

GENERAL TERMS AND CONDITIONS GUIDED TOURS

1. Definitions

The following terms are used in these general terms and conditions:

Participant: anyone who participates in the program.

Customer: the natural or legal person who purchases the service(s) for himself or on behalf of one or more participants, which according to the customer should or can be regarded as a group. Customers include private individuals, companies, institutions and tour operators.

Programme: a guided tour, city walk, cycle tour, museum visit or composite programme.

Website: Koru Languages' website is www.korulanguages.nl

2. General 2.1 These general terms and conditions apply to participants in programs including a guided tour, city walk, bicycle tour, museum visit or combined programme organized by Koru Languages.

2.2 Koru Languages may change these general terms and conditions. The most recent version of the general terms and conditions is available via the website.

2.3 Provisions deviating from the general terms and conditions only bind Koru Languages if they have been agreed in writing in advance. General provisions used by the other party, under whatever name, do not apply.

2.4 Failure to read these conditions cannot be attributed to Koru Languages. If one person has made a reservation for a group, this person will act as group leader and must present the conditions to the group.

2.5 Persons under the age of 18 must be accompanied by at least one adult person.

3. Establishment of agreement

3.1 An agreement is concluded when the customer has received written confirmation of the programme from Koru Languages and Koru Languages has subsequently received payment from the customer. The statutory cooling-off period does not apply.

3.2 The content of the agreement is determined by Koru Languages in consultation with the customer. Any desired deviation or addition must be made in writing. Written confirmation from Koru Languages is required for

any desired deviation or addition. If the desired changes and additions are not possible, the cancellation conditions apply.

4. Disclaimer

4.1 Koru Languages reserves the right to change the programme or prices if circumstances warrant this. This is solely at the discretion of Koru Languages.

4.2 The stated start and end times are an indicative time. The correct times depend on the circumstances and can be adjusted if necessary.

5. Payment

5.1 After the customer has booked, he or she will receive an invoice with a final payment date.

5.2 Payment of invoices must be made within 14 days or within the period stated on the invoice.

5.3 If the program booked by the customer takes place within 14 days, payment must be made immediately.

5.4 If the customer does not pay on time, Koru Languages reserves the right to cancel the booked program, whereby cancellation costs may be charged.

5.5 All prices mentioned are subject to price increases. The prices in the written confirmation are leading. No rights can be derived from the prices on the website.

6. Cancellation by Koru Languages

6.1 In the event of force majeure of any kind, Koru Languages has the right to decide to cancel a program.

6.2 In that case, the customer will be informed immediately.

6.3 Any monies already paid will then be refunded.

6.4 Koru Languages accepts no liability for any damage and/or costs incurred by the customer if the program cannot continue as a result of cancellation.

6.5 In the event of serious misconduct by one or more participants, it may be decided to exclude the participant(s) from the remainder of the program without any refund being possible.

6.6 Koru Languages reserves the right to cancel a program due to COVID-19 or other measures.

7. Cancellation by the customer

7.1 Cancellation by the customer can be done by telephone and the customer must then notify the cancellation in writing and dated.

7.2 The date for cancellation is the written date of receipt by Koru Languages.

7.3 If the customer cancels the program for any reason, Koru Languages may charge the costs already incurred.

7.4 If you cancel up to 7 days before the start of the program, the cancellation will be free of charge.

7.5 In case of cancellation from 6 days to 3 days before the start of the program, 50% of the invoice amount will be charged.

7.6 In case of cancellation from 2 days before the start of the program and in the event of a 'no-show', 100% of the invoice amount will be charged.

7.7. A program will continue in bad weather conditions. In the event of very bad weather conditions, a program can be cancelled in consultation. You can then search for a new date.

7.8 Participants must be present at the agreed location at the agreed time. In case of delay, participants must contact Koru Languages by telephone without delay. If participants are delayed and cannot be reached by telephone, Koru Languages is no longer obliged to carry out a program after half an hour from the scheduled time. If individual participants are late, the programme will start at the scheduled time and the individual participant can join the program later, if possible. Koru Languages can take into account the time lost if the program unexpectedly starts later and offer an adapted programme, provided that this does not jeopardize the rest of the programme. If another assignment starts after the client's programme, Koru Languages cannot make up for lost time. Participants cannot assert any right to any compensation or refund of monies paid.

8. Liability

8.1 Participation in any Koru Languages programme, including a guided tour, city walk, bicycle tour and museum visit, is entirely at your own risk.

8.2 Koru Languages accepts no liability for any damage whatsoever, direct or indirect, suffered by the customer during or as a result of the programme.

8.3 Participants are responsible for taking out appropriate travel, accident and/or cancellation insurance.

8.4 Koru Languages accepts no responsibility for photos, brochures and other information material, insofar as published or made available by third parties.

8.5 When participating, Koru Languages is in no way liable for any damage suffered due to a possible lack of communication options, transport or medical assistance on site.

8.6 Koru Languages cannot be held liable in any way for delays, schedule changes, delays in the performance of services by third parties as a result of force majeure.

8.7 Obvious errors and mistakes in the programme do not bind Koru Languages.

8.8 The participants are obliged to comply with all instructions from Koru Languages to promote the proper execution of the programme and are liable for damage caused by their unauthorized behaviour, to be judged by the standard of the behaviour of a correct participant. Every participant must adhere to the instructions and the times specified in the programme.

9. Indemnification

9.1 The customer indemnifies Koru Languages against all claims from third parties in cases in which the customer has (partly or not) caused the damage in question or is (partly) liable for it.

10. Complaints

10.1 If a participant has a complaint, the participant must immediately report it to Koru Languages. This examines whether the complaint is justified and, if so, whether the reason for the complaint can be immediately removed.

10.2 If direct submission of a complaint is not possible, or if the complaint is not satisfactorily resolved, it must be submitted in writing and with reasons to Koru Languages within 14 days at the latest.

10.3 Koru Languages will investigate whether the complaint is justified and, if so, request that the complaint be resolved satisfactorily.

11. Disputes

The intention is to resolve disputes with participants through mutual consultation.

12. Applicable law

All our agreements and everything related to them are exclusively governed by Dutch law.

13. COVID-19

13.1 Koru Languages follows the measures adopted by the government for COVID-19 as well as other possible government measures.

13.2 In the event of COVID-19 or other serious contamination, the programme may be cancelled by Koru Languages.