

General conditions

1. Rates Indicative rates are subject to availability and maybe changed without prior notice. The rates quoted by mail are binding when the option dates are respected. All rates are quoted in Euros. VAT and local tourist taxes are included in all our rates.

2. Payment All payments are due in Euros. Bank costs must be added. 25% of the travel sum must be paid upon confirmation and 25% of the travel sum must be paid and received 1 month prior to arrival of the group. The final payment must be in our bank account prior to arrival of the group. The ultimate date that the amounts are due, will be mentioned on the invoice(s).

3. Cancellations It is the client's responsibility to ask for the cancellation policies of the suppliers if they are not specified or if the client has any doubt regarding the policies as specified by Holland Palette upon confirmation. In general the suppliers will charge the following cancellation fees: - 1 month - 2 weeks: 50% - 2 weeks - 1 week, 75%-: 1 week – arrival date 100%. Some hotels start their cancellation policy as of 3 months prior to arrival. The general indications mentioned above will be adapted if applicable. If Holland Palette can resell the hotel rooms and if Holland Palette or the suppliers can resell the total services, the cancellation fee will be limited to the administration fee of minimum €200. If the administration fee is higher this will be mentioned in the by Holland Palette upon confirmation. In case of partial reselling of the services by Holland Palette or the suppliers, only the actual cancellation fees + the administration fee will be charged to you.

4. Responsibility: Holland Palette acts solely on behalf of passengers in the capacity of agent, in all matters relating to travel, hotels, restaurants, visits etc., by any and all means of transportation whatsoever; and as such declares itself not liable for any delay, loss, damage, injury or accident, occasioned to person or property through negligence of any individual or company entrusted with such service, however caused or arising.