



European Consumer Centres Network

TOURISM IN THE NETHERLANDS

This brochure will provide you with information on tourism in the Netherlands. You will find practical advice and important legal information covering the different topics. We have tried to include all the relevant information concerning travel to the Netherlands and your stay in the Netherlands; however the information provided is not fully detailed on all points and should be viewed as a guide not as a verbatim statement of the law.

Travel agreement

Tourism tax

- During their stay in Holland, visitors are usually asked to pay a tourism tax which is fixed by the local authority. If the visitors are not registered in the local municipality as resident, the tax will be included in the price of the rental.

Travel agreement

- If you book at a travel agency this company is obliged to give you the following information before closing the travel agreement (in a brochure or any other clear manner):
 - name, address and telephone number of the travel agency;

- the amount and the deadline of the payment you have to make in advance;
 - information about taking a cancellation-insurance;
 - important (general) information about the travel documents and the formalities about health affairs. Further it is your responsibility as a consumer to have all the necessary information about travel documents, like passports and visa;
 - the deadline for making a complaint.
- After closing the agreement the travel agency has to give you the following information:
 - the general terms and conditions, if it was not possible to give those before;
 - the information documents have to be handed over at least 10 days before the day of departure. These documents have to contain information about the local representation of the travel agency and additional information in case of emergencies.
 - information about the insurance, transport, route and contact person.
- These rules are also applicable for bookings done through the internet, post and phone. But you do not have a “cooling off period” in these cases.
- An email counts as a booking confirmation, because normally it is not obliged to close an agreement in a particular way. It does have to have contain clear definition of the product or service and the price.
- If you book through the internet, the trader is obliged to hand you the general terms and conditions, in a way you can read and store them.
- The trader can ask you to do an advance-payment. The law does not have special rules concerning advance-payments. So the agency can stipulate what amount has to be paid in advance.

- If the agency is a member of the ANVR (Algemeen Nederlands Verbond van Reisondernemingen), the down-payment will be of 15 %, with a minimum of € 45,40. if the booked service only contains the rental of a bungalow, apartment, boat, caravan or caravans standing place, then the advance-payment will be of 30%.
- If rented accommodation does not correspond to the description in the leaflet, there is a possibility to get a compensation. It is very important to make the complaint as soon as possible, at the rented place itself. The consumer can also try to get a compensation for material damage. Like extra expenses for telephone calls that are made to complain. The consumer has the responsibility to do everything in his power to minimize the damage. If the retail company is a member of the ANVR you can bring your complaint before the ADR body, the Complaints Board of Travel.
- If you choose to book an accommodation through a travel agency, it is advisable to choose an agency that is associated with the “Algemeen Nederlands Verbond van Reisondernemingen” (ANVR). By booking at these travel agencies you are sure that the terms and conditions appropriate on the closed agreement are fair for you as a consumer. Since the terms and conditions of associated ANVR travel agencies are drawn up in cooperation with the branch organization ANVR and the Dutch consumers' union (Consumentenbond).

- For more information about the ANVR;

<http://www.anvr.travel/engels.php>

http://www.anvr.travel/uploads/opreis/Handboek_codes_en_richtlijnen/CR%20Engels.doc

[http://www.anvr.travel/uploads/opreis/Handboek_codes_en_richtlijnen/RECLAMECODE%20Reisaanbiedingen07%20\(Eng\).pdf](http://www.anvr.travel/uploads/opreis/Handboek_codes_en_richtlijnen/RECLAMECODE%20Reisaanbiedingen07%20(Eng).pdf)

If you, as a foreign consumer, are feeling mistreated by a Dutch professional, the European Consumer Centres (ECC's) will be pleased to help you find an amicable settlement of the dispute. You can find further information and a complete list of all ECC's under:

http://ec.europa.eu/consumers/redress/ecc_network/ecc_network_centers.pdf

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