



Terms & Conditions www.duurzaam-uitje.nl (QMandS bv)

This Terms & Conditions apply to all bookings made with Duurzaam Bedrijfsuitje or duurzaam-uitje.nl (DU). DU is a brand of QMandS B.V. (Ltd.) <https://qmands.nl>.

The following terms and conditions ("booking conditions") form the basis of your contract with DU. Please read them carefully as they set out our respective rights and obligations. By asking us to confirm your booking, we are entitled to assume that you have had the opportunity to read and have read these terms and conditions and agree to them.

Except where otherwise stated, these booking conditions only apply to journey arrangements which you book with us in The Netherlands and which we agree to make, provide or perform (as applicable) as part of our contract with you. All references in these booking conditions to "booking", "journey", "contract", "package", "tour" or "arrangements" mean such journey arrangements unless otherwise stated. In these booking conditions, "you" and "your" means all persons named on the booking (including anyone who is added or substituted at a later date) or any of them, as the context requires and "lead name" means the person who makes the booking. "We", "us" and "our" means DU.

Before your DU journey

1.1 Choosing

We hope your DU journey will live up to expectation, so it is very important that you choose the right journey. Our staff are always happy to advise and give you their professional opinion (and our best own activities); however we recommend that you also conduct your own independent research to ensure you are happy with the arrangements made. Please visit the Tourism Holland website at <https://www.holland.com/global/tourism.htm> Packed with essential travel advice and tips, the website offer a wealth of country-specific information. The advice can change so please check regularly for updates.

1.2 Confirming

When you decide to confirm your trip with us, please ensure that you cancel any other Tour Operators/Travel Agents/Accommodations/Meetings. Failure to do so, may result in additional costs.

1.3 Third Party bookings

Where you book only third party journey arrangements with us (i.e. accommodation, tour or a package without any flights, pre or post tour accommodation or other services that have been provided directly by DU), your contract will be with the third party provider (for whom we act as agent) and not us. The third party provider's terms and conditions will apply to your booking in addition to the relevant sections of our own conditions. These third party terms and conditions can be found on the provider's website and we can also provide you with a copy at the time of booking and upon request.

1.4 Hotel Grades

Choosing the right hotel can be a dilemma. Whilst most hotels have official star ratings locally, in some cases these cannot always be relied on. We have categorised all hotels. Standards can however vary between hotels of the same class, in different countries, and even in the same country. For example, city hotels which often cater for business as well as leisure travellers may have generally higher standards than a beach resort where the atmosphere will tend to be more relaxed. It is important to carefully read the individual hotel descriptions.

1.5 Twin Or Double OR Triple/Quad Rooms

Accommodation in all hotels, regardless of the rating, is in standard rooms (sometimes named superior/deluxe) based on twins or doubles unless otherwise stated. A third or fourth person sharing a room either shares existing beds or has an extra bed (which may be of camp-bed style) placed in a double/twin room. As conditions may be cramped you may wish to consider booking two rooms.

1.6 Booking a room for early arrival or late departure

Generally hotel rooms will be available between approximately noon and 3pm, and are to be vacated between 10 am and noon, irrespective of your arrival or departure times, unless we have stated otherwise. Should you wish your room to be ready prior to noon on your day of arrival or available after 10 am for an afternoon or evening departure, it is possible to reserve the room at the time of booking at a cost no greater than the extra night price quoted on their website.

1.7 Extras in your hotel

Certain hotels may offer complimentary lunch, dinner or hotel bar facilities. You need to pay these extras by credit card or cash at your departure.

1.8 Other Hotel Guests

Many hotels, especially in cities and major resorts, accommodate weddings, conventions and conferences. Also, at certain times of the year, some destinations have an influx of groups such as students, associations or clubs. The hotels we feature are shared with guests from many countries with different cultures and customs. We have no control over the acceptance of bookings at the hotels that we feature. We are therefore unable to accept responsibility for any inconvenience caused by such groups or their activities.

1.9 Tours – General health requirements

Most of our tours are not suitable if you have any disability or have reduced mobility (including being confined to a wheelchair). Therefore, in the interest of safety and comfort for all groups as a whole, you must be fit enough to participate or alternatively you must have an able bodied carer to assist you throughout the tour. Please note that some of the featured touring itineraries may involve early starts and long days, with substantial travel between featured sites and destinations. As vehicle and road standards may not be comparable, please keep this in mind when considering any personal health concerns, as well as your general comfort.

1.10 Experiences and activities

Experiences which form part of our package: We are pleased to be able to offer various 'experiences' and activities, which you can pre-book and pay for as part of your journey (MICE) package. Some, such as diving, mountain biking, powerkiten and adventures sports, may require you to be in good physical and mental health. By booking with us you confirm that you and your party are in good health and have no medical history that would make it dangerous for you to participate. You must observe safety instructions at all times. We will only accept responsibility for these experiences and activities in accordance with these booking conditions. Please note that they may be subject to minimum numbers. Experiences which do not form part of our package: We are also able to offer assistance and reserve certain experiences and activities for you, for which you pay for. In these circumstances, we only act as a booking agent for the operator or the excursion or activity concerned. Your contract will therefore be with the local operator which provides it and it does not form part of your contracted arrangements with us. The contract will be subject to the local operator's terms and conditions, some of which may exclude or limit its liability to you, and will be governed by local law and jurisdiction. DU accepts no liability for any breach of contract or negligent act or omission of any excursion/activity provider.

1.11 Local Festivals

Various events are organised in most towns throughout the season, and we therefore suggest that you thoroughly research your chosen area before booking.

1.12 Journey Seasons

Most of the destinations we feature are available all year round. Some do have quieter 'off peak' periods when you can take advantage of uncrowded beaches and cities and a more personal attention from hotel staff at excellent prices. At this time it may be necessary for hotels to scale down the size of some of their facilities, such as restaurants, to match demand. Similarly, during peak periods hotels experience full occupancy which may result in a livelier atmosphere and slower service in busier facilities.



1.13 Meals

- i) Meals, if included, are based on table d'hôte menus or a meal voucher system, unless specified otherwise in the text. Journeys which include main meals generally commence with dinner on the day of arrival at your hotel and terminate with breakfast (on half board) or lunch (on full board) on the day of departure. All Inclusive packages generally finish at check-out time on your day of departure between 10am and noon. After this time, payment for any additional meals must be made direct to the hotel. No refunds on meals not taken can be given.
- ii) Special diets of any kind (including vegetarian) can seldom be catered for adequately within the constraints of a table d'hôte menu and cannot be guaranteed. We would therefore strongly recommend that anyone with special requirements takes a journey where no meals (or only breakfast) are included and simply buys the most acceptable dishes from the à la carte menu available locally.
- iii) Where breakfast is included this will more commonly be continental breakfast, although full breakfasts are provided at certain hotels. Please ask at the time of booking if this is important to you.
- iv) Supplements for optional meal plans offer you the opportunity of being able to budget for extra costs before you go. In some cases you may find the cost of the meal cheaper locally, however we regret that it will not be possible to refund the difference either during or after your journey.
- v) Pre booked meals may be subject to dining in the main restaurant only and on occasion it may be necessary to be seated with other hotel guests. If you have paid a half board supplement it may be possible in some hotels to ask for a credit from the table d'hôte dinner to be used against a meal in an à la carte restaurant. Please note that the value of the voucher will generally be considerably less than the half board supplement included in your journey price.
- vi) Hotels often place restrictions on restaurants and meal arrangements. All Inclusive does not necessarily mean that unlimited food and beverages are available 24-hours a day and it is uncommon for minibars to be included in such packages. Individual hotels will operate different policies and full details will be provided locally.

1.14 Flights

Unfortunately DU **will not** book your flights, because of the strict policy, security check and rules on airports and airline companies nowadays. We strongly recommend to book your flights in time. Of course we are able to pick you up from any airport.

1.15 Special Requests

Where a special request eg. diet, room location, twin or double bedded room, a particular facility at a hotel, particular meals, activities, transportation etc. is an important factor in your choice of journey, you must advise us when the booking is made. We are happy to pass your request on to the hotel or other supplier but cannot guarantee that it will be accommodated. The provision of any special request does not constitute a term of your contract with us. Confirmation that a special request has been noted or passed on to the supplier or the inclusion of the special request on your confirmation invoice or any other documentation is not confirmation that the request will be met. Unless and until specifically confirmed, all special requests are subject to availability. For your own protection, you should obtain confirmation in writing that a special request will be complied (where it is possible to give this) where it is important to you.

1.16 Disability Or Medical Condition Which May Affect Your Journey

If you have any medical condition or disability which may affect your journey or any special requirements as a result of any medical condition or disability (including any which affect the booking process), please tell us before you confirm your booking so that we can assist you in considering the suitability of the arrangements and/or making the booking. In any event, you must give us full details in writing at the time of booking and whenever any significant change in the condition or disability occurs. You must also promptly advise us if any medical condition or disability which may affect your journey develops after your booking has been confirmed.

1.17 Local Purchases

We cannot accept responsibility for any items you may purchase locally e.g. jewellery/furniture etc and the quality and value of such cannot be guaranteed. We recommend that you check whether or not any extra charges will be payable for import duty or freight and we are unable to assist with any costs you may incur in this respect.

1.18 Group Transfers

Our journeys may include group transfers from airports/hotels and vice versa unless otherwise confirmed. A group transfer is generally a shared transfer and the type of vehicle used will normally be dependent upon the size of the group, with stops being made en-route to drop off/pick up other clients. The duration of your transfer will be dependent upon the individual arrangements required. Alternatively, in many destinations, we offer the choice of upgrading to your own private transfer at the appropriate cost. Please note some transfer arrangements may require reconfirmation locally.

1.19 Weather

World weather is becoming more erratic and unpredictable and we cannot be held responsible for disruption to your journey due to bad or unusual weather conditions.

1.20 Our Staff

We pride ourselves on the quality and friendly professionalism of our staff. In our search to continually try and improve our level of service, we are committed to on-going training, part of which involves the recording of phone calls.

1.21 Health & Vaccinations

Health facilities, hygiene and disease risk vary worldwide. You should take health advice about your specific needs as early as possible and ensure that vaccinations or preventative measures such as malaria tablets are taken early enough (which may be a month or more prior to departure) to be fully effective by the date of travel. It is your responsibility to ensure you are aware of all recommended and required vaccination and health precautions in good time before departure.

1.22 Passports & Visas

Please remember that every traveller will need a valid passport to travel. If your passport is endorsed in any way, requirements should be checked with the relevant embassy. As many countries require passport expiry dates to fall a considerable time beyond the dates of travel, we would recommend that all passports are valid for a minimum of 6 months after your scheduled return to your country. Visa information can change at short notice, please check your local government for the latest foreign travel advice. It is your responsibility to ensure you are in possession of all necessary travel and health documents before departure. All costs incurred in obtaining such documentation must be paid by you. We regret we cannot accept any liability if you are refused entry onto any transport or into any country due to failure on your part to carry all required documentation. If failure to have any necessary travel or other documents results in fines, surcharges or other financial penalty or expenses being imposed on or incurred by us, you will be responsible for reimbursing us accordingly.

1.23 Journey Insurance

This is a vital part of any journey so please ensure you take out adequate travel insurance with full cancellation cover.



Booking & paying for your MICE journey

2.1 Your commitment to us

When you or your Travel Agent wish to confirm a MICE journey booking you must pay a down payment of 50% of the journey cost. The down payment will only be refundable as set out in these booking conditions. Please note hotels have certain booking and cancellation conditions and these may affect any cancellation charges – please refer to 3.3 – Cancelling your journey. When you make a booking, the lead name confirms that you understand and have accepted these booking conditions and our Important Journey Information which forms our booking conditions. We reserve the right in our absolute discretion to refuse to accept any booking without necessarily specifying a reason. When booking your journey, if you wish to make a modification to a journey we will try to assist. Should you wish to change to an alternative featured hotel, this will be charged at the difference in published price, as long as DU holds the space required. Additional services will be quoted for upon request. Should you wish to extend your journey by making your own private arrangements, this can usually be done subject to an administrative charge of €5 per person per night. Prices for accommodation only bookings can be quoted on request. We accept various methods of payment, however please note that if you choose to pay by credit card, there will be a charge levied. Please also see article 2.10.

2.2 Our commitment to you

We will arrange to provide you with the various services which form part of the journey you book with us. Before your booking is confirmed and a contract comes into existence, we reserve the right to increase or decrease, and correct errors in advertised prices and to change any of the information. Changes will be made known to you at the time of booking.

A booking is not accepted until we issue an invoice. The date shown on the invoice, which will be sent to you or your Travel Agent is the date of booking. It is important to check the details on the invoice when you get it. If any details appear to be incorrect or incomplete, please contact us or your Travel Agent immediately as it may not be possible to make changes later. We regret we cannot accept any liability if we are not notified of any inaccuracy (for which we are responsible) in any document within 7 days of our sending it out (7 days for events). We will do our best to rectify any mistake notified to us outside these time limits but you must meet any costs involved in doing so. Once your booking is confirmed, you will be given a reference number.

2.3 Peak Season Supplements

During peak periods such as Christmas, Easter and local events when demand outstrips the supply of accommodation, you may find that supplements are added to the cost of your journey. The supplements may be for certain accommodation on specific dates. They do not necessarily indicate that additional services such as Gala dinners will be provided. The cost of these supplements will be quoted to you at the time of booking.

2.4 'From Prices'

DU offers you the flexibility to create your own journey from the range of accommodation and services available. Because of the wide choice, it is not possible to list every price on every date. A 'from' price is indicative of the lowest price available for the hotel or itinerary featured but this may vary depending on a number of factors such as your date of travel and choice of accommodation. To help you in choosing a journey which is tailor made by us to your requirements, please call our Sales team, or visit your travel agent or our website for further information about services and prices. We will be happy to provide you with an up to date quote.

2.5 Paying For Your Journey

After your booking is taken and a 50% down payment received, an extra invoice will be sent to you detailing the total cost due. Full payment must be received not less than 31 days before departure. If we or your travel agent have not received full payment at least 31 days before departure, we reserve the right to treat your booking as cancelled by you and forfeit your down payment by way of cancellation charges. If we do not cancel straight away because you have promised to make payment, you must pay the cancellation charges shown in 3.3 depending on the date we reasonably treat your booking as cancelled. If you make a journey booking within 31 days of your departure date then you must pay the full cost of the journey at the booking stage. Please also see article 2.10.

2.6 Pricing Errors

Whilst we make every effort to ensure the accuracy of the pricing information provided, regrettably errors may occasionally occur. When we become aware of any such error, we will endeavour to notify you at the time of booking (if we are then aware of the mistake), within 7 days of the time of booking or as soon as reasonably possible. If a booking is already in place, you will have the choice to continue with the chosen itinerary at the corrected price or amend to a different journey. We reserve the right to cancel the booking if you do not wish to accept the price that applies to your journey or any quoted alternatives.

2.7 Overlapping Price Panels

Journeys which do not fall completely within the date bands specified in the price box may be subject to a reduction or increase. The exact cost of your journey will be confirmed to you at the time of booking.

2.8 Insurance – not included

It is important that you have insurance cover and that it is adequate and suitable for your particular needs. If you fail to take out insurance and have to cancel your booking, you will be charged in accordance with our normal terms and conditions – see 3.3 – Cancelling your journey. Furthermore, if you require medical/any other form of assistance whilst on journey you will not be covered and you in turn may incur significant costs. Please read your policy details carefully and take them with you on journey.

2.9 Event information & Documents

After booking you will receive an Event document with important information relevant to your destination. We strongly recommend that you check the details carefully and read all of the information provided. Please ensure that you check your own booked flight timings carefully on your tickets. The correct timings, using the 24 hour clock, may have been adjusted since you received your invoice.

2.10 STO Garant Guarantee Scheme.

In order to meet its statutory obligation to provide a guarantee, QMands bv makes use of the guarantee scheme provided by STO Garant. You can check that this is the case by visiting STO Garant's website and verifying that the organisation is listed as a participant (www.sto-garant.nl/en/members). You can find all information relating to STO Garant at www.sto-garant.nl/en. Whether STO Garant's guarantee applies to a particular (travel) offer made by QMands bv is clearly stated for that offer. The Guarantee Scheme specifies what the guarantee covers and which conditions apply. You can find the Guarantee Scheme on STO Garant's website (www.sto-garant.nl/en/downloads). If STO Garant's guarantee applies to your booking, you do not pay the booking sum to QMands bv but instead into the escrow account belonging to Stichting Dergengelden Certo Escrow, a payment services provider registered with De Nederlandsche Bank (DNB) and the Dutch Authority for the Financial Markets (AFM). This trust account holds your payment in reserve until the trip booked has come to an end. If services are not supplied (in full and/or on time) due to the financial insolvency of QMands bv. STO Garant implements the guarantee. The Guarantee Scheme details how you can make a claim under the guarantee in such cases.

If you want to change or cancel your journey

3.1 Changes Or Additions To Your Journey

If you want to change any part of your journey arrangements after the invoice has been issued, we will do our best to make the change, but it may not be possible. Any request for changes must be made in writing. If it is possible to make the change, it will be subject to an administration charge of €50 per booking, and payment of any further costs incurred as a result of the change. If we agree that you may change your booking to a journey of lower value, and then you cancel that journey, we reserve the right to levy cancellation charges on the value of the original booking. Please note that save for the transfer of a booking (see below), or the addition of any offers made by DU which were not requested at the time of booking, it will not be possible to make changes within 30 days of your scheduled departure date.



3.2 Transferring Bookings

If any person named on a booking is prevented from travelling as a result of illness, the death of a close relative, jury service or other significant reason, we will agree to that person's booking being transferred to another person (introduced by you) who satisfies all the conditions applicable to the package, subject to both persons accepting liability for full payment of the journey cost and all costs and charges incurred by us and/or incurred or imposed by any of our suppliers in order to make the transfer. We must be given at least 14 days notice of the transfer request. An administration charge will be made of €50 per person for requests made more than 31 days before departure, and €100 per person within 31 days before departure. If you request to change all names on a booking, this will be considered as a cancellation and new booking and full cancellation charges will apply.

3.3 Cancelling Your Journey

If you or anyone on your journey booking decides to cancel the journey, the lead name must notify us of the decision as soon as possible. Any notification by telephone must also be confirmed in writing or by e-mail within 24-hours by the lead name. Cancellation will take effect from the day we are notified provided that written confirmation is received by us within 24-hours of the original notification. A cancellation invoice will be sent to you or your travel agent within 7 days, if you do not receive this please contact us immediately in order to prevent an increase in charges. The following scale of charges will be payable depending on when the notification of cancellation is received. Insurance premiums and amendment charges are not refundable in the event of cancellation. References to the deposit include all sums paid or payable at the time of booking.

Period prior to departure notice of cancellation is received by us or your travel agent	Cancellation charge per person cancelling
Prior to 182 days:	10% of total journey cost
182 – 61 days:	50% of total journey cost
61 – 30 days:	75% of total journey cost
30 days or less:	100% of total journey cost

In certain cases hotels may have applied certain deadlines to your booking and this may result in higher cancellation charges. It is therefore important to enquire for details at the time of booking and cancellation. We would strongly recommend that you take out appropriate travel insurance which provides cover against loss of down payment or cancellation fees.

If we want to change or cancel your journey

4.1 Website Accuracy

We rigorously check the information about accommodation, resorts, itineraries etc., to ensure it is correct to the best of our knowledge. Advertised web copy descriptions and facilities may change before and after you book. Please check the up to date position at the time of booking. Please bear in mind that hoteliers, restaurateurs, night club owners etc., may wish to maintain or improve their facilities, or even take a break themselves. Final details will be shown on your Event Document. Tour, excursion, cruise or safari itineraries may change as a result of local conditions. Circumstances such as these, or weather conditions, time of year or other situations beyond our control etc., may cause some of the amenities we have described to be unavailable or different from those advertised. When we are told of any significant or long term changes we will always endeavour to advise you prior to your departure.

4.2 Building & Development Work

Many hotels and resorts are continuing to develop, sometimes rapidly and intensively and often with little or no advance warning. Whilst we have no control over such work, as a responsible agency, it is important to us that you are aware of any significant building/refurbishment work that may be going on during your stay. General refurbishment at hotels is necessary to maintain standards but if we are informed of such work where this can reasonably be expected to have an effect on your journey, we will endeavour to notify you of it as soon as possible, however near to your departure this may be.

4.3 If We Change Or Cancel Your Journey Before Your Departure

We hope and expect to be able to provide you with all the services we have confirmed to you at the time of booking. We plan arrangements a long time in advance of your journey using independent suppliers such as restaurants, hotels etc., over whom we have no direct control. On occasions changes do have to be made, and we reserve the right to make these. Most of these changes are minor. However, occasionally, changes are significant. A significant change includes a change of accommodation to that of a lower category and/or price for the whole or a major part of your time away. Similarly, we do our best to avoid cancelling journeys but we must reserve the right to do so. However, we promise we will only cancel your confirmed booking after you have made full payment where we are forced to do so as a result of 'force majeure' as defined below or lack of minimum numbers. Please note, some of our journeys require a minimum number of participants to enable us to operate them. If the minimum number of bookings required for a particular journey has not been received, we are entitled to cancel it. We will notify you or your travel agent of cancellation for this reason no later than 31 days prior to departure. If we have to make a significant change or cancel, we will tell you as soon as possible. If there is time to do so before departure, we will offer you the choice of the following options:

(for significant changes) accepting the changed arrangements; or
 purchasing an alternative MICE journey from us, of a similar standard to that originally booked if available. If this journey is in fact cheaper than the original one, we will refund the price difference. If you do not wish to accept the journey we specifically offer you, you may choose any of our other then available journeys. You must pay the applicable price of any such journey. This will mean your paying more if it is more expensive or receiving a refund if it is cheaper; or
 cancelling or accepting the cancellation in which case you will receive a full and quick refund of all monies you have paid to us

4.4 Changes Due To Circumstances Beyond Our Control

Except where otherwise expressly stated in these booking conditions, we regret we cannot accept liability or pay any compensation where the performance or prompt performance of our obligations under our contract with you is prevented or affected by or you otherwise suffer any damage, loss or expense of any nature as a result of "force majeure". In these booking conditions, "force majeure" means any event or circumstances which we or the supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such events may include, whether actual or threatened, war, riot, civil strife, terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, epidemics, fire and other situations which are outside our control.

4.5 If We Change Your Journey Accommodation

We do not control the day to day management of your accommodation, and in exceptional cases it is possible that we may be advised that the reserved accommodation has been overbooked or your accommodation may have to be changed for other reasons. If this happens before your departure or on arrival in resort we will endeavour to provide accommodation of at least the same standard in the same resort area. If only accommodation of a lower standard is available we will refund the difference between the accommodation booked and that available.

4.6 If We Curtail Your Journey After Departure

Very rarely, we may be forced by "force majeure" to change or terminate your journey after departure but before the scheduled end of your time away. This is extremely unlikely but if this situation does occur, we regret we will be unable to make any refunds (unless we obtain any refunds from our suppliers), pay you any compensation or meet any costs or expenses you incur as a result. Please ensure you have adequate travel insurance in place to cover any such eventuality.



4.7 Minimum Number

Prices will indicate whether a particular journey is subject to a minimum number of participants for its operation. Please contact us at the time of booking should you require details regarding the number of people on your tour. .

On journey

5.1 Flight Delays

In the event of a flight being delayed, we are able to (re)organize transportation to your accommodation wherever possible and booked. However, this will depend on such factors as the expected length of delay, local availability and correct communication, etc. Where flight delays result in long waiting time, extra transportation costs will be charged. Where long flight delays result in lost journey time, no refunds are given by hotels for unused accommodation, as rooms are held for delayed arrivals, not re-let.

5.2 Watersports & other adventures activities vs. Safety

Please note that in the interest of your personal safety, the operators of these activities may require that you demonstrate your competence (for example a swimming test) prior to commencement and reserve the right to refuse participation for any reason if they feel this may compromise your or another guest's safety. Please note there may be certain age restrictions for children/adults to do certain activities so please ensure you enquire locally.

5.3 Behaviour

Most people go on journey for rest and relaxation, so if in our reasonable opinion or in the opinion of any hotel manager, tour leader or other person in authority, your behaviour is causing or is likely to cause danger, upset or damage to property or is persistently affecting the enjoyment of others, we reserve the right to terminate your journey. Should this happen no refund or compensation would be paid and we will have no further responsibility for your journey arrangements.

5.4 Personal Belongings and Lost Items

For security reasons valuables should be kept to a minimum and packed in your hand luggage along with your medicines, camera, film, electrical or battery-operated appliances, as well as basic essentials such as a change of clothing and toiletries. It can be easy to lose items but it is your responsibility to look after your property at all times and you must ensure you are adequately covered by comprehensive insurance. If you lose any personal items whilst on journey, please obtain a written report from a local representative, or police, to help with any insurance claim upon your return.

5.5 If You Have A Complaint While You Are On Journey

If you have cause for complaint whilst on journey, you must bring it to the attention of our local representative or the hotel immediately and they will do their best to rectify the situation. If matters remain unresolved, your concerns must be brought to the attention of the DU management (see 5.6). It is unreasonable to take no action whilst on journey, but then to write a letter of complaint upon your return. If you do not raise concerns immediately, this may affect our ability to investigate and take remedial action and it may impact on the way your complaint is dealt with.

5.6 DU management

DU can offer 24 hour assistance for emergency situations and to help resolve any issues while you are on journey. Many destinations and hotels have local representation and they should be contacted in the first instance should you have a problem.

5.7 Conservation

It is becoming ever more important to conserve the world's natural resources, its landscapes, flora and fauna. Someone coined the phrase 'Take only photographs; leave only footprints' and a number of countries now use this to promote conservation. It would be hard to improve on this statement.

5.8 Our Commitment To You For Your Journey Arrangements

We promise to make sure that the journey arrangements we have agreed to make, perform or provide as applicable as part of our contract with you are made, performed or provided with reasonable skill and care. In addition, we will only be responsible for what our employees, agents and suppliers do or do not do if they were at the time acting within the course of their employment (for employees) or carrying out work we had asked them to do (for agents and suppliers).

5.9 Representative Services

Please note we do not have representative services available in all the destinations we feature and therefore you will not necessarily be met on arrival. Please ensure you refer to your itinerary which will provide the appropriate contact details should you need assistance whilst on journey.

5.10 Curtailment

If you cut short your journey and return home early in circumstances where you have no reasonable cause for complaint about the standard of accommodation and services provided, we will not offer you any refund for the remainder of your journey not completed, or assist with any associated costs you may incur. Depending on the circumstances, your travel insurance may offer cover for curtailment and we suggest that any claim is made directly with them.

5.11 Volunteering Journeys

The volunteering element of your journey involves working and, where applicable, staying in locations which tourists do not usually visit. These locations are often remote and the conditions for the people who live there are generally basic. Volunteering is not a conventional journey activity and the organisations with whom we work do not provide services for tourists. Whilst we will endeavour to carry out certain health and safety checks on any accommodation you are intended to stay in, these checks will be limited. We do not carry out health and safety checks on the other elements of your volunteering experience as it is not practical for us to do so. We make no representations or promises as to the conditions you will encounter during your volunteering experience or that there will be compliance with any minimum standards of health, safety or hygiene. You must therefore exercise caution and take all appropriate steps to protect yourself against the risks involved.

5.12 Health, safety & security abroad

We take the safety and security of our clients extremely seriously. If our Offices advises that people should not visit a particular country or city, then we would act on this and reserve the right to cancel your journey. However we are sure you appreciate from press and television coverage that the political, economic and social conditions in many of the countries we feature are not as stable as we are used to in Europe. Sadly crimes against both people and their property are a fact of life the world over, and when in a foreign country it is very important to be extra vigilant and avoid drawing attention to yourself by wearing expensive jewellery, carrying expensive camera equipment etc. Travellers have the same responsibility for their personal safety and that of their possessions, as they do at home. DU also operate to many parts of the world, some of which do not conform to Dutch health and safety standards. We request that all hotels comply with the local regulations applicable in their country for health and safety but we cannot guarantee that these meet Dutch standards and therefore urge that you undertake reasonable precautions to protect yourself whilst on journey.

On return from your journey

6.1 Feedback

Your feedback is really important to us. At the end of your journey, you may be asked a feedback to fill in online as we would like to know if you have had a great time or if you think the hotel or service has not been up to scratch.

6.2 If you had a problem

If a problem remains unresolved during your journey, you should make a complaint in writing to DU within 14 days of the completion of the journey. Please remember to quote your journey reference and daytime telephone number. We will reply to you within 14 days of receipt of your letter.



6.3 Dealing with complaints

We are a member of Society for Incentive Travel Excellence <http://www.siteglobal.com>. We are obliged to maintain a high standard of service to you. We certainly hope that we can settle any journey complaints amicably, however, should this prove not to be the case you may wish to refer any unresolved matters relating to this contract to SITE.

6.4 Law & Jurisdiction

We both agree that Dutch Law (and no other) will apply to your contract and to any dispute, claim or other matter of any description (hereinafter referred to as "claim") which arises between us (except as set out below). We both also agree that any claim (and whether or not involving any personal injury) must be dealt by the Courts of The Netherlands.

For all our Dutch bookers

7.1 The Terms & Conditions of Duurzaam-Uitje will apply, [please see this link](#).

Eindhoven, The Netherlands, 2020 (©).

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