



Biesboschcentrum
Dordrecht

Excursions & Rental
General Terms and Conditions and Cancellation Policy

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1.Excursions

General Terms and Conditions and Cancellation Policy

General Terms and Conditions

- All participants must assemble at Biesbosch Centre Dordrecht at least 15 minutes before the start of the excursion.
- Reservations are no longer valid once the booked start time has passed (subject to our Cancellation Policy).
- Dogs are not allowed on excursions and boat trips.
- Participants take part in excursions at their own risk. Biesbosch Centre Dordrecht is not liable for any damage and/or injury incurred during an excursion.

Cancellation Policy

- Cancellations can only be made in writing using the cancellation form on the website.
- Cancellations made more than 1 week prior to the event are free of charge.
- If you cancel between 1 week and 1 day prior to the excursion, you are entitled to a refund of 50% of the amount paid at the time of booking. During this period, it is also possible to reschedule the excursion once within the current season free of charge.
- If you cancel on the day itself, you are not entitled to a refund.
- In the event of extreme weather conditions, Biesbosch Centre Dordrecht reserves the right to cancel an excursion. In such cases, we will contact you concerning possible rescheduling. If rescheduling is not possible, the amount paid will be refunded to you after you have completed the cancellation form. Deciding whether weather conditions are extreme is at the discretion of Biesbosch Centre Dordrecht.

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2.Rental

General Terms and Conditions and Cancellation Policy

General Terms and Conditions

1. In the context of issuing the equipment, please be present 15 minutes before the start of the rental period.
2. Your reservation will expire half an hour after the booked start time (subject to cancellation conditions).
3. Renting a canoe, kayak, boat or SUP 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.
4. The minimum age for hiring and driving a whisper boat is 18 years.

The minimum age for renting a canoe, kayak or SUP is 16 years.

Children under 3 years old are not allowed in a kayak or canoe.

Children aged 3 to 15 are required to sit with someone aged 16 or over in a double kayak or canoe on their own seat.

Parents/carers are responsible for and must supervise their children at all times.

5. Dogs are not allowed in a canoe, kayak or on a SUP. Dogs are allowed on a whisper boat.
6. Wearing a life jacket is compulsory for children and adults who do not have a swimming certificate or cannot swim.
7. It is compulsory to show proof of identity if asked.
8. Each rental customer will receive a map of the navigable area with the rules to be observed. Any breach of these rules may result in mandatory termination of the activity.
9. The rental customer must return the rented item to the rental counter of Biesbosch Centre Dordrecht at the agreed time and date. Late returns will be charged at €50.00 per item. This is over and above the normal rent for a period, which remains payable.

The rented equipment must be returned in the condition found at the start of the rental.

If the ignition key of the whisper boat is lost, €50.00 will be charged.

The costs mentioned in article 9 must be reimbursed by the rental customer to the rental supplier immediately after the termination of the rental period.

10. The rental customer will be liable for any accidents and theft occurring during the rental period.
11. All costs of necessary repair and/or replacement if the rented item has suffered damage, is no longer present or parts are no longer present will be charged to the rental customer. Replacement will be based on new-for-old value.

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12. Whisper boats are not permitted to sail in the canoe creeks.
You are not allowed to sail through the locks or past the rail bridge (blue bridge) over the Wantij with any rented items.
13. Rental customers must not cause nuisance in the National Park De Biesbosch nature reserve.
14. No refunds will be provided if rented items are returned earlier.

Cancellation Policy

- Cancellations can only be made in writing using the cancellation form on the website.
- Cancellations made more than 1 week prior to the event are free of charge.
- If you cancel between 1 week and 1 day prior to the rental, you are entitled to a refund of 50% of the amount paid at the time of booking. During this period, it is also possible to reschedule the rental once within the current season free of charge.
- If you cancel on the day itself, you are not entitled to a refund.

- In the event of extreme weather conditions, Biesbosch Centre Dordrecht reserves the right to cancel the rental. In such cases, we will contact you concerning possible rescheduling. If rescheduling is not possible, the amount paid will be refunded to you after you have completed the cancellation form. Deciding whether weather conditions are extreme is at the discretion of Biesbosch Centre Dordrecht.

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