

BOOKING CONDITIONS OF DELTAPARK NEELTJE JANS 2010

The following apply to and supplement all our services and performances:

- * General Conditions of Business of Deltapark Neeltje Jans
- * Standard catering sector conditions ("Uniforme Voorwaarden Horeca" - UVH)
- * Conditions of "Organisatie in Beweging/De Pijler".

All these conditions will be made available free of charge on request.

The **most important conditions** concerning payment are:

- * An additional charge of € 2.50 will be made for payment of services and performances **against invoice**.
- * If a booking is cancelled **less than 7 days** before the reserved visiting date, the customer is obliged to pay 100% of the value of the booking. This only applies to bookings involving catering and guides. The number of persons included in a reservation may be altered free of charge **up to 2 days** before the reserved visiting date, within a margin of 10%.
- * Changes to selected menus can be made up to 7 days prior to the date of your visit.
- * The provision of specific services is subject to a **minimum order value** as well as prior confirmation by the customer. Unless the customer returns the confirmation in due time, Deltapark Neeltje Jans reserves the right to consider the booking as cancelled.

The specific conditions concerning **catering reservations** are:

- * The menu prices are calculated on the basis of at least 20 people or, in the case of buffet dinners, 30 people. For a smaller number there will be an additional charge. All prices include VAT.
- * Groups may choose from 1 coffee table, 1 menu or 1 buffet (with possible additions). We will be happy to make arrangements for diets or special requirements, provided we are informed of these in due time.

Our special prices for you, as a bus tour operator, leave little room for credit, and we would therefore appreciate prompt settlement.

(We reserve the right to adjust our prices.)