

General Terms & Conditions Amsterdam Underground city walks

Rates

- The cost of the walk is €12.50 per person (incl. 21% VAT).
- Groups of up to 4 people are subject to a starting rate of €50-.
- The walk can be booked daily through our website.
- It is not possible to pay our guides for the walk in cash.
- Payment should be made in advance by iDeal, PayPal or credit card.
- Payment by invoice is only possible if explicitly requested at the time of booking. You will receive the invoice by email at the latest 14 days after the walk.
- The walk can only take place if there is a guide available who can provide the walk.
- Refunds are not possible in cases of cancellation by the customer.
- Tips are very much appreciated by our guides. Whether and how much you tip is entirely up to you and is separate from the payment for the walk.

Other information:

- Amsterdam Underground city walks is a co-signer of the Covenant rondleidingen Wallengebied. All of our guides comply with the agreements included in the covenant.
- Groups exceeding 14 people are divided between multiple guides. In this case, we ask you to divide the group into multiple groups prior to the walk.
- The instructions of the guide should be followed and respected at all times.
- We provide the contact's mobile number to the guide so that the guide can reach you in case of an emergency on the day of the walk itself.
- The guide will wait for the walker(s) up to 15 minutes after the agreed departure time in cases of no contact.
- Please remain safety conscious and aware of your property. Amsterdam Underground city walks and its guides are not liable in case of an accident or for damage, theft and/or loss of your property!
- Cafe Dwaze Zaken is a commercial enterprise. We ask you only to go inside if you plan to eat or drink there. If you are with a group of more than 10 people, please allow ample time for eating or drinks.
- De Prael is a social company. When you consume a drink or snack here after the walk, you support a company that is committed to people who are far removed from the labour market. For more information, please visit www.deprael.nl