

General conditions

Tourist boat trips - Permit travel agency category A nr.5959

1. While embarking and disembarking on the boat, you should follow strictly the instructions of the captain.
2. The fixed program is only to give you an idea. Should the program, because of nautical, sailing or technical safety (fog, storms, unfavorable tide, breakdown, illness, etc.) not be able to be completed, the managers of River Tours, guides and captains have - after consultation with the group leader - the right to change the sailing program.
3. If there are insufficient reservations Rivertours has the right to cancel a planned trip. The registered passengers will be informed of this beforehand. They have in this case the choice between a refund or an alternative tour. There are no fees or other compensation payable.
4. In case of cancellation by the customer (for whatever reason) no refund of tickets is made.
5. The payment of the outstanding amount (tickets, meals etc.) should be done before the start of the cruise.
6. The entrance fee for such as museums, etc. is not included in the ticket price and has to be settled on the spot.
7. Drinks are available on board and may not be brought.
8. Meals must be ordered in advance and may be paid on board. The responsible of the group is requested to collect the money for the meals in advance with the participants. The number of meals that has been ordered, must be paid.
9. Schools are kindly requested to settle the balance in notes (please avoid using coins).

For urgent messages on the day of your cruise, do not hesitate to call us.

