

## General terms and conditions canal cruise Dokkum



### Article 1. General

- 1.1 Rondvaart Dokkum has an open Praam suitable for a maximum of 30 people.
- 1.2 The round trip through and around Dokkum takes one full hour per trip;
- 1.3 For each trip, a guide is present who tells about (old) Dokkum.
- 1.4 The tour boat never leaves earlier than the booked times; We recommend to be at the dock at least fifteen minutes before departure.
- 1.5 The dock to the tour boat is accessible by stairs. To get on board there is a small set of stairs. This makes the tour less suitable for the disabled. If you have any questions about this, please contact us;
- 1.6 Rondvaart Dokkum is not responsible for loss and/or damage of material and/or personal belongings;
- 1.7 Rondvaart Dokkum is not liable in case of an alternative route due to an obstruction of third parties.
- 1.8 When purchasing a ticket, you automatically agree to these general conditions at all times.
- 1.9 You must follow the instructions of the captain at all times.

### Article 2. Payment and/or refund conditions

- 2.1 No refunds will be given for any reason if you miss the tour;
- 2.2 In very bad weather, Rondvaart Dokkum can cancel the tour up to 5 minutes before departure;
- 2.3 You will then be entitled to a full refund or you can change your tickets to another date free of charge;
- 2.4 Cancellations can be made free of charge up to 24 hours before the start of the tour, this can be communicated by email or telephone.
- 2.5 Keep your ticket safe, this is your proof for the cruise.

### Article 3. Complaints

- 3.1 Should there be any complaints before, after or during the canal cruise, we ask that you pass them on by telephone or in writing to the canal tour team Rondvaart Dokkum. These General Terms and Conditions of Canal Cruises Dokkum 2025 are governed by Dutch law.

Booking office details;  
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Rondvaart Dokkum is part of holiday park de Schreiershoek