

Sapiens Travel booking terms and conditions for individual bookings and itineraries for a maximum 10 people.

Pricing

- All offered prices and rates are netto, in Euros (€) and per person or per service as indicated in the final itinerary and include BTW (VAT).

Offers

- All offers and quotations are valid for 2 weeks unless otherwise agreed.
- Changes in any of the services or confirmation after more than 2 weeks may affect pricing.
- Bookings with less than 14 days' notice, also referred to as last minute bookings, are subject to availability and final confirmation by Sapiens Travel.
- Tickets for museums, (public) transportation, and attractions are only sold in combination with at least one other service. i.e. hotel reservation, transfers, walking tour, boat tour.
- Tickets can only be confirmed upon receipt of complete payment of the amount due. Prices for all services are subject to change at time of booking.
- Tickets, (public) transport, accommodation, deposits for some restaurants and guide reservations are non-refundable.
- Restaurant reservations are subject to a service charge of € 25 per reservation.

Planning fee

- Sapiens Travel may request a non-refundable planning fee of € 250 for customized itineraries.

Local tax changes

- Any local tax changes including BTW (VAT) and city tax may be subject to change. The difference will be charged to the client.

Travel Advisor Commission

- Travel advisor commission may only be included if confirmed at time of quotation. There may be a percentage of the total booking value, or a fixed amount in Euros (€).
- Commissions are paid, in Euros (€), by bank transfer within 30 days after clients' departure, given that any outstanding balance of the client or Travel Agency has been settled in full. A commission invoice is required under Dutch tax law.

Credit Card payments

- Sapiens Travel offers an online payment platform where credit card payments may be completed either with an agency card or client card.
- Credit cards are charged in Euros (€). Sapiens Travel is not responsible for currency fluctuations and additional charges that credit card companies or countries charge for the use of a credit card.
- Sapiens Travel charges a service fee percentage for credit card payments, which is communicated at time of payment.
- No credit card payments are done through the website directly. Individual links are created, based on final itinerary price, and shared via email.

Cancellation policy

- Sapiens Travel strongly recommends clients to contract sufficient (health) insurance(s) to cover unforeseen penalties and/or emergency costs.
- Confirmed itineraries may be cancelled and refunded up to 31 days prior to arrival. A cancellation fee of € 400 applies.
- Cancellations within 31 days prior to arrival will not be refunded. A 100% cancellation fee applies.
- Prepaid tickets, restaurant deposits and reservations for (public) transportation reservations cannot be refunded and remain non-refundable.

Itinerary and vouchers

- The final itinerary is shared via email after receipt of full payment.
- The final itinerary includes local contact name(s), telephone numbers and other important details and serves as a final confirmation from Sapiens Travel.
- Individual vouchers are not shared in advance but are managed by our team onsite, including drivers, guides etcetera.
- In case no transportation or guiding services are confirmed, tickets and other documents are delivered at the hotel latest on the day of arrival at the hotel where the client is staying.

Additional services booked by client directly

- Should clients wish to confirm additional services, guiding hours or tickets, Sapiens Travel will contact the Travel Advisor. If the Travel Advisor can not be reached immediately, Sapiens Travel will confirm and book the extra services and settle payment with the client directly. In any case the Travel Advisor will be given notice of the extra services booked.

Other conditions

- Sapiens Travel is registered at the Chamber of Commerce of Amsterdam, The Netherlands under number: 75444704.
- All creative material including proposal, itineraries and images are protected under the copy right of Sapiens Travel. Any unauthorized duplication of these materials is subject to a penalty of € 10,000 per instance, to be increased by 2% for every day that this violation continues, with a maximum of € 250,000.

Dispute resolution

- These terms and conditions are governed by Dutch law.
- The Dutch court has jurisdiction to hear all disputes arising from these terms and conditions. All disputes arising from this agreement are exclusively submitted to the competent District court Amsterdam.



sadao@sapiens-travel.com
sapiens-travel.com

Payment terms & conditions

- Full prepayment is required latest 1 month prior to arrival.
- For invoices greater than € 5,000, a deposit schedule may apply. The amount due with corresponding payment dates are communicated at time of confirmation.
- Payments must be made in Euros (€). Any costs affiliated to a bank transfer are absorbed by the client.
- Checks are not accepted.

Sapiens Travel bank details:

Account name: Sapiens Travel
VAT number: NL664806533B01
IBAN: NL56 INGB 0009 3567 96
BIC / SWIFT / routing no.: INGBNL2A
Bank office address: Rokin 90, 1012 KX Amsterdam, The Netherlands

** Always state Travel Agency and Client name on the wire transfer.*