



- 1. Privacy policy Biesbosch Centre Dordrecht**
- 2. Reservation conditions for rental**
- 3. Cancellation conditions for rental and activities/excursions**

# 1. Privacy policy Biesbosch Centre Dordrecht

We are aware that you put your trust in us. We therefore see it as our responsibility to protect your privacy. On this page, we will set out what data we collect when you use our website, why we collect this data and how we use it to improve your user experience. So you understand exactly how we work.

This privacy policy applies to the services of Biesbosch Centre Dordrecht. You should be aware that Biesbosch Centre Dordrecht is not responsible for the privacy policies of other sites and sources. By using this website, you indicate your acceptance of the privacy policy. Biesbosch Centre Dordrecht respects the privacy of all users of its site and ensures that the personal information you provide to us is treated confidentially.

## Our use of collected data

### Use of our services

When you sign up for one of our services, we ask you to provide personal data. This data is used to perform the service. The data is stored on Biesbosch Centre Dordrecht's own secure servers or those of a third party.

### Communications

Messages between you and Biesbosch Centre Dordrecht may be retained. Sometimes we will ask you for your personal data relevant to the situation at hand. This enables us to process your queries and respond to your requests. The data is stored on Biesbosch Centre Dordrecht's own secure servers or those of a third party.

### Cookies

We collect data for research in order to better understand our customers so that we can tailor our services accordingly.

This website uses 'cookies' (text files placed on your computer) to help the website analyse how users use the site. The information generated by the cookie about your use of the website may be transferred to Biesbosch Centre Dordrecht's own secure servers or those of a third party. We use this information to track how you use the website, to compile reports on website activity and to offer other services related to website activity and internet usage.

### Disabling cookies

Most browsers are set to accept cookies by default, but you can set your browser to refuse all cookies or to indicate when a cookie is sent. However, some features and services, on our and other websites, may not function correctly if cookies are disabled in your browser.

### Purposes

We do not collect or use information for purposes other than those described in this privacy policy unless we have obtained your prior consent.

### Changes

This privacy statement is tailored to the use of and features on this website. Any adjustments and/or changes to this website may result in changes to this privacy statement. It is therefore advisable to consult this privacy statement regularly.

### Choices for personal data

We offer all visitors the opportunity to view, change, or delete any personal information currently provided to us. You can submit a request for this using the contact details below

### **Change communication settings/unsubscribe**

If you wish to amend your details or have yourself removed from our files, please contact us. See contact details below.

### **Questions and feedback**

We regularly check our compliance with this privacy policy. If you have any questions about this privacy policy, please contact us:

Biesbosch Centre Dordrecht  
Baanhoekweg 53  
3313 LP Dordrecht  
078-7705353  
[biesboschcentrum@dordrecht.nl](mailto:biesboschcentrum@dordrecht.nl)  
Chamber of Commerce number 5007052

## 2. Reservation conditions for rental

1. Rental is only possible via online booking.  
Booking is not possible at the rental counter or information desk of the visitor centre.
2. In connection with completing the rental contract and issuing the equipment, we ask you to be present 30 minutes before the start of the rental period.
3. Your reservation will expire half an hour after the booked start time (subject to cancellation conditions).
4. Renting a canoe, kayak, boat or SUP is at your own risk.
5. Rentals are made only to persons over 18 years old.
6. The minimum age for driving a whisper boat is 18 years.
7. Children up to 12 years old are required to sit in the canoe or kayak with an adult.
8. Dogs are not allowed in a canoe, kayak or on a SUP.
9. The rental customer must return the rented item to the rental counter of Biesbosch Centre Dordrecht at the agreed time and date.
10. Proof of identity with passport photo is required.
11. Each rental customer will receive a map of the navigable area with the rules governing the use of materials and the local area.
12. In the case of noncompliance with Article 11, the rental supplier will charge a penalty of €50.00 per hour per item. This is over and above the normal rent for a period, which remains payable. Exceptions are situations in which the rental customer is demonstrably not at fault for being late (e.g. material breakdown).
13. The rental customer must take good care of the rented item and return it clean.
14. In the case of noncompliance with Article 15, the rental customer will be charged a fine of €25.00 per item.
15. The rental customer will be liable for any vandalism, damage, accidents and theft occurring during the rental period.
16. The rental customer will bear all costs of proven necessary repair and/or replacement if the rented item has suffered damage, is no longer present or parts are no longer present. Replacement will be based on new-for-old value.
17. The costs mentioned in article 16 must be reimbursed by the rental customer to the rental supplier immediately after the termination of the rental period. If the rental customer is unable or unwilling to comply, an invoice will be sent for the amount due.
18. Rental is at your own risk. The rental supplier bears no liability for theft of personal belongings, personal accidents or injury to third parties and/or material damage resulting from the use of the rented property.
19. If the ignition key of the whisper boat is lost, €50.00 will be charged.

20. No rowing or whisper boats are allowed in the canoe creeks or through the locks. You are not allowed to sail through the locks or past the Prins Hendrik bridge over the Wantij with any rented items.
21. The rental customer must not cause nuisance (noise, waste) etc. in nature reserve National Park De Biesbosch.
22. No refunds are possible if rented items are returned earlier (except in the event of a thunderstorm).

### 3. Cancellation conditions for rental and activities/excursions

- Cancellations can only be made in writing to [biesboschcentrum@dordrecht.nl](mailto:biesboschcentrum@dordrecht.nl).
- Cancellation more than 1 week before the activity - no cost.
- Cancellation less than 1 week before the activity - 50% of the cost will be charged.
- Cancellation on the day requires payment of 100% of the cost.