

ANVR Travelers' Conditions 2023



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 part 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 or not clearly stated which of these two terms and conditions apply, the ANVR Travel Terms and Conditions for Package Travel will apply. In addition to the ANVR Booking Terms and Conditions for Single Travel Services, the ANVR Linked Travel Package Terms and Conditions (§2) may also apply: see Article 1 paragraph 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. Therefore, the ANVR terms and conditions have also been adjusted accordingly. As you have come to expect from us, we have done so in consultation with the Consumers' Association. We start with the ANVR Travel Conditions for Package Travel (§ 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 conditions that apply to a linked travel arrangement (GRA) are new. This is a new regulation devised by the European legislator to give you, as a traveler if you do not book a package tour, a little more protection if you do book several travel services with different traders. Because there are many new terms, we also provide (in § 4) 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 his 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 the law or the ANVR Travel Terms and Conditions.

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

§ 1 The ANVR Travel Conditions for Package Travel.

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Article 1 Introduction

- 1.1. These travel conditions apply to package tour agreements that the organizer concludes with you as a traveler.
- 1.2. This organizer may also declare these travel conditions applicable to single travel services, such as accommodation; car rental; shuttle tours. The organizer then explicitly states this in the offer.
- 1.3. As a traveler, you have the right to cancel the travel contract within 24 hours of its conclusion without giving reasons, unless the organizer has excluded this right in the offer and confirmation by using the term: **final booking**. In this context, the term traveler is understood to mean only the main booker/tenant. You have no right of withdrawal if you conclude the package travel contract within 8 weeks prior to 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 trader expressly states otherwise.
Weekend: The time between Friday 5:30 p.m. and Sunday night midnight.

Article 2 Information from the organizer

- 2.1. The organizer or, on its behalf, the reseller has provided you with the legally prescribed standard as well as the main features of the travel services prior to conclusion of this contract.
- 2.2. The organizer may attach the pre-value to the conclusion of the package tour 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 contained therein shall form part of the contract, unless otherwise in the offer. The online offer of an organizer can change quickly. If you want to be able to prove later exactly what the offer consisted of, make printout of the screen (print screen) the organizer's offer at the time of booking.
- 2.5. You remain responsible, notwithstanding the foregoing, for obtaining additional information about passports from the relevant authorities,

Want to know more?

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

visa obligations and health formalities (including about vaccinations) and you should also check in good time before departure that the information previously obtained has not changed in the meantime.

- 3.6. In the case of air transport, the trader will disclose the identity of the operating airline to you as soon as it is known to the organizer. The final departure and arrival times of transport parts of the trip are listed in the travel documents at the latest.

Article 3 Information to be provided by you

- 3.1. You will provide all information about yourself and the travelers you register that may be important for the conclusion or execution of the agreement in a timely manner prior to the conclusion of the agreement. This includes in any case your cell phone number(s) and your e-mail address(es).
- 3.2. You mention the particulars about your own physical and mental, and those about the group of travelers you have registered, which may be important for the proper execution of the .
- 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 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 concluded. Upon or immediately after conclusion of the contract, you will receive a confirmation and/or an invoice.
- 4.2. With package travel agreements concluded by telephone, you are only bound by the after the organizer has confirmed the trip. This should preferably be in writing (including by e-mail). If you make a payment or deposit, this will in any case 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 minimum number of participants announced prior to the booking. The organizer will inform you 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 you within the period of art. 4.5.
- 4.4. The organizer's offer is non-binding. He may, if necessary, revoke the , even after your acceptance of the offer and any confirmation thereof by him. The organizer must make the withdrawal as soon as possible, but in any case 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 at 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 by the organizer

- 5.1. The organizer has the right to change the travel contract if the changes are insignificant and if he has 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 the trip in a significant way before the start of the trip, he will inform you of this in a clear and

understandable manner and asks you whether you wish to accept the proposed changes or cancel the travel contract free of charge. If the changes involve a reduction in the quality or 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 that start 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 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 will be deemed to have the changes.
- 5.4. Until 20 days before departure, the organizer has the right to increase 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 the travel services included in the contract, levied by third parties not directly involved in the 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 less 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 to cancel the travel contract 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 organizer's terms and conditions and you have actually paid the travel price.
- 5.7. If you do not accept the changes and the organizer is unable to offer you an alternative trip or if you do not accept it, the organizer will refund 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 Aid 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 may reasonably have under the contract. This assistance includes adequate information about medical services, local authorities, consular assistance and support in using communications 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 cannot be on the agreed date due to force majeure, you are entitled to a maximum of three (3) nights free of charge 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 requiring 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 shall ensure the performance of the travel agreement in accordance with the expectations you may reasonably have under the . If a certain part cannot be executed in accordance with the agreements and you inform the organizer of this without delay, you will not be entitled to any compensation.

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 cannot reasonably demand this from the organizer.

- 7.2.** If a significant part of the services cannot be fulfilled, the organizer will provide suitable alternatives of at least equivalent quality without for them. During the period when 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 an appropriate price reduction.
- 7.3.** You have the right to reject the proposed alternatives if they are not comparable to what was upon in the travel contract. If the alternative 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 measures evidenced by the alternative offer. These include the following :
- 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 personal circumstances reported by them and accepted and recorded by the organi- sator.
- 7.5.** You may remedy a deficiency yourself and are entitled to reimbursement of necessary expenses incurred in this connection, if:
- a. You have informed the organizer in a timely manner that the trip is not carried out in accordance with the expectations 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 contract free of charge. You are in this case entitled to compensation and/or price reduction. This is without prejudice to your right to, if transportation is included in the trip, 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 on the part of the organizer. The organizer cannot exclude or limit its liability for damages consisting of 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 result 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 EU 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 complies with 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 balance.

portion of the trip price, the modification costs, surcharges and other costs resulting from the substitution.

- 8.1.3** At your request, the organizer will make these costs transparent and he fore- sees you, if you request it, with documents these costs.

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, please notify the organizer 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, a proportionate part thereof.
- 8.3.2.** If the package tour includes passenger transportation, this guarantee also provides for your repatriation. The guarantee covers at least the 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 will provide this guarantee by joining SGR or another guarantee fund approved by the ANVR. The organizer will make known before the conclusion of the travel agreement in what way and under what conditions he has taken care of this .

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 organizer obtains from the resale of the trip you canceled, in addition to any reservation costs 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.
- Travel price in this context 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 at the request of the traveler.
- 9.4.** If a trip consists of several components to which different cancellation provisions apply, the service provider's specific provisions apply to each component. The organizer will inform you at the time of booking 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 accommodation, cancellation fees are . The organizer shall calculate these costs according to the provisions of the following paragraph.
- 9.6.** If the size of the remaining party in the price table for this ac-

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 sum 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 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 be 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 . Cancellations outside office hours after closing time will be 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 , 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 established by the Calamity Commission of the Calamity Fund, it is that a situation exists as described in the previous paragraph. You can then cancel or, if possible and you wish, rebook free of charge as of three (3) calendar days before departure.

Article 10 Payment

- 10.1. You will receive information from the or- ganizer before the conclusion of the travel contract when the travel sum must be paid (in full). The organizer may a deposit. The amount of the deposit will be communicated to you before or at the time of concluding the travel contract. If you have not fulfilled your financial obligations by the time specified by the organizer, you are legally in default.
- 10.2. If you in default, the organizer, or someone on his behalf, summons you to pay and gives you a period of 14 days to still your obligations. You are reminded that if you fail to pay even then, the agreement will be deemed cancelled as of this date. The organizer will deduct amounts already paid from the cancellation fee. If the departure date is within these 14 days, you must pay the full travel sum at the latest 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 extrajudicial collection costs of paragraph 4 of this article after a reminder.
- 10.4. The extrajudicial costs shall not exceed 15% on a travel sum up to € 2500; 10% on the following € 2500; 5% on the following € 5000 and 1% on the excess, with a minimum of 40 Euro. The travel organizer can deviate from the mentioned amounts and for your benefit.

Article 11 Your further obligations

- 11.1. You are obliged to comply with all instructions given by or on behalf of the organizer and you are liable for damage caused by your conduct, to be judged by the standard of conduct of a proper traveler.
- 11.2. If you cause or could cause such a nuisance or inconvenience, that the proper execution of the travel agreement is or could be , the organizer can exclude you from (continuation of) the trip, if you cannot reasonably expect the organizer to continue fulfilling the agreement. The resulting costs will be at your expense.
- 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 agreement immediately so that a solution can be . For this purpose 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 deficiency is not eliminated and impairs the quality of the trip, you must in any case report this immediately, i.e. without any attributable delay, to the organizer in the Netherlands.
- 12.3. If a deficiency is not satisfactorily resolved on site, the organizer shall provide the opportunity to it in the form of a complaint (complaint reporting).
- 12.4. The organizer shall provide information on the procedures to be followed on site, contact details and reachability of those involved.
- 12.5. If you fail to comply with the reporting obligation and/or fail to 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 .

After the trip

- 12.6. If your complaint is not resolved to your satisfaction, you must file it in the prescribed manner as soon as , 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. If a copy of the complaint report is available, enclose .
- 12.7. If the complaint concerns the formation of a contract, you must submit it to the book- ing office as soon as possible, but no later than two months after your knowledge of the facts to which the complaint relates.
- 12.8. If you do not submit the complaint in a timely manner, the organizer may decide not to it unless you are not reasonably .
- 12.9. The organizer will give you a substantive response no later than one month after receiving the complaint.

Article 13 Disputes

- 13.1. If your complaint is not resolved to your satisfaction, or if you are not provided with satisfaction in this regard, you may, if you wish, submit the dispute to the Geschillencommissie Rei- zen, Postbus 90600, 2509 LP in The Hague (www.sgc.nl) . within twenty-four (24) months from the date of submission of your complaint to the organizerThe Committee only deals with 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 claim shall expire two years after the trip or, if the trip did not ahead, two years after the original date of departure.
- 13.4. If you do not wish to make use of the binding opinion procedure mentioned in the previous paragraph, you have the right to turn to the competent court.
- 13.5. Dutch law applies to the agreements , 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 izance of these disputes, unless another court is competent under mandatory rules.

Article 14 Compliance guarantee

- 14.1. The ANVR guarantees compliance with the binding advice of the Travel Disputes Committee by its members, unless the member submits the binding advice to the court for annulment within two months of its dispatch. This guarantee revives, if the binding advice has been upheld after review by the court and the judgement from which this appears has final.
- 14.2. The guarantee provided by the ANVR is limited to€ 10,000 per binding advice. The ANVR provides this guarantee under the condition that you, if you

transfer your claim based on the binding advice to ANVR at the same time as your appeal to the performance bond is honored.

14.3. The ANVR does not provide a fulfillment guarantee if, before the dispute has been heard by the Travel Disputes Committee and a final decision has been issued, one of the following situations :

- 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 business termination was registered in the Trade Register or an earlier date, for which the ANVR can plausibly demonstrate that the business activities actually terminated.

14.4. The application of the fulfillment guarantee requires that you appeal to the ANVR in writing (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 always rests with at least one merchant.
- The traveler will be given an emergency telephone number or details of 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 possibly upon payment of additional charges.
- The price of the package trip may be increased only 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 trip. 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 to a price reduction if the relevant costs would decrease.
- If any of the essential elements of the package trip, with the exception of the price, are substantially changed, 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 of the package tour, the traveler shall be 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 tour, for example, when there are serious security problems at the destination that are likely to affect the package tour.
- 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 delivered as agreed, a suitable alternative package must be to the traveler, without additional charges. 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 this organization.

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

§ 2 Linked Travel Arrangement Terms and Conditions (GRA terms).

The [Basic Rights GRA](#) are incorporated in the ANVR Linked Travel Package Terms and Conditions. The traveler can also take note these prior to booking.

Article 1 Applicability and definitions

1. If there is a linked travel arrangement, in addition to what is included in §3 (Booking Conditions), the following agreements apply.
2. There is a linked travel arrangement if the trader mediates creation of two or more different contracts concern- the different types of travel services you want to purchase for the same vacation or trip that 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 payment of the travel service separately, or
 - II. the merchant purposefully facilitates the purchase of at least one complementary travel service from another provided that you enter into the second agreement with the travel agent no later than 24 hours after the conclusion of the first agreement.
3. If the agreement does qualify as a travel agreement despite the foregoing, the ANVR travel conditions .

Article 2 Guarantee in the event of financial insolvency

1. If the trader has facilitated a linked travel arrangement and has received the travel price from you in that connection but is unable to perform or continue to perform the travel service due to financial insolvency, he shall ensure that the travel price he has received is refunded to the traveler, or if the travel service has been partially performed, a proportionate part thereof. If the merchant is responsible for passenger transport, the measures shall also provide for repatriation, all 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. The trader shall disclose before the conclusion of the first contract in what manner and under what conditions it has provided this .

Article 3 Information obligations

1. The merchant facilitating a linked travel arrangement shall, before you are bound by the contract leading to the formation of a linked travel arrangement, point out to you in a clear, understandable and conspicuous manner that:
 - a) you cannot claim the rights exclusively applicable 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 insolvency protection in accordance with what is in Article 2.
2. The merchant also, to fulfill this information requirement, provides you the prescribed standard information.
3. If the trader fails to provide information or provides incorrect information, a number of statutory provisions of the law shall apply to the package travel contract; namely, the provisions on substitution, the provisions on the execution of the package travel and the options for cancellation, the complaints procedure and the obligations for providing help and assistance.

Want to more?

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

§ 3 ANVR Booking Terms and Conditions for Single Travel Services.

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Article 1 Introductory provisions

1. These booking conditions apply when you book one or more single travel services, unless the 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, travel organizer and/or other travel service providers with whom you enter into an agreement and who, subject to the applicable terms and conditions, is solely responsible for performing the .

Traveler:

- a. the principal (notifier), or
- b. others than the client on whose behalf the client enters into an agreement and who accepts this agreement.

Assignment: the agreement between you and the travel agent, whereby the travel agent undertakes to provide travel services to you.

Business 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 travel agent expressly states that other business hours apply to him.

Booking fee: The amount the travel agent charges for its services.

3. The ANVR travel agent (also called reseller, trader or booking office) is a service provider in the field of travel. He can , advise and/or make reservations. The travel agent provides these services on your behalf. The ANVR 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 , only these ANVR Travel Terms and Conditions will apply to the entire process, from advice to the implementation of the package trip. Even if the travel agent himself organizes trips or adds travel services 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 establishes an agreement between you and your chosen service provider. The travel agent himself is not a party to the final agreement. He can make reservations for individual airline tickets, for example, or for train tickets, theater tickets and hotel rooms, or take out insurance on your behalf.
6. You have no right of withdrawal with respect to the reservation 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 relevant service provider (e.g. airline or hotel) . The travel agent is of course 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 assignment 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 confirm to you immediately.
3. If the travel agent issues a (order) confirmation directly to you, this confirmation is valid as proof of the agreement described in the confirmation unless you object to the without delay (within 24 hours).
4. Even if the travel agent is unable to provide the order confirmation immediately and sends it to you, 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 its contents. You can, of course, provide evidence to the contrary.
6. When booking via the Internet or other multimedia channels, the travel agent designs the booking process so that you are informed that you are entering into an agreement prior to booking. By confirming the booking by the travel agent, 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 you register that may be relevant to the performance 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 will also mention details about 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 guarantee the prices of the services reserved at your request. These prices are subject to change in accordance with the conditions of the service. The travel agent is not responsible for these changes. The travel agent will inform you any changes 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 charge you for the associated costs if, in a timely manner - prior to the change becoming final

- communicated to you. In addition to the cancellation or modification fees charged by the service provider, these may include the costs incurred by the travel agent to the change or cancellation.

4. The travel agent sends all communications about 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 require an advance payment, which in any case shall not exceed the amount in accordance with the terms and conditions of the service provider(s) involved, if any, plus the booking fee. If the travel agent requires a down payment, he will inform you of the thereof prior to the conclusion of the agreement.
3. You must ensure that the travel agent has received 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 don't pay (on) time, the travel agent will send a free payment reminder after that date and give you the opportunity

Within fourteen days of receiving this payment reminder, you must still pay the outstanding amount. If you fail to pay even then, you will be in default and the agreement(s) will be deemed cancelled, unless the of the service provider(s) involved (if any) dictate 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 exercise the care of a good principal 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 insofar as they have been prepared or published under the responsibility of third parties.
3. Insofar as the travel agent itself is culpably inadequate and you or your fellow travelers suffer damage as a result (including damage due to loss of travel enjoyment), the travel agent's liability is limited to a maximum of three times the value of services invoiced by the travel agent.
4. The travel agent excludes liability for damage against which you are insured (for example, by means of travel and/or cancellation insurance or health insurance) and for damage that you suffer in the exercise of a 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. At the latest when the agreement is concluded, the travel agent will provide you with general information about passports, visas and any health formalities (including vaccinations) appropriate to your Dutch nationality.
2. It is your responsibility to obtain the necessary supplementary information from the relevant authorities and to check in good time before departure that the information previously obtained has not changed in the meantime.
3. You are responsible for carrying with you the necessary documents, such as a valid passport, or, where allowed, an identity card and any required visas, proof of inoculations and vaccinations, driver's license and green card.
4. If you cannot (completely) make the trip because of the absence of any (gel- dig) document, this and all related consequences are 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 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 legal interest rate;
 - For payments relating to the services provided or to be 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 contract.
2. Furthermore, after a reminder has been issued, you are liable to pay the extrajudicial costs. These amount to 15% over the invoiced amount up to € 2,500; 10% over the next € 2,500 and 5% over the next € 5,000 with a minimum of € 40. The travel agent may deviate from said amounts and percentages in your favor.

Article 8 Complaints

1. You must make a complaint about a reservation made by the travel agent and/or

provided advice and information within two months after you become aware of the facts to which the complaint relates, submit it to the travel agent.

2. The travel agent will give you a substantive response in writing no later than one month after receiving the complaint.

Article 9 Disputes

1. If your complaint is not resolved to your satisfaction in a timely manner, or if you are not provided with satisfaction in the matter, you may, if you wish, submit the dispute to the Geschillencommissie Reizen, Postbus 90600, 2509 LP in The Hague (www.sgc.nl) no later than 12 months after the date of submission of your complaint to the travel agent. The Commission only handles complaints from natural .
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.
3. Dutch law applies to the contract of assignment you give on the basis of 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 wish to use the procedure with the Travel Disputes Committee mentioned under 9.1. 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 ahead, one year after the original departure date.
6. If you do not use the option to apply to the Travel Disputes Committee, the Dutch courts will have exclusive jurisdiction any disputes between the parties, unless another court has jurisdiction mandatory rules.

Article 10 Compliance Guarantee

1. The ANVR guarantees compliance with the binding opinions of the Travel Disputes Committee by its members, 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 possible deposit) have been fulfilled by you for the handling of the dispute.
4. The ANVR does not provide a fulfillment guarantee if, before the dispute has been heard by the Travel Disputes Committee and a final decision has been issued, 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, of which ANVR can plausibly demonstrate that the business activities have actually ceased.
5. Application of the fulfillment guarantee requires that you appeal to the ANVR in writing (www.anvr.nl).

Want to more?

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

§ 4 Concepts

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 means any person other than a merchant who seeks to enter into a contract under this Act or who is entitled to performance under a contract under this Act

Point of sale means retail space, movable or not, or a retail web site or similar online sales platform, including retail web sites 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 occurring independent 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 ; or
- ii) these services, whether or not separate agreements made with different 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 a comparable term;
 4. combined after a contract has been made where the merchant allows the traveler 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 traveler are provided by the merchant with whom the first contract is concluded to another merchant or merchants and a is concluded with the latter merchant or merchants no later than 24 hours after 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 part of the value of the combination, are not advertised as an essential feature of the combination, or do not otherwise 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, which do not constitute a package tour and for which separate agreements are made with different travel service providers, where a merchant:

- i) during a single 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 another merchant whereby a contract with that other merchant is entered into 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 tourism services are purchased and the latter services do not constitute a significant part of the combined value of the services and are not advertised 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 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 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 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 tourist services that are not a substantial part of a travel service within the meaning of subsections (i), (ii) or (iii);

Package travel agreement: agreement relating to the entire package or, if the package travel is provided under separate agreements, all agreements relating to the travel services included in the package travel

Leusden, November 2022

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An enjoyable vacation with 'Better holidays'

As the first travel industry organization in the world, the ANVR, together with all affiliated 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' vacations, is committed to reducing and offsetting its CO₂ footprint, and is committed corporate social responsibility.

As a travel industry, we have for years supported the campaigns of Defence for Children 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 away with your ANVR-booked trip

Good choice: book with an ANVR travel company! The

6 certainties make the :

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.

Some 280 travel organizations, nearly 500 travel agencies and 925 independent travel consultants are members of ANVR and have consumer-friendly terms and conditions that have been coordinated with the Consumers' Association. All have liability insurance and provide you with expert advice on current travel and country information and health measures.

Of course, ANVR members follow the travel recommendations of the Ministry of Foreign . You can find these for vacation and business travel at www.anvr.nl (Travel Information by Destination) and at www.nederlandwereldwijd.nl.

Your vacation or business trip will be taken down to the last detail. Whether it's a complete trip or individual components such as ticket, insurance or hotel.

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

When departing by coach from the Netherlands, ANVR members work exclusively with coach companies that hold certification according to ISO9001, supplemented by the above-mentioned requirements in the ANVR Safety Document or . 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) who book a trip with an SGR participant. All travel, accommodation and transport agreements, with the exception of 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 be there for you so that 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 equal 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 SGRZ (www.sgrz.nl). Participants in a guarantee fund may the consumer a fee per traveler or booking, as does SGRZ.

Calamity

The purpose of the Calamity Fund Travel Foundation (Calamiteitenfonds) is to financially assist 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 Emergencies Committee of the Calamity Fund determines whether there is an (imminent) emergency and a situation susceptible to payment. In the case of a situation susceptible to payment, travelers have the right to cancel free of charge from 3 days before departure for trips that have not yet started.

Travel Disputes 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 the 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

Assured vacation fun

It is smart to purchase travel and cancellation insurance when booking. Travel insurance may be required by the organizer. Cancellation insurance helps you if you are forced to cancel your trip. It also helps if you miss vacation time due to illness. 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.

Medicine

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](#)).

Keep copies

Make sure you have 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 and bank card

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

Customs

Rules apply to the import of animal products to infectious animal diseases out of the EU. Also products and souvenirs of protected animal (e.g. coral) and plant (e.g. cacti) species may not be imported ([Customs website](#) and [EU website](#)).

When entering or leaving the European Union, you must pay cash amounts of € 10,000 or more (or in other currency) declare to .

Valid travel papers own responsibility

At the latest when booking a trip, the entrepreneur must provide general information about border and health formalities. This is based on 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 [their own travel document](#). Additional border formalities may apply for unaccompanied (separated) parents with child(ren). After booking, it is your own responsibility to ensure that you have the correct travel documents and additional information needed and to check that everything up to date when you depart.

Corona

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

Secure copy of your ID

With the [KopielD app from the central government](#) you can cross out the identity data in a copy of your ID that organizations do not need or are not allowed to ; e.g. your BSN number, passport photo or signature. With the app, you put a watermark in the copy in which you can put the purpose and date of your copy. This way you make it a little more difficult for fraudsters.

Travel days

The booked trip is counted in whole days. Your trip can therefore start on the first day with departure at 11:00 pm and end on the last day with arrival at 8:00 am.

Excursions

Excursions or other services offered by the organizer in the program as part of the booked trip are subject to its liability. However, if you book an excursion or other service at the destination - whether or not through the tour guide - 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.

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 . 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'](#).

Return departure time

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

Transport and baggage conditions

In addition to the ANVR Travelers' Terms and Conditions, the transport is subject to the terms and conditions of the airline or train company. You can request these from the company in question or go to [www.anvr.nl/vervoersvoorwaarden](#) . Here 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 delays. The transport company must inform you and meet these obligations. If it fails to do so, you can call in the Environmental and Transport Inspectorate ([www.ilent.nl](#)). You can contact your company only on the basis of the ANVR Travel Conditions and he will refer you to the carrier ([EU Travelers' Rights](#)) if necessary.

Air passengers EU - US

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; well as for comparison with lists of passengers who pose a security risk. These data are kept for 15 years and can be exchanged 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 from your booking office.

Transportation of persons with reduced mobility/disabilities

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 .

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 at [www.facebook.com/anvrml](#) .

Leusden, November 2022