

VISITOR TERMS AND CONDITIONS

OVER-AMSTEL BOERDERIJ B.V.

1 GENERAL TERMS

- 1.1 These terms and conditions apply to your purchase of any ticket or access to Over-Amstel Boerderij B.V. located at Binnenweg 17, 1191 AA, Ouderkerk aan de Amstel, the Netherlands, and those visiting/staying as restaurant guest or hotel guest.
- 1.2 Visitors will be admitted upon presentation of a valid ticket.
- 1.3 All visitors under the age of 18, must be accompanied by an adult at all times.
- 1.4 All prices are correct at the time of publishing. However, they are subject to change without prior notice.
- 1.5 Tickets are non-refundable and may not be resold.
- 1.6 We reserve the right to refuse the sale of any tickets, or entry to any part of Over-Amstel, where it is reasonable for us to do so.
- 1.7 Opening hours, events and offers are subject to change and from time to time, at peak times, it may be necessary for Over-Amstel to close the entrance gate to restrict entry and control the total number of visitors. Over-Amstel reserves the right to restrict entry if at any time it is deemed necessary or appropriate to do so.
- 1.8 For technical or operational reasons, some facilities or offers may be removed, or closed, or entertainment cancelled, and/or altered at any time.
- 1.9 While we will endeavour to publicise any changes on our website, we strongly advise checking the relevant details by visiting www.over-amstel.com or calling +31(0)20 - 244 7110 before you visit.
- 1.10 In the event of a cancellation or closure, Over-Amstel accepts no responsibility for travel, accommodation and any other associated costs.
- 1.11 Over-Amstel is an inclusive organisation, and we value and respect the diversity of our visitors, communities and our colleagues. Any behaviour towards our colleagues or other visitors which contradicts this will not be tolerated, and visitors will be asked to leave.
- 1.12 Over-Amstel is a working farm. We accept no responsibility for any injury that the visitor could reasonably have avoided by following advice that appears on our website, maps and signs around the estate.
- 1.13 Over-Amstel shall have no responsibility for any loss or damage suffered by you or occurring to any items belonging to you, other than as the result of Over-Amstel's gross negligence. Over-Amstel will not be responsible for any loss or any expense due to circumstances beyond Over-Amstel's control.
- 1.14 Drones are not permitted without prior consent from Over-Amstel.
- 1.15 Commercial photography and filming (including wedding or engagement photography) is not permitted anywhere without prior consent from Over-Amstel.
- 1.16 Any images captured during permitted photography or filming may not be publicly distributed without prior permission from Over-Amstel.

- 1.17 Visitors are not permitted to bring their own food and drinks for consumption.
- 1.18 The use of BBQs - disposable or otherwise - is not permitted anywhere on the estate.
- 1.19 Due to the presence of free roaming livestock, dogs, other than assistance dogs, are not permitted anywhere on the estate.
- 1.20 Cycling is not permitted anywhere on the estate.
- 1.21 We may conduct security searches of persons, clothing, bags and other items, both on entry and exit, in order to protect your safety and that of other visitors and staff.
- 1.22 The following items are prohibited within the boundary of the premises: Any items which are or appear to be illegal / weapons, ammunition, explosives, horns, whistles, drums, fireworks, flagpoles, banners, balloons, sporting equipment, large umbrellas or any other item which in our reasonable opinion may cause danger or disruption to any event, to other visitors, staff or resident wildlife.
- 1.23 Visitors consent to being photographed, filmed or sound recorded for use on TV, websites, social media, DVD, webcast, promotional materials, or other public mediums, as part of the audience, or by security CCTV. Signs are put up to make visitors aware of when filming and photography is taking place and there is CCTV coverage across the site. If you do not wish to be filmed or photographed, please do not remain in the area being filmed or photographed.
- 1.24 Any special offers, vouchers, incentives (financial or otherwise) or correspondence addressed to a specific email address is intended for the exclusive use of the individual to whom the email account belongs. All offers are non-transferable.

2 CANCELLATION POLICY

- 2.1 No partial or full refunds will be given for cancellation of tickets. Changes can be made to a booking up to four weeks (28 days) prior to the original date of booking. If there are no dates are available to move the booking in the current season, the booking can be transferred at no extra cost to the following season.
- 2.2 Each booking is entitled to be moved once within the season should enough notice be given.
- 2.3 If multiple tickets are booked within one booking, they are not entitled to be split at a later date and be used on separate dates.
- 2.4 Tickets are allowed to be transferred once with written permission given by the original lead passenger.
- 2.5 Group or Corporate:
- (a) No full refunds will be given for cancellation of group or corporate bookings.
 - (b) We require a minimum of 8 weeks (56 days) notice for changes to a group or corporate booking.
 - (c) With 8 weeks notice a booking can be moved to a new date in the current season, or if there is no availability moved at no extra cost to a date in the following season. The booking may only be moved once, and no refund will be made whatsoever if the booking is subsequently cancelled after being moved.
 - (d) If the booking is cancelled with a minimum of 6 weeks (42 days) notice, 50% of the deposit paid will be refunded.

3 CUSTOMER SERVICE

3.1 For assistance or more information, suggestions, complaints and/or any other requests, please contact our customer service department at any time using the contact form or using the following contact details:

by e-mail: info@over-amstel.com

by post: Binnenweg 17, 1191 AA, Ouderkerk aan de Amstel, the Netherlands

4 APPLICABLE LAW AND COMPETENT COURT

4.1 These general terms and conditions are exclusively governed by Dutch law.

4.2 For any dispute concerning the general terms and conditions, the Court of Amsterdam (*rechtbank* Amsterdam) has exclusive jurisdiction.