

TERMS & CONDITIONS ABT Group

QUOTATION

- Quotations are valid until 3 weeks after quotation date and based on all services as per your request. Changes in services or confirmations after 3 weeks may affect prices as per our quotation.
- In case of last minute bookings (less than 14 days prior to arrival), all services are subjected to availability and final confirmation.

PLANNING FEE

- ABT Group reserves the right to implement a planning fee for special, customized itineraries. Applying this fee will be communicated in advance, prior tot he final initial proposal.
- The planning fee is non-refundable.
- After confirming a customized itinerary small changes are allowed, however in case the itinerary needs to be adjusted and the time schedule needs to be adapted, ABT Group is entitled to charge an additional fee.

ADDITIONAL SERVICES

- All terms and conditions are also applicable to CPO or other added services.

PRICES

- All transport prices are calculated by using the ABT Group office address both as an initial destination and final destination.
- All prices as per proposal are VAT excl. in Euros (€) per service as indicated.
- As per April 1st 2015 all travel related services in the European Union are subjected tot the “Tour Operator Margin Scheme” meaning VAT can not be reclaimed.

CONFIRMATION

- The final confirmation includes names, telephone numbers and other relevant details.
- The final confirmation has to be submitted by e-mail to theo.wierenga@abtgroup.nl

CANCELLATION POLICY

- Cancellations are possible 30 days prior to requested services without cancellation fees.
- Cancellations made 1 week to 4 days prior to requested services are subjected to a 25% cancellation fee.
- Cancellations made 3 days to 24 hours prior to requested services are subjected to a 50% cancellation fee.
- Cancellations made less than 24 hours prior to requested services are subjected to a 100% cancellation fee.

RULES AND LIABILITIES

- Transport services provided by ABT Group are subject to dutch legislation and traffic rules.
- Seat belts must be used at all times.
- The customer has to sit in the seat designated by the driver.
- The customer is obliged to refrain from damaging or contaminating the vehicle.
- The consumption of alcoholic beverages is prohibited, unless distinct permission is given by the driver.
- Carrying and/or using narcotics is prohibited.
- Smoking in the vehicle is prohibited.
- Costs or fines resulting from the client's failure to comply with the above obligations will be charged to the client.

FORCE MAJEURE

- This article does not cover epidemics/pandemics subject to government regulations. Circumstances that can't be attributed to ABT Group, that are of such a nature that compliance with the agreement cannot be reasonably be demanded or can no longer be demanded in full extent (such as ,but not limited to, (I) extreme weather, including, but not limited to "code orange" implemented by (local) authorities; (II) withdrawal of one or more permits (both from the supplier and from the client); (III) National mourning; (IV) total or partial inaccessibility of locations and (V) illness of staff or supplier gives it the right to dissolve the contract in whole or in part and/or to suspend its execution without any obligation to pay compensation. ABT Group retains its right to reimbursement in that case (including but not limited to costs for third parties engaged by it).
An appeal to force majeure on the part of the client is excluded.

PAYMENT TERMS

- A downpayment of 25% is requested from new customers.
- Full payment is requested within 30 days of invoice date.

CREDIT CARD PAYMENTS

- ABT Group uses an online payment system for payments by credit card.
- In case the customer wishes to pay by credit card, they will receive a link via which the payment can be completed online.
- Credit cards are charged in Euros (€). ABT Group is not responsible for currency fluctuations between the time of confirmation and the actual date the charge is affected.
- For all credit card payments a 3% surcharge is applied for handling fees and service fees paid to the credit card company.

BANKING DETAILS

- Payments must be made in Euros (€)

Bank	: ABN AMRO NV
IBAN	: NL52ABNA0837539625
Swift/BIC	: ABNANL2A
Account Name	: ABT Group BV