Terms & Conditions 2027

Applicable to all individual Bike & Barge tours operated by Cycletours Holidays

Included in price:

- All nights on board (incl. bedding, towels)
- Use of bed linen and towels
- Breakfast and dinner on board; lunch package
- Coffee, tea and afternoon snack on board
- Tour guide, cycles with the group
- Navigation app incl. GPS tracks
- Tour information, 1x per cabin
- Free WiFi (limited available in lounge and on deck)
- Ferry-fares on the route
- Entrance Keukenhof (Tulip Tour/Super Tulip Tour)

Not included in price:

- Bicycle rent (incl. bike insurance): hybrid bicycle € 130,- / E-bike € 240,-
- Other drinks available on board: (non-) alcoholic
- Entrance fees museums (approx. € 30,- per route)
- Personal insurance
- Transport to/from mooring location of the barge

Special details:

Due to weather conditions or unforeseen circumstances, the route/program may be changed without notice.
Clients may bring their own standard bike on our tours.
The **following types of bicycles or vehicles** are **not permitted** on board our ships due to limited space and safety requirements:
electric bikes, tandem bikes, tricycles, recumbent bikes, hand bikes, cargo bikes, electric scooters and e-scooters.

Cancellation by Cycletours Holidays

Cycletours Holidays reserves the right to cancel tours with less than half the barge's capacity or in the event of natural and unavoidable catastrophes. We will notify you right away per email.
Cycletours Holidays will do its utmost to offer a suitable alternative.

Private groups:

On our individual tours we will accept a private group with a maximum of half of the capacity of the barge:

Should you get such a request, please contact us to discuss the possibilities.

- Cycletours Holidays
- Gyroscoopweg 104 1042 AX Amsterdam The Netherlands

tel +31 (0)20 521 84 90 individual@cycletours.nl www.cycletours.com

Applicable to all bike tours offered by Cycletours Holidays

Commission (calculated on the published cabin rates)

- Bike & Barge tours on barges Godefridus van Aemstel, Anna van Aemstel, Peter van Aemstel, Floor van Aemstel, Elisabeth van Aemstel and Clair de Lune: as agreed with you
- Charters: on request

Bike rental and other items/ supplements are non-commissionable.

For our published rates: see our tour documents in our Google Drive.

Cancellation by clients on the barges Godefridus van Aemstel, Floor van Aemstel; Anna van Aemstel; Peter van Aemstel, Elisabeth van Aemstel and Clair de Lune, following fees apply:

- until 42 days before day of departure:15% of total invoice
- 42 - 29 days before the day of departure: 35%
- 28 - 22 days before the day of departure: 40%
- 21 - 15 days before the day of departure: 50%
- 14 - 6 days before the day of departure: 75%
- 5 - 1 day before departure: 90%
- no show: 100%

Reservation

When you make a reservation please state the following information: route (if possible 2nd choice)

- departure date (if possible 2nd choice)
- accommodation
- all names
- **ages/all dates of birth**
- height(s) + bike type
- diets (on medical advice)/ food allergies/ vegetarians etc.

In case a height remains unknown there might be extra charges for providing the correct bike on day of arrival or later.

In case of **Glutenfree diet or Lactose free diet** there is an additional charge of **€ 100,-** per week if ordered by booking. If ordered on spot this charge is **€ 150,-** per diet (to be paid to the chef).

Diets which need a special preparation or special ingredients can only be offered in limited form. We will do our best to meet your needs, but we also ask for your understanding as due to limited logistic possibilities on a barge we are not able

to prepare complete specialized menus and special food requirements cannot always be met in all details.

Unfortunately, we are unable to offer vegan meals. The space in the kitchens on our ships is limited (for storage and preparation) and therefore we cannot guarantee that the meals are completely vegan.

Option

An option will be given for at most 5 work-days (Saturday not included). An option automatically expires if we have not heard from you on this 5th day before 4 PM.

Changes made by the client

When clients changes their rental bike/ name change/ add dietary restrictions within 90 days before departure the alteration costs are € 35,- per change.

If necessary, the clients can also request to transfer their booking to a later date within the same season (not to the following year). The surcharge is € 150,- per booking. This is always upon request, and if the change is possible, we will send you a quote.

If one person in a double cabin cancels and the other person remains in that cabin alone, the canceling person will be charged a cancellation fee, and the other person will pay the price of the single-occupancy cabin, up to a maximum of the original total price.

Changes made by Cycletours

The daily programs are subject to change without notice, due to changing wind and weather conditions and other unforeseen circumstances, such as work on bridge and lock closures.

Cycletours reserves the right to change the ship, as long as it is the same standard or better. We will inform you in a clear, understandable and prominent manner.

Important

Traveling is a global activity. It is possible that bedbugs are brought along in the luggage of participants and that this can lead to contamination of the room. This is unavoidable. Cycletours uses a protocol to prevent this as much as possible, or to combat it immediately.
If this happens during a trip, Cycletours will do everything it can to ensure that the trip runs as smoothly as possible according to the program. Adjustments cannot always be avoided.
As said: it is unavoidable or force majeure. The liability of Cycletours is therefore exclusively limited to the execution of the trip. All other possible damage is excluded.

If people bring their own drinks, we charge a corkage fee per bottle.

We do not allow private e-bikes on board (due to safety regulations).

Please note that the published prices for our bike & barge tours are based on the fuel price of March 2026. Should the fuel price rise by more than 5% (after March 2026), we may ask a fuel surcharge. This also applies to existing reservations.

Payment

You will receive an invoice for the net amount (commission will show on the invoice).
The full invoice amount must be received by us no later than 1 day before departure. If you wish to pay by credit card, we will send you a payment link. The amount displayed in that payment link includes 3% transaction fees (not applicable if you are located in the EU).
If paying by bank transfer, you can use our bank details listed on the invoice. All bank charges are at your expense.

Travel documents

The travel documents are uploaded to our **Google Drive** no later than four weeks before the first departure of a trip.
The travel documents consist of:
- a document containing the daily itinerary; practical information, including the mooring location and directions.
- a document with a link to download the navigation app.

You are responsible for providing these documents to our mutual customers.