



ART INDEX TOURS TERMS & CONDITIONS

1. Bookings

- Bookings should be made via Art Index Rotterdam website.
- Changes to dates, times, and numbers of clients of confirmed tours will be subject to the Art Index Rotterdam Amendment and Cancellation Policy (below 3).

2. Payments

- Online payments will only be made at the time of booking. Payments will be made through Ticketkantoor a secure ePayments interface.

3. Cancellation and tour amendment

- Refunds for cancelled booked tours will be made on the following basis - Cancellation received and acknowledged by Art Index:
 - i. If the tour cancelled by Art Index Rotterdam: 100% refund
 - ii. 3 weeks before the booked tour date: 50% refund
 - iii. 2 weeks or less before the booked tour date: no refund.
- Any unadvised reduction in numbers on the date of the tour will not alter the fee for the booked tour already calculated.
- Refunds made in accordance with the Art Index and it will be made in Euro.

4. No show

- If the client for the booked tour does not arrive then Art Index will reserve the right to receive the full cost of the tour.
- The tour times are set. In case the client arrives late, the lost time will be deducted from the total tour time.

5. Art Index Rotterdam reserves the right to:

- Art Index Rotterdam may treat date changes

6. Limitation of liability

The responsibility of Art Index Rotterdam Tours and/or our tour guides are strictly limited. Art Index is not taking responsibility for any injuries, damage, loss or accident. If the tour is organized with bike you acknowledge that bicycle riding is potentially hazardous. You should not ride unless you are medically able and properly trained. You assume all risks associated with riding, including but not limited to, falls, contact with other participants, the effect of the weather, traffic, and conditions of the road, all such risks being known and appreciated by you. You realize that bicycling is a strenuous activity that requires proper physical conditioning. You hereby certify that you are in such physical condition and good health.

7. Privacy Policy

- We do not store credit card details nor do we share customer details with any 3rd parties