trip within 14 days before departure and do not pay on time, you are immediately in default.
5. The travel agent will make any refunds only to you.

ARTICLE 5

LIABILITY

1. The travel agent shall the care of a good contractor in his work.
2. The travel agent assumes no liability for acts and/or omissions of the service provider(s) involved, nor for the accuracy of the information provided by such service provider(s). The travel agent bears no responsibility for photographs, leaflets, advertisements, websites and other information carriers to the extent that they have been prepared or published under the responsibility of third parties.
3. Insofar as the travel agent himself culpably fails and you or your fellow traveler suffers damage (including damage due to loss of enjoyment), the liability of the travel agent is limited to a maximum of three times the value of the services invoiced by the travel agent.
4. The travel agent excludes liability for damages against which you are insured (e.. by means of travel and/or cancellation or health insurance) and for damages you suffer in the course of profession or business. This includes damage caused by missing connections and/or not arriving at your destination on time.
5. The exclusions and limitations of liability contained in this article also apply to the travel agent's personnel.

ARTICLE 6

DOCUMENTS

1. No later than at the conclusion of the agreement, the travel agent will provide you with information about passports, visas and any health formalities (including vaccinations) appropriate to your Dutch nationality.
2. It is your responsibility to obtain the necessary additional information from the relevant authorities and to verify in good time before departure that the information previously obtained has not changed in the meantime.
3. You are responsible for carrying the necessary documents, such as a valid passport, or, where permitted, an identity card and any required visas, proof of immunizations and vaccinations, driver's license and green card.
4. If you cannot make the trip (in its entirety) because of the absence of any (valid) , this and all related consequences will be for your account, unless the travel agent has promised to take care of that document and the lack thereof can be attributed to him, or the travel agent has failed in his information obligation referred to in paragraph 1.
5. The travel agent can provide information to you about the possibility of cancellation and travel insurance.

ARTICLE 7

INTEREST AND COLLECTION COSTS

1. If you do not pay on time, you will owe interest on the amount due from the date of default. The amount of this interest is:
 - For payments related to the order made by the travel agent: the legislative interest rate;
 - For payments relating to the (s) provided by the service provider: the statutory interest rate, or if the service provider charges a different interest rate, this latter rate, if the travel agent has communicated this rate, or its location, to you prior to the conclusion of the agreement.
2. Furthermore, after a reminder, you are obliged to pay the extrajudicial costs. These amount to 15% on the invoiced amount up to € 2,500; 10% on the next € 2,500 and 5% on the next € 5,000 with a minimum of € 40.

ARTICLE 8

COMPLAINTS

1. You must file a complaint with the travel agent about a reservation made by the travel agent and/or advice and information provided within two months of becoming aware of the facts to which the complaint relates.
2. The travel agent will give you a substantive response in writing no later than one month after receiving the complaint.

ARTICLE 9

DISCLOSED

1. If your complaint is not resolved to your satisfaction in a timely manner, or if you are not provided with satisfaction in this regard, you may, if you wish, submit the dispute to the Geschillencommissie Reizen, Postbus 90600, 2509 LP in The Hague (www.degeschillen-commissie.nl) at the latest within 12 months after the date of submission of your complaint to the travel agent. The Commission only handles complaints from natural persons.
2. The Disputes Committee makes a ruling under the conditions laid down in the relevant regulations. The decision of the Disputes Committee is made by way of a binding advice to the parties. You will owe a fee for handling a dispute;
3. Dutch law is applicable to the contract of assignment you give under these booking conditions and also to changes and additions thereto, unless other law applies on the basis of mandatory rules.
4. If you do not want to use the procedure mentioned under 9.1. with the Travel Dispute Committee, you have the right to turn to the competent court.
5. All rights of action expire one year after the end of the reserved service(s) or, if the trip did not go ahead, one year after the original departure date.
6. If you do not use the option to to the Travel Disputes Committee, the Dutch courts will have exclusive jurisdiction over any disputes between the parties, unless another court has jurisdiction under mandatory rules.

ARTICLE 10

FULFILLMENT GUARANTEE

1. ANVR guarantees compliance by its members with the binding opinions of the Travel Dispute Committee, unless the member submits the binding opinion to the court for annulment within two months of its dispatch. This guarantee revives, if the binding opinion has been upheld after review by the court and the judgment evidencing it has become final.

2. The guarantee provided by ANVR is limited to € 10,000 per binding advice. ANVR provides this guarantee under the condition that, if you appeal to this guarantee, you transfer (assign) your claim based on the binding advice to ANVR at the same time as you honor your appeal to the fulfillment guarantee.
3. The ANVR does not provide a fulfillment guarantee before the intake requirements (payment of complaint fee, return of completed and signed questionnaire and any deposit) have been fulfilled by you for the purpose of the dispute.
4. The ANVR does not provide a fulfillment guarantee if, before the dispute has been dealt with by the Travel Dispute Committee in session and a final decision has been rendered, one of the following situations occurs:
 - The member has been granted suspension of payments or
 - the member has been declared bankrupt or
 - the member's business activities have effectively ceased.

Decisive for the latter situation is the date on which the cessation of business is registered in the Trade Register or an earlier date, for which ANVR can plausibly demonstrate that the business activities were actually terminated.

5. The application of the fulfillment guarantee requires a written request to the ANVR (www.anvr.nl).

§ 4 DEFINITIONS

Merchant: Anyone dealing in travel services and whether acting as an organizer, reseller, travel service provider or merchant facilitating a Linked Travel Arrangement (GRA)

Organizer: the trader who puts together a package tour and offers it directly or through another trader or the trader who is otherwise seen as responsible for a package tour.

Reseller: trader, other than the organizer, offering package tours put together by the organizer

Traveler: any person other than a merchant who seeks to enter into a under this Act or who to performance under a contract under this Act

Point of sale: retail space, movable or not, or a retail website or species-equal online sales platform, including retail websites or online sales platforms to travelers as a single platform, including a telephone service

Force majeure: an unavoidable and extraordinary circumstance and thus a situation independently of the will of the party invoking it, the consequences of which could not have been avoided despite all reasonable precautions

Package tour: combination of at least two different types of travel services for the same trip or vacation, in case:

- I. these services are combined by one merchant, possibly at the request or according to the choice of the traveler, before a single contract covering all services is concluded; or
- II. these services, whether or not separate agreements are entered into with far-flung travel service providers:
 1. purchased from one outlet and chosen before the traveler agrees to pay;
 2. offered, purchased or billed for a joint price or a total price;
 3. touted or purchased under the term "package tour" or similar term;
 4. combined after a contract has been entered into whereby the merchant allows the to choose from a selection of different types of travel services; or
 5. purchased from different merchants through interconnected online booking procedures, where the name, payment details and e-mail address of the are provided by the merchant with whom the initial contract is to another merchant or merchants and a contract is made with the latter merchant or merchants no later than 24 hours after the

WANT TO KNOW MORE?

[Our video](#) on the ANVR YouTube channel tells you in 2 minutes what the role of the reseller is.

confirmation of the booking of the first travel service; unless one type of travel service is combined with one or more other tourism services that:

- do not constitute a significant portion of the value of the combination, are not advertised as an essential feature of the combination, or do not otherwise represent an essential feature of the combination;
- are selected and taken only after the fulfillment of a travel service has begun

Linked Travel Arrangement (GRA): at least two different types of travel services purchased for the same trip or vacation that do not constitute a package tour and for which separate agreements are made with different travel service providers, where a merchant:

- I. during one visit or contact moment with its own point of sale facilitates the separate selection and separate payment of each travel service by the traveler; or
- II. purposefully facilitates the purchase of at least one additional travel service from merchant where a contract is with that other merchant no later than 24 hours after confirmation of the booking of the first travel service; unless one type of travel service and one or more other tourist services are and the latter services do not constitute a significant part of the combined value of the services and are not promoted as an essential feature of the trip or vacation and do not otherwise represent an essential feature of the trip or vacation

Travel services: service regarding:

- I. passenger transportation;
- II. accommodation that is not a substantial part of passenger transport and is not intended for residential use;
- III. rental cars, other motor vehicles within the meaning of Article 3(11) of Directive 2007/46/EC of the European Parliament and of the Council of 5 September 2007 establishing a framework for the approval of motor vehicles and their trailers, and of systems components and separate technical units intended for such vehicles (OJEU, L 263), or motorcycles for which a category A driving license is required in accordance with Article 4(3)(c) of Directive 2006/126/EC of the European Parliament and of the Council of 20 December 2006 on driver's licenses (OJEU, L 403);
- IV. other tourism services that are not a substantial part of a travel service within the meaning of subsections (i), (ii) or (iii);

Package tour contract: contract relating to the entire package tour or, if the package tour is provided under separate contracts, all contracts to the travel services included in the package tour

Leusden, December 2023
© Copyright ANVR

AN ENJOYABLE VACATION WITH 'BETTER VACATIONS'

As the first travel industry organization in the world, ANVR, together with all its member travel operators, has committed to taking measures in the areas of transportation, accommodation and entertainment.

Whether it's vacations where you enjoy unspoiled nature, experience the local culture, meet new people or taste a delicious local dish; together, with the Better holidays program, we are working on vacations that provide better places and more beautiful experiences now and in the future. For you as a traveler, for the people living at the vacation destination and for future generations.

ANVR wants to actively contribute to a better environment. That is why it participates in 'plastic-free' and 'animal-friendly' vacationing, is committed to reducing and the CO₂ footprint, and is committed corporate social responsibility.

As a travel industry, we have for years supported Defense for Children's campaigns to combat child exploitation in vacation countries (www.defenceforchildren.nl). Know that sexual exploitation of children is punishable in the Netherlands, even if the crime was committed abroad. Be alert and report abuse at www.dontlookaway.nl.

'EVERYTHING YOU NEED TO KNOW WHEN TRAVELING!'

Carefree travel with your ANVR-booked trip

Good choice: book with an ANVR travel company! The 6 assurances make the difference:

1. Fair terms for you
2. Your money in good hands
3. Your journey safe & sound
4. You travel responsibly
5. Your data safe
6. Certainty for you in case of complaints.

290 travel organizations, 493 travel agencies and 950 independent travel consultants are members of the ANVR and have consumer-friendly terms and conditions that have been coordinated with the Consumers' Association. All have liability insurance and provide you with advice on current travel and country information and health. Of course, ANVR members follow the travel recommendations of the Ministry of Foreign. These can be found for vacation and business travel at www.anvr.nl (Travel information per destination) and at www.nederlandwereldwijd.nl. Your vacation or business trip will be arranged down to the last detail. Whether it's a complete trip or separate components such as ticket, insurance or hotel.

ANVR travel companies are affiliated with Stichting Garantiefonds Reisgelden (SGR), SGRZ (guarantee fund for the business market), Stichting Garantiefonds Specialistische Touroperators (GGTO), Stichting VZR Garant or have similar guarantee schemes. They are also affiliated with the Geschillencommissie Reizen and Stichting Calamiteitenfonds Reizen or offer similar coverage.

When departing by coach from the Netherlands, ANVR members work exclusively with touring car companies that hold certification according to ISO9001, supplemented by the above-legal requirements in the ANVR Safety Document or equivalent. Safe transportation by bus is important. The ISO-9001 is an international certificate.

FINANCIAL GUARANTEE

Stichting Garantiefonds Reisgelden (SGR) protects prepaid travel funds of travelers (natural persons) who book a trip with an SGR participant. All travel, accommodation and transport agreements, except individual air transport agreements, are covered by SGR in accordance with the SGR guarantee scheme (www.sgr.nl).

For years, this guarantee on your booked vacation was free. But since Feb. 1, 2021, every consumer who books a trip with a travel organization affiliated with SGR pays €5 per person per booking, because even after the corona crisis, the guarantee fund should there for you, so you can continue to [travel carefree](#). A similar guarantee for package tours is offered by Garantiefonds GGTO (www.stichting-ggto.nl), [Stichting VZR Garant](#) or another alternative deemed equivalent by the ANVR. Business customers (companies, enterprises, groups, choirs, schools, associations, etc.) can claim under the SGRZ guarantee if the travel company in question has joined SGRZ (www.sgrz.nl). Participants in a guarantee fund may charge the consumer, as does SGRZ, a contribution per traveler or booking.

CALAMITIES

The purpose of the Calamity Fund Travel Foundation (Calamiteitenfonds) is to financially travelers whose already started trip cannot be continued as a result of a calamity in accordance with the guarantee scheme of the Calamity Fund (www.calamiteitenfonds.nl). The Calamity Fund Calamity Committee determines whether there is an (imminent) calamity and a situation that is susceptible to payment. In case of a disburseable situation, travelers have the right to cancel free of charge from 3 days before departure for trips that have not yet started.

TRAVEL ARBITRATION COMMITTEE

Do you have a complaint about your trip and can't resolve it with your organizer? Then go to the independent Travel Disputes Committee (www.degeschillencommissie.nl) or check website of the European [ODR Platform](#). It rules on disagreements that have arisen between travelers and ANVR companies. The verdict is binding.

ALSO IMPORTANT TO KNOW

GUARANTEED VACATION FUN

It is smart to purchase travel and cancellation insurance when booking. Travel may be required by the organizer. Cancellation insurance helps you if you are forced to cancel your trip. But also if you miss vacation days due to illness during the trip. Does your health insurance in the destination country provide sufficient cover? You may need additional insurance for an adventurous trip. Ask for a European Health Insurance Card from your health insurance company.

MEDICINES

Are you taking medicine with you when you travel? Then put them in your carry-on luggage! You may need a medical certificate ([government website](#)).

SAVE COPY

Be sure to carry important phone numbers with you and keep copies or take pictures of policies, credit cards, travel papers, etc. When abroad, if valuable papers are lost or stolen, always have the police file a police report.

CREDIT CARD AND DEBIT CARD

Before you travel, check whether your credit/debit card is accepted at your destination. In many countries, credit card payments require your PIN.

DOUANE

Rules apply to the import of animal products to keep infectious animal diseases out of the EU. Also, products and souvenirs of protected animal (e.g. coral) and plant species (e.g. cacti) may not be imported ([Customs](#) and [EU website](#)). When entering or leaving the European Union, you must declare cash amounts of € 10,000 or more (or in other currency) to Customs.

VALID TRAVEL PAPERS OWN RESPONSIBILITY

At the latest when booking a trip, the entrepreneur must provide general information about border and health formalities. In doing so, he assumes Dutch nationality. Foreign partners of Dutch travelers sometimes a visa. If you have a non-Dutch or multiple nationality, we recommend that you contact your embassy or that of the receiving and/or transit country about the required travel documents. All children must have their [own travel documents](#). Additional border formalities may apply for parents traveling alone with a child(ren). After booking, it is your own responsibility to ensure that you have the correct travel documents, the necessary additional information and to check that everything is up to date when you leave.

REISADVIEWS

Information on travel advisories or measures to take can be found at the travel advisories for each destination on [nederlandwereldwijd.nl](#).

SAFE COPY OF YOUR ID

With the [government's KopieID app](#), you can cross out identity data in a copy of your ID that organizations do not need or are not allowed to process; for example, your BSN number, passport photo or signature. With the app you can put a watermark in the copy in which you can put the purpose and date of your copy. This way, you still make it a little harder for fraudsters.

TRAVEL DAYS

The booked trip is counted in whole days. Thus, your trip can start on the first day with departure at 11 p.m. and end on the last day with arrival at 8 a.m.

EXCURSIONS

Excursions or other services offered by the organizer in the program as part of the booked trip are covered by its liability. But do you book at the destination -whether or not through the tour guide- an excursion or other service, then the organizer generally does not accept liability.

WIFI

Travel offers sometimes mention that Wi-Fi is available at the destination. But realize that -constant- operation and speed of wireless Internet abroad may differ from what you are used to and is not guaranteed.

SWIMMING POOLS

In swimming pools, large amounts of water are sometimes forcefully extracted from the pools for water attractions. Extraction points that are not properly secured pose a danger to children. Tell them to stay away from these extraction points and grates ([www.thebluecap.com](#)).

ESPECIALLY IN THE SUN

Enjoying the sun while traveling is something we all want. But take good care of your skin; avoid sunburn, wrinkles and skin aging. New products are constantly being developed to protect you from the sun. But how do you use them? How much and how often should you apply? Can tattoos withstand the sun? The NCV (Dutch Cosmetics Association) helps you: read the [100 frequently asked questions you can 'be sure in the sun'](#).

DEPARTURE TIME RETURN

At least 24 hours before the stated departure time of the return trip, check that this is still correct. If you have only booked transportation or are staying in accommodation not attended by the tour guide, you must follow the procedure in the travel documents. If you do not follow these instructions correctly, you may incur the resulting costs.

CONDITIONS OF CARRIAGE AND BAGGAGE

In addition to ANVR Travelers' Conditions, the transport is subject to delivery conditions, e.g. of air or train companies. You can request these from the airline or visit [www.anvr.nl/vervoersvoorwaarden](#). You will also find rules and fees for hand and check-in baggage and any online check-in.

RIGHTS OF PASSENGERS

EU carriers have legal obligations to their passengers in case of cancellation, denied boarding and long delay. The transport company must inform you and comply with these obligations. If they fail to do so, you can call in the Environmental and Transport Inspectorate ([www.ilent.nl](#)). You can sue your company only on the basis of the ANVR Travel Conditions and he will refer you to the carrier if necessary ([EU Passenger Rights](#)).

AIRLINE PASSENGERS EU - USA

The EU and US (possibly several countries) have an international agreement. There is a transfer of certain travel and reservation data of passengers (PNR) flying to, from and through the US. The US authorities use these PNR data to prevent and combat terrorism in particular; possibly also to compare with lists of passengers who pose a security risk. These data are kept for 15 years and can be shared with other authorities. Data related to a specific case may be kept longer. You can request more information from the airline operating your flight or your booking office upon request.

TRANSPORTATION OF PERSONS WITH REDUCED MOBILITY/DISABLED PERSONS

Please inform your booking office about this before booking and ask for the rules and possibilities per means of transport. If transportation is only possible under certain conditions or not possible, you will be informed. Upon request, your booking office can provide [specific](#) information about the transportation you wish to book.

QUESTIONS

On the day you are going to book, check whether a travel company is affiliated with the ANVR ([www.anvr.nl](#)). Also check whether it is affiliated with SGR ([www.sgr.nl](#)), SGRZ ([www.sgrz.nl](#)), GGTO ([www.stichting-ggto.nl](#)) or offers similar security. For info or questions about your trip, contact your ANVR booking office or [www.anvr.nl](#). Follow us on [facebook](#), [linkedin](#) and

[instagram](#). Leusden, December 2023