

General Terms and Conditions for a tour of Gilde Leiden

Thank you for your interest in a tour at Gilde Leiden. To ensure everything runs smoothly, we would like to bring the following to your attention:

General information regarding tour participation:

1. Gilde Leiden offers tours on request and drop-in tours. A drop-in tour has a fixed starting point and time. This does not apply to requested tours (see point 8 et seq.).
2. Participation in our tours is at your own risk.
3. Participants must follow the instructions of our guide.
4. The execution of the tour by Gilde Leiden is subject to force majeure. In all situations, the health of the walkers and the guide is always the primary consideration. In the event of extreme weather conditions, walks will not take place during code orange and/or red. If the walk is cancelled, the walking coordinator will notify the person who requested the walk. In any case, participants are entitled to a refund of the amount paid.

Drop-in Tours

5. If the number of participants for a drop-in tour exceeds 15, the guide may decide to admit no more people for reasons of traffic safety and the enjoyment of the tour. People who have booked a walk-in tour have priority. We therefore recommend making a reservation.
6. Walk-in tours are conducted in Dutch. The guide may decide, in consultation with the group, to conduct a German or English-language tour.
7. Walk-in tours are generally paid for in cash (see www.gildeleiden.nl for current prices). Payment via a "tikkie" is only possible in consultation with the guide on duty.

Guided tour upon request

8. For a requested tour, your contact with the Guild will be through the coordinator until the day of the tour. Contact can be made via the Gilde Leiden website (www.gildeleiden.nl) or by email at stg.gilde.leiden@gmail.com.
9. The times and start and end points of a requested tour will be determined in consultation with the coordinator.
10. For a requested tour, a group preferably consists of a maximum of 15 people. The client can book for more than one group simultaneously. Gilde Leiden provides one guide per group.
11. If the number of participants for a requested tour is fewer than five, payment must be made for five adults.
12. The client must provide the requested information when requesting the tour, including their name and contact details. Incomplete requests will not be processed.
13. A requested tour will be confirmed to the client by email as soon as possible. Until Gilde Leiden has provided this confirmation, there is no binding agreement to hold a tour.
14. For a requested tour, confirmation is only possible if there are sufficient available guides. This applies in particular to bookings made within five days of the tour's start date.
15. Requested tours must be paid for five days before the tour date. You will receive an invoice from the treasurer. Cash payment to the guide can be arranged with the coordinator.
16. A requested tour can be cancelled free of charge up to 5 days before the walking date. If cancelled within 5 days of the walking date, Gilde Leiden will charge a €25 administration fee.
17. The number of participants can be changed up to 5 days before the walking date. If the number of participants differs from the agreed number after 5 days of the walking date, the following applies: for fewer participants, payment must be made for the previously requested number; for

more participants, payment must be made for the actual number of participants. In this case, you can request an adjusted invoice from the coordinator.

18. If your group is likely to arrive late at the starting point for a requested tour, you must contact the coordinator. If the coordinator is unavailable, the guide will attempt to contact you by phone 10 minutes after the agreed-upon time using the phone number provided by the coordinator. Therefore, it is important that this phone number belongs to someone who is participating in the walk or guiding the group. If this is not possible, the guide reserves the right to cancel the tour fifteen minutes after the agreed-upon time. Any payments already made will not be refunded, and if they have not yet been paid, you must transfer them to us in full.

Stichting Gilde Leiden

February 8, 2025