

## APPENDIX 2 TERMS AND CONDITIONS FOR SERVICES

The applicable terms and conditions for the Services can be found on Stromma's website <https://www.stromma.nl/en/terms-conditions/charter/>, as updated from time to time.

### **Close out dates/ limited availability:**

On Kings day (27-04-2019) our service will run until approximately 12 noon. Lunch- and evening cruises are not operational.

During the Amsterdam Marathon (20-10-2019) our Hop on Hop off Bus will not be operational.

On New Year's Eve (31-12-2019) evening cruises are not operational.

### **Amsterdam Light Festival:**

During the Amsterdam Light Festival an extra fee is charged if the cruise includes the festival route.

This fee is determined by the ALF-foundation and not known yet. We will inform you as soon as possible. The regular 100 highlights cruise will operate until 5 pm during the festival.

### **Complimentary Seats:**

One tour leader/guide per group, can board with the group (min. 20 pax), free of charge.

Catering on board for the tour leader/guide will be charged.

### **Bachelor(ette) parties:**

Stromma has decided not to allow any bachelor parties on board.

### **Cancellation of, and changes to a cruise without catering**

- The client can only cancel or request changes to the original reservation in writing to Stromma, e.g. by sending an e-mail to [sales@stromma.nl](mailto:sales@stromma.nl).
- A boat or group reservation may be cancelled free of charge up to 48 hours prior to departure.
- For a boat or group reservation cancelled between 48 hours and 24 hours prior to departure, a cancellation fee of 50 % of the booking value will be charged.
- For a boat or group reservation cancelled less than 24 hours prior to departure, a cancellation fee of 100 % of the booking value will be charged.
- An increase of number of passengers and/or boats is always on request.
- Stromma can only guarantee availability for the number of passengers and/or boats that have been reserved. It is at Stromma's discretion to determine how many boats will be used for that number of passengers.
- Groups with a reservation on a regular cruise with a timeslot, should be present at the dock 15 minutes prior to departure.
- In all cases, the client must inform Stromma at least 4 hours prior to departure about the expected number of passengers on board.

#### **STROMMA operates in**

Stockholm, Gothenburg, Malmö, Copenhagen, Helsinki, Oslo, Stavanger, Bergen, Geiranger, Aalesund and Amsterdam  
[www.stromma.se](http://www.stromma.se) / [www.stromma.dk](http://www.stromma.dk) / [www.stromma.fi](http://www.stromma.fi) / [www.stromma.no](http://www.stromma.no) / [www.stromma.nl](http://www.stromma.nl)

### **Delayed departure of a chartered boat without catering**

- A delayed departure of fifteen minutes after the agreed time will be accepted by Stromma without extra charge.
- Each delay from sixteen minutes or more, the client shall pay for the extra time in percentage of the hourly rent (per fifteen minutes).
- In any case of a delay, Stromma has the right to shorten the cruise or change the point of arrival. This will always be decided in consultation with the tour leader and to be confirmed in writing with the captain onboard the ship.
- In case of no show cancellation policies apply.

### **Cancelled departure of a group on time slot without catering**

- Groups with a reservation on a regular cruise with a timeslot, should be present at the dock 15 minutes prior to departure.
- If groups arrive within 15 minutes prior to departure, it is at Stromma's discretion to determine if the group can still board the cruise.
- When a group arrives late, it is at Stromma's discretion to determine if the group can be rebooked on another cruise that day.

### **Cancellation of, and changes to a cruise with catering service**

1. The client can only cancel or request changes to the original reservation in writing to Stromma, e.g. by sending an e-mail to [sales@stromma.nl](mailto:sales@stromma.nl).
2. A boat or group reservation may be cancelled free of charge up to 48 hours prior to departure.
3. For a boat or group reservation cancelled between 48 hours and 24 hours prior to departure, a cancellation fee of 50 % of the booking value will be charged.
4. For a boat or group reservation cancelled less than 24 hours prior to departure, a cancellation fee of 100 % of the booking value will be charged.
5. Dietary wishes surcharge (for all meals different from the group order) – €12,50 per person, min. 24 hrs before on weekdays, for weekends on Friday before noon.
6. An increase of number of passengers and/or boats is always on request.
7. Stromma can only guarantee availability for the number of passengers and/or boats that have been reserved. It is at Stromma's discretion to determine how many boats will be used for that number of passengers.
8. Decrease of the number of passengers is free of charge if a notice in writing has been send to [sales@stromma.nl](mailto:sales@stromma.nl) at least 48 hours prior to departure.
9. If notice is given between 48 and 24 hours prior to departure the following cancellation/depreciation policy applies:
  - a. A decrease up to 10 % of group size is free of charge.
  - b. A decrease of 11 – 20 % of the passengers, 50 % of the number of cancelled passengers will be charged.

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- c. Decrease of 20 % or more, 100% of the number of cancelled passengers will be charged.
- 10. When cancelled/depreciated within 24 hours prior to departure, 100% will be charged.
- 11. The minimum number of passengers is always 35. This number of passengers will always be invoiced, even though the actual number of passengers was below 35.
- 12. Stromma can only guarantee catering for the number of passengers reserved.  
It is at Stromma's discretion to determine how many boats will be used for that number of passengers.

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