

TERMS AND CONDITIONS

With these Terms and Conditions we wish to make a clear understanding of where our responsibility lies and where it stops. To prevent potential conflicts and damages, these documents are usually very technical with impartial and legal use of language. We are not that kind of organisation and therefore we have chosen to make it more like house rules, which are understandable for everybody.

INFORMATION

- Travel information can be found on our website, www.coueursducourage.com. Next to that, guests will always receive detailed information about the trip one week before departure of the trip. We choose not to send this earlier with regard to changing circumstances.
- In the detailed information the day of welcoming is always day 1 of the trip. The day of departure is the final day of the trip.

STO GARANT GUARANTUEE SCHEME

- In order to meet its statutory obligation to provide a guarantee, Coueurs du Courage makes use of the guarantee scheme provided by STO Garant. You can check that this is the case by visiting STO Garant's website and verifying that the organisation is listed as a participant (www.stogarant.nl/en/members). You can find all information relating to STO Garant at www.stogarant.nl/en.
- Whether STO Garant's guarantee applies to a particular (travel) offer made by Coueurs du Courage is clearly stated for that offer. The Guarantee Scheme specifies what the guarantee covers and which conditions apply. You can find the Guarantee Scheme on STO Garant's website (www.stogarant.nl/en/downloads).
- If STO Garant's guarantee applies to your booking, you do not pay the booking sum to Coueurs du Courage but instead into the escrow account belonging to Stichting Deringelden Certo Escrow, a payment services provider registered with De Nederlandsche Bank (DNB) and the Dutch Authority for the Financial Markets (AFM). This trust account holds your payment in reserve until the trip booked has come to an end. If services are not supplied (in full and/or on time) due to the financial insolvency of Coueurs du Courage, STO Garant implements the guarantee. The Guarantee Scheme details how you can make a claim under the guarantee in such cases.

BOOKING AND PAYMENT

- Your invoice is also your booking confirmation. We wish to receive the down payment of 25% of the travel sum within 2 weeks after the invoice date. If we don't receive the down payment within 2 weeks, we cannot guarantee your spot on the trip any longer.
- The remaining 75% need to be transferred 6 weeks before departure of the trip.
- We don't charge a booking fee for participation in one of our trips. However, if you choose to cancel yourself we will charge you with a € 20,- booking fee for administrative costs.
- Your booking is binding at the moment you send your complete booking information. Since everybody does something impulsive once in a while and might regret it, we offer a 24 hour cost-free cancellation period. You can cancel by sending us an email: info@coureursducourage.nl.

INSURANCE

- The challenging character of our trips demands a decent travel insurance. We have never lost anything significant during one of our trips, since we work with reliable staff. Nevertheless, a decent insurance against theft is strongly recommended, because the eventual responsibility for luggage is for our guests themselves.
- We advise you to contract a cancellation insurance. If you need advice, just ask us.

CANCELLATION

- Cancellation of your booking is possible via mail. Please mention your name, the name of the trip and possibly an invoice number. You are not obliged to give us a reason for cancellation, however, we always value if you do express the reason for cancellation.
- If someone is not able to participate, it is possible to pass the participation on to someone else. Off course under the same terms and conditions.
- Coureurs du Courage can only cancel a trip for strong weighing reasons in which we, in all fairness, cannot live up to the travel agreement. In this case, our guest will either be offered a different trip of the same minimum price or we will return the full travel sum.
- All our trips have specific minimum amounts of participants. If the minimum has not been met, the trip will be cancelled. We keep candidate-participants up to date continuously if the minimum is or will be met. At the latest, we will decide 2 months before the start of a trip if it will take place or not.
- If you choose to cancel yourself, then we use the following scale of return:

Within 24 hours after booking:	No costs
24 hours till 2 weeks after booking:	€ 20,- booking costs
Till 42 days before the day of departure:	The down payment of 25% of the travel sum
From day 42 till day 14 before departure:	50% of the travel sum
From day 14 u/u the day of departure:	100% of the travel sum

COMPLAINTS

- Coureurs du Courage has never received a serious complaint. We are convinced that possible complaints now or in the future can always be solved in a reasonable deliberation. If we still are not able to solve the complaint, it is self-evident that a disappointed guest can turn to an authorized Dutch court.
- Above all, we always try to make the trip a success for both the guest as Coureurs du Courage. Better said: if anything is below expectation during a trip, please feel free to express your complaint immediately so that we can try to solve it straight away.

RESPONSIBILITY

- Our trips are carefully planned and prepared. Though, we can always encounter unforeseen situations and this will make our trips somewhat unpredictable at times. Guests can address us on how we handle such situations and on our improvising talent, but never on the unforeseen situations themselves.
- We take the responsibility for the wellbeing and travel pleasure of our guest very seriously. However, if there is a reasonable explanation that we are not to be blamed, we don't take responsibility for caused damages. This doesn't just concern situations in which shortcomings are to be accounted for by guests themselves, but also situations in which supporting staff - who are not a part of the Coureurs du Courage staff- (i.e. hotel staff) make mistakes.
- We have never lost anything with our laundry service. Nevertheless, we take no responsibility for the damaging or disappearance of clothing, not now or in the future.
- Your own bicycle, clothing, luggage, everything will be exposed to less smooth circumstances during a challenging trip than back home. The last couple of years the material damages have been negligible, partly due to our care(fulness). But also here, we cannot be held liable.
- In general we cannot be held liable for damages that are also covered by a travel-,accident- or cancellation insurance. Our liability for missing out on travel pleasure and for the damage that our guest suffers in the exercise of his profession or business, is limited to the maximum travel sum; if we are to be blamed.
- Where help and assistance are needed to get our guests up to the level of their expectations, we naturally give them as much as possible. If the cause of staying below expectations lies with them, the costs of help and assistance are for the guest.
- If at some point someone would misbehave in such a manner that continuation of the trip for him or herself or the group seems impossible, this person can be excluded of further participation. He or she has no right on refunding of the travel sum.
- Coureurs du Courage retains the right at all times to (temporarily) take a rider out of course if her or she threatens to endanger him/herself or other participants. We will always communicate the reasons for exclusion, but will not engage in a discussion with participants.

Coureurs du Courage

Deposited at the Dutch Chamber of Commerce: 76304973