

These General Terms and conditions apply to all activities, quotations, offers and agreements entered into, by or on behalf of Mip travel for individual participants and/or groups and/or agents, unless deviating conditions have been included in the agreement.

This is a summary version of the General Terms and Conditions; a full version of the terms will be provided with each quotation and is available on request.

### **Quotations**

Quotations are valid until 7 days after quotation date and based on all services as per your request. Changes in services or confirmations after 7 days may affect prices as per the provided quotation. Any quotation is merely an obligation-free invitation to a customer, group or agent to enter into an agreement with Mip Travel. The actual agreement only takes effect as a result Mip Travel accepting it in writing and confirming it in writing to the customer, group or agent. Mip Travel reserves the right to implement a planning fee of €150,00 for special, customized itineraries. When applying this fee, it will be communicated in advance, prior to the initial proposal. The trip planning fee is nonrefundable.

### **Prices**

All prices quoted are NET, in Euros (€) per service or per person as indicated.

As of April 1st, 2015, all travel related services in the European Union are subject to the "Tour Operator Margin Scheme" and VAT will therefore no longer feature separately. VAT can no longer be reclaimed.

### **Payment conditions**

The amount payable for an agreement must have been as stated in the offer. The percentages indicated in the offer will be applied to the total booking value, based on the confirmation of the most recent quotation.

The ultimate date that the amounts are due, will be mentioned on the invoice(s).

Additional service requested between 5 days and the execution of the project, need to be guaranteed by credit card.

Any balance due after completion of the project is to be paid within 15 days upon receipt of the final invoice.

### **Cancellation policy**

For individual bookings (max 10 guests)

- Cancellations until 1 month prior to arrival are subject to the paid non-refundable deposit only.
- Cancellations within 1 month prior to arrival are subject to 100% charges of the booking fee mentioned in the offer.
- Cancellation must be acknowledged by Mip Travel via e-mail.
- Prepaid and confirmed tickets (train, museum, etc.) are excepted from this rule and remain non-refundable
- Refunds via credit cards are subject to an administration fee of 4% over the total amount with a minimum of € 50,00.

For group bookings (10 guests or more)

Full or partial cancellation charges will be applied to the total booking value, based on the confirmation of the most recent quotation / confirmation.

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| - More than 3 months before the first arrival | No penalty except the paid good faith deposit |
| - More than 2 months before the first arrival | 15% of the total booking value;               |
| - More than 1 month before the first arrival  | 35% of the total booking value;               |
| - More than 14 days before the first arrival  | 60% of the total booking value;               |
| - More than 7 days before the first arrival   | 85% of the total booking value;               |
| - 7 days or less of the first arrival         | 100% of the total booking value.              |

In the event of a "no-show" on the part of the participant, group or agent, the full booking value will always be payable. No rights can be derived from a verbal cancellation.

Mip Travel or the booked property is entitled at all times to cancel or withdraw the agreement free of charge in the event of compelling circumstances that are out of the ordinary and unforeseeable, and which cannot be rectified or avoided, including, but not limited to: (civil) war, terrorism or terrorist threat, political unrest, natural disasters, extreme weather conditions, food shortages, (general) strikes. Mip Travel or the booked property is obliged to notify the participant immediately of the

cancellation or withdrawal and the reasons for it.

Mip Travel advises clients/passengers to contract sufficient insurances to cover any unforeseen penalties.

**Liability & applicable law**

Mip Travel acts as a travel consultancy for customers, groups and agents on the one hand and transport companies, hotel operators and other natural persons and legal entities on the other.

Agreements and all offers relating to the formation of an agreement are subject exclusively to Dutch law, including mandatory European law.

Mip Travel is a trade name of Mip travel service and is registered at the Chamber of Commerce Almere, the Netherlands at number 72448652.

The original creative material in our proposals are subject to copy right by Mip Travel.

Our general Terms & Conditions apply to all arrangements and are available on request.