

CheapTickets.nl is part of Travix Nederland B.V.

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General Terms and Conditions CheapTickets.nl October 2019

CheapTickets.nl is a trade name of Travix Nederland BV, having its registered office at Piet Heinkade 55, 1019 GM Amsterdam. Further information about our organisation can be found under 'About CheapTickets' on this site or on www.travix.com. Our organisation is IATA accredited (www.iata.nl) which means that we, as a travel agent, may issue airline tickets on behalf of airline companies, [a participant in the Travel Compensation Fund (Stichting Garantiefonds Reisgelden) (SGR no. 1353) (www.sgr.nl), a member of the Dutch Federation of Travel Organisations (Algemeen Nederlands Verbond van Reisondernemingen) (ANVR no. 04664) (www.anvr.nl).

Definitions

For a description of the definitions applied in these General Terms and Conditions, which are capitalised, reference is made to Appendix A, which forms an integral part of these General Terms and Conditions.

Introduction

CheapTickets.nl is an online travel agent which, via its Website, makes bookings in the Traveller's name for Airline Tickets and/or hotel accommodation and/or rental cars and/or business travel and/or holidays and/or insurance. CheapTickets.nl itself is expressly not a party to the final Contract for the Provision of Services. CheapTickets.nl does not act as a travel organiser/tour operator.

CheapTickets.nl has concluded a collaboration agreement with the partner websites listed below, in accordance with which CheapTickets.nl takes care of the booking on behalf of the partner website.

- Hotels: via the website of CheapHotels.nl: executed by Booking.com;
- Rental cars: via the website of CheapCars.nl: executed by CarTrawler;
- Transfer between airport and accommodation: executed by HolidayTaxis.com;
- Insurance: executed by AIG of Unigarant;

As a travel agent, CheapTickets.nl is not liable for the correct performance of the Services reserved via its Website. In addition, CheapTickets.nl cannot guarantee the quality or reliability of the reserved Services or for the proper interoperation of the various components of the reserved Services. These Services are subject to the terms and conditions of the Service Provider involved. Those terms and conditions can be obtained directly from the Service Provider.

In the context of the new Law on the Travel Agreement of 1/7/2018, Cheaptickets.nl is responsible for the correct implementation of the Services reserved through its website by the booking of a Package Travel Arrangement (multiple bookings at the same time). However, this responsibility does not indicate the capacity of Cheaptickets.nl as an online travel agent who via its Website makes bookings on behalf of the Traveler for Airline tickets, hotel stays, rental cars and / or transfers.

The following provisions apply to all Services offered by CheapTickets.nl. The Customer accepts these General Terms and Conditions (together with the Privacy Statement and Disclaimer) as part of the booking process, after the Customer has had the opportunity to read, print and/or save the terms and conditions. No agreement will be formed between CheapTickets.nl and the Customer if the Customer has not explicitly accepted these General Terms and Conditions (together with the Privacy Statement and Disclaimer).

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Article 1: The applicable (General) Terms and Conditions

In the event that you make a booking via CheapTickets.nl, the relevant Terms and Conditions of the Service Provider(s) will also apply, alongside these General Terms and Conditions. These can be found on the website(s) of the Service Provider(s) concerned. In the event of complaints regarding (the performance of) the reserved Services, you can only challenge the Service Provider(s) performing those Services on the basis of the relevant terms and conditions.

Below is an overview of the terms and conditions applicable to the Service you have reserved:

- **Scheduled and Low-cost Airline Ticket(s):** [ANVR Booking Conditions](#), General Terms and Conditions of CheapTickets.nl, and the transportation conditions and ticket conditions of the airline company you have booked. The transportation conditions of the relevant airline company can be consulted via the following link that is available on the website of the ANVR: <http://www.anvr.nl/nieuws/vervoersvoorwaarden-15448/>.
- **Hotel(s):** [ANVR Bookingconditions](#), , General Terms and Conditions of CheapTickets.nl, and the General Terms and Conditions of the Service Providers concerned: Booking.com and the hotel booked. In case you booked a hotel via an email link you received from Cheaptickets.nl, then the General Terms and Conditions of Booking.com and the booked hotel are applicable to your booking.
- **Car rental:** [ANVR Booking Conditions](#), General Terms and Conditions of CheapTickets.nl, and the General Terms and Conditions of the Service Providers concerned: CarTrawler.com and the selected car rental company.

- **Visum:** If you make use of our services to apply for a visa, the Terms and Conditions of [CIBT](#) will apply.

Article 2 — General information regarding the Contract

The Contract for the Provision of Services will come into existence at the time that the Customer has accepted the General Terms and Conditions that apply to the Contract for the provision of Services, in addition to the applicable Terms and Conditions of the Service Provider and has effected payment. By accepting the applicable terms and conditions, the Customer will be bound by the Contract.

Article 3 — The booking order

Making a booking

In order to make a booking, you must be at least 18 years of age and must in all other respects be legally competent to make a Booking. If you are not 18 years of age, or over, or are not competent to act on your own behalf, you are not authorized to make a booking and/or to agree with our General Terms and Conditions. If that is the case, CheapTickets.nl will have the right to deem that the Contract was never entered into in the first place.

If the Customer makes a booking for several persons, the Customer, by concluding the Contract, is declaring that he/she has been explicitly authorized to accept these General Terms and Conditions on his/her own behalf and on behalf of all the members of the group.

It is your responsibility to ensure that all details provided to CheapTickets.nl relating to yourself — including your payment details — as well as those relating to any other Travellers are correct and complete, and that you have provided all information relevant to the performance of the service, before the Booking Confirmation is drawn up. In addition, you must ensure that any other Travellers listed in the booking take note of all the information, including information regarding the applicable terms and conditions, documentation and other communication between CheapTickets.nl and yourself. All information provided to you by CheapTickets.nl will be regarded as having been transmitted to the other Travellers, on whose behalf the booking has been made.

In the event that any of the personal details submitted by you should change in the interim, you must inform CheapTickets.nl of this immediately. CheapTickets.nl reserves the right to impose administration fees in relation to any amendments that are required.

Issuing of Airline Tickets

Since 2008, it is no longer possible for airline companies affiliated to IATA to issue paper Airline Tickets, and CheapTickets.nl, as a travel agent, only issues electronic Airline Tickets on behalf of these airline companies. Similar to a paper Airline Ticket, an electronic Airline Ticket will enable you to check in online or at the check-in desk of the airline company concerned. Some (non-IATA) airline companies do not have the facility to issue electronic Airline Tickets. If the Customer has booked a flight via CheapTickets.nl for which no electronic Airline Ticket can be issued, CheapTickets.nl will contact the Customer within 48 hours of the booking. CheapTickets.nl reserves the right to refuse this kind of booking and to refund the sum paid.

Confirmation of an Airline Ticket for a Scheduled Flight

When booking an Airline Ticket for a Scheduled Flight, the Customer will receive two messages by email. The first email is a Booking Confirmation (this is also your invoice), which the Customer will receive within 30 minutes of definitively confirming the order on the Website. The Customer will then

receive a second email within 24 hours of payment being received by CheapTickets.nl. That email message will contain the electronic Airline Ticket.

In the event that the Customer does NOT receive the first email containing the Booking Confirmation and/or the second email containing the electronic Airline Ticket, the Customer should immediately contact the customer service department at CheapTickets.nl.

Confirmation of an Airline Ticket on a Low-cost Airline

Low-cost Airline Tickets will be issued directly by the Low-Cost Airlines themselves. A Low-cost Airline Ticket can be recognized by the Booking Confirmation (this is also your invoice) that the Customer will receive from CheapTickets.nl by email, once he/she has definitively confirmed the Order. The confirmation will actually state that the Airline ticket is a Low-cost Airline Ticket. Unlike when booking an Airline Ticket on a Scheduled Flight, when booking a Low-cost Airline Ticket, the Customer will only receive one email message, which will also serve as an electronic Airline Ticket.

In the event that the Customer has not received a Booking Confirmation within 30 minutes of making a booking for a Low-cost Airline Ticket, the Customer should immediately contact the customer service department at CheapTickets.nl.

Confirmation of an Airline Ticket for a Charter Flight

Airline Tickets for Charter Flights will be issued by the Charter Companies. A Charter Flight can be recognised from the Booking Confirmation (this is also your invoice) that the Customer will receive from CheapTickets.nl by email once he/she has definitively confirmed the Order. The confirmation will actually state that the Airline Ticket relates to a Charter Flight. When booking an Airline Ticket for a Charter Flight, the Customer will receive the final Airline Ticket between seven to ten days before the date of departure. If you make a booking on a Charter Flight within one week of the date of the flight, the Airline Tickets will be sent by email as quickly as possible.

Cancellation/cooling-off period

The so-called cooling-off period that exists in the case of distance selling does not apply to the Services provided by CheapTickets.nl. From the moment the Customer clicks on 'pay and confirm', the booking will be definitive. If the Customer fails to pay and/or cancels the booking after payment, the cancellation conditions set out in Article 8 of these General Terms and Conditions will apply.

Group bookings

Unfortunately it is not possible to make an online booking for more than 9 persons at a time (this applies in the case of adults as well as children).

Article 4 — Payment and delivery

Payment

The total amount owed by the Customer must be received by CheapTickets.nl within 24 hours of the definitive confirmation of the booking. In the majority of cases, payment must be effected immediately for any booking that is made.

If the Customer fails to effect payment or fails to do so completely or in time, the Customer will be in default and the booking will be deemed to have been cancelled. If the Customer wants to book the Service(s) concerned again, the Customer must bear in mind that different tariffs and conditions may apply. Payments can be made at CheapTickets.nl via iDEAL, without a surcharge. Any payment method

other than iDEAL may entail a surcharge. Further information on this subject can be found on the Website or obtained from the CheapTickets.nl customer service department. The Customer must bear in mind that for certain travel destinations, CheapTickets.nl may ask for a payment method other than payment by credit card. The reason for this is that some travel destinations have a higher risk of credit card fraud. In the interest of the Traveller and in the interest of CheapTickets.nl, Travellers to these destinations are requested to pay in a manner other than by credit card, within a payment deadline specified by CheapTickets.nl.

Delivery

As soon as the booking has been completed and the full amount owing has been paid, the Airline Ticket and/or Voucher will be issued and delivered to the Customer. CheapTickets.nl will send the Airline Ticket and/or Voucher to the email address specified by the Customer no later than two Working Days after the Customer effected payment. If delivery of the Airline Ticket and/or Voucher is not possible because of an error and/or mistake made by the Customer, including but not restricted to the specification of an incorrect or incomplete email address, neither CheapTickets.nl nor the Service Provider will be liable for this.

Article 5 — Tariffs

A. The price of an Airline Ticket

The 'payment' step of the online booking and payment procedure includes a cost overview of the total price. The price of an Airline Ticket consists of the price of the flight per person, plus taxes and surcharges. Airport taxes depend on the selected airline company, the flight route and the airports at which transfers must be made during a flight. Airline companies and other third parties also impose security and/or fuel surcharges. The airport taxes and surcharges are also subject to exchange rate differences, among other things. During the booking process, an initial indication of the taxes will be given. When your booking is finalised, the exact amount is shown.

Additional fees

CheapTickets.nl is entitled to charge additional fees for handling and processing the booking. A number of surcharges may apply in relation to your booking. CheapTickets.nl will also charge administration fees.

Making payment via iDEAL is free of surcharges. If you decide to use a different payment method, however, you may be required to pay a fee. Any fees will be displayed during the booking process. Airline companies may apply surcharges for check-in baggage. The surcharges apply to individual baggage items and differ per airline company. Any surcharges will be displayed during the booking process. In addition, airline companies may apply surcharges for services such as on-board refreshments and checking in at the airport instead of online. The airline company may also charge additional costs for meals and meal preferences, or preferred seats. Travellers are responsible for obtaining information on additional surcharges applied by the airline company. Airports may charge an additional local departure tax. This departure tax is separate from the Airline Ticket booked by the Customer and is charged locally by the airport (often in the local currency). The level of this departure tax may vary and differs per airport. Neither CheapTickets.nl nor the Service Provider will be liable for (the payment of) such departure taxes imposed at local level.

Optional charges

You can book the following optional Services at CheapTickets.nl:

Flight Ticket Guarantee

At CheapTickets.nl, you can take out a flight ticket guarantee, for an additional payment. The flight ticket guarantee is a form of insurance cover that ensures that the pre-paid travel cost of your Airline Ticket will be refunded if an airline company defaults, solely in the event that the airline company becomes insolvent. The maximum payout will be €1.500. It is important to bear in mind that this guarantee must be taken out within 7 days of the booking date. If you take out the airline ticket guarantee, the terms and conditions [of Unigarant apply](#).

Travel and/or Cancellation Insurance

At CheapTickets.nl, you can take out travel and/or cancellation insurance, for an additional payment. If you take out travel insurance, you will be well prepared for your journey and will be insured against the damage, loss and theft of your baggage. You will also be insured for any medical costs that are not reimbursed by your healthcare insurance. The type of cover known as 'Garant' forms the average level of cover that you will receive when you take out travel and/or cancellation insurance. Should you wish to take out additional cover, please contact the customer service department at CheapTickets.nl. Taking out travel insurance is only possible if you are resident in the Netherlands (not including the Netherlands Antilles). You must also hold healthcare insurance in the Netherlands. With regard to the cancellation insurance, your insurance will cover any costs you are required to incur in the event that you are unable to travel as the result of a significant impediment. These could include illness, an accident or the death of a family member. The cost of taking out travel and/or cancellation insurance will be displayed during the booking process. If you take out travel and/or cancellation insurance, the policy conditions of the Unigarant cancellation insurance and/or travel insurance will apply.

SMS Service

At CheapTickets.nl, you can subscribe to an SMS Service, for an additional payment. The SMS Service provides up-to-date information regarding your flight. You will automatically be kept up to date regarding the status of the flight. The amount charged for the SMS Service will immediately be added to the total amount payable for the booking. It is possible that your network provider will also apply a charge for each message received. For further information, please contact your network provider. Despite the fact that CheapTickets.nl takes extreme care when producing, compiling and distributing the information via the SMS Service, CheapTickets.nl cannot provide any form of guarantee as to the accuracy or completeness thereof. The SMS Service is intended to serve as a supporting service only. You must always check with your airline company, in order to verify whether the information you have is accurate and up to date. CheapTickets.nl cannot accept any liability whatsoever for losses incurred in any manner whatsoever as a result of the use, incompleteness or inaccuracy of the information offered via the SMS Service. We would advise you to watch out at all times for any changes displayed on the website www.checkmytrip.com. If you subscribe to the SMS Service, the SMS terms and conditions will apply.

B. The price of your hotel accommodation

The price of hotel accommodation per room per night includes taxes and surcharges, and excludes any variable costs (depending on use) multiplied by the number of nights of your stay, unless the Website or the partner website indicates otherwise. There is no booking fee for reserving hotel accommodation. In addition, the partner website will state what meals and other facilities are included.

C. The price of your car rental booking

The price of car rental is indicated per unit of time. In the majority of cases, the price for car hire that is displayed will include an unlimited number of kilometres, Collision Damage Waiver (CDW) and Theft Protection (TP), and exclude deductibles (which will depend on the class of vehicle and the Service

Provider concerned), local service charge (LSC) and local taxes, unless the Website or the partner website indicates otherwise. Local taxes, local service charges and a deposit must be paid when you collect the car. There is no administration fee for reserving a car.

Article 6 — Liability

CheapTickets.nl performs its activities as a travel agent/broker with the due care befitting a good Contractor.

CheapTickets.nl accepts no liability for acts and/or omissions of the Service Provider(s) concerned, or for the correctness of the information provided by this or these Service Provider(s) (whether via the CheapTickets.nl Website or otherwise).

Nor does CheapTickets.nl accept any liability if it cannot perform the Contract due to force majeure. Force majeure includes but is not restricted to a failure to fulfil any obligation as a result of unforeseen circumstances that could not have been prevented, despite taking all reasonable precautionary measures. In particular, force majeure is understood to mean delays caused by technical defects in the means of transport, weather conditions, traffic jams, industrial action, acts of war, riots, terrorist threats, blockades, missed connections, overbooking, financial inability of the Service Provider(s) concerned, changes made to the trip by the Service Provider or cancellation by the Service Provider. CheapTickets.nl bears no responsibility for photographs, leaflets, advertisements, websites and other information carriers, insofar as these are published under the responsibility of, but are not restricted to the Service Provider(s).

Insofar as CheapTickets.nl itself fails imputably and the Traveller thereby sustains (in)direct losses or damage (including damage or losses due to loss of travel enjoyment), the liability of CheapTickets.nl will be limited to no more than the Services invoiced by CheapTickets.nl.

Liability for losses or damage against which the Traveller is insured (for example pursuant to a travel and/or cancellation insurance policy or a medical insurance policy) and liability for losses or damage that the Traveller sustains while conducting a profession or business (including damage due to missed connections or late arrival at the place of destination) is excluded.

CheapTickets.nl will not be liable for any promises made by its staff and/or third parties (also including the Service Provider(s) concerned) which constitute manifest deviations from the provisions laid down in these General Terms and Conditions or in the applicable terms and conditions of the Service Provider(s) concerned, unless such promises have been confirmed in writing either by ordinary mail or by email. CheapTickets.nl will not bear any liability to provide reimbursement for any indirect losses, including, but not limited to, consequential losses that occur due to the non-receipt or late receipt of information regarding changes to your flight times, flight number and/or flight route, loss of profits, foregone savings and losses attributable to business stagnation, or for any losses or damage suffered by the Customer or the Traveller.

CheapTickets.nl has no control over the allocation of seats by the airline company. If the Traveller wants a specific seat, CheapTickets.nl recommends that the Traveller check-in as early as possible with the airline company concerned. CheapTickets.nl cannot guarantee that the Traveller's wish will be granted.

Article 7 — Amendments or cancellations by CheapTickets.nl

Sometimes (combinations of) Tickets and/or Vouchers are offered on CheapTickets.nl for which it is not possible to issue a Ticket and/or Voucher for the indicated price and/or booking category. The reason

for this is that the fares and booking categories shown on CheapTickets.nl are posted on the site of CheapTickets.nl via fully automated processes and these fares and booking categories are continuously subject to price changes. If you do not receive a Ticket and/or Voucher or a Booking Confirmation within 48 hours after the booking then an employee of CheapTickets.nl shall contact you by telephone or by email within three Working Days after the booking. An employee of CheapTickets.nl can discuss potential alternatives with you. CheapTickets.nl does, however, reserve the right to reject these bookings and to fully repay the advanced travel sum.

Bookings are basically guaranteed if the Tickets and/or Vouchers were issued and paid by CheapTickets.nl on behalf of the Service Provider(s). CheapTickets.nl does reserve the right to renege on the issue of the Tickets and/or Vouchers within two Working Days after receipt of the payment and the issue of the Tickets and/or Vouchers at the fares and/or booking categories offered and sold by the same. The reason for this is that the indicated fares and booking categories are determined by the

Service Providers and are uploaded on the Website by the said third parties. When uploading and posting these fares and booking categories incorrect fares and booking categories may be posted and/or shown – due to, for instance, (system) errors – as a result of which Tickets and/or Vouchers are issued at an incorrect (i.e. a too low) fare or for an incorrect booking category.

The fares and booking categories are posted on the site of CheapTickets.nl via fully automated processes and Tickets and/or Vouchers are printed on the basis of this posted information. CheapTickets.nl makes every effort to check these processes and the posted fares and booking categories but cannot provide a 100% guarantee in this respect. That is why CheapTickets.nl reserves the right to ask the Client for an additional payment or to cancel the Tickets and/or Voucher and to fully repay the advanced travel sum within two Working Days if there is question of incorrectly posted fares or booking categories and/or if Tickets and/or Vouchers were issued at an incorrect fare or for an incorrect booking category and/or if Tickets were issued at an incorrect airport tax rate.

In the worldwide booking systems combinations of airlines are sometimes offered for which it is not possible to issue an electronic Ticket because these airlines did not conclude a mutual ticket agreement or because these airlines are not an official IATA member. As the occasion arises an employee shall contact you within two Working Days after the booking to discuss the potential alternatives. CheapTickets.nl reserves the right to reject these bookings and to repay the paid travel sum.

Flight schedules are regularly subject to change. They are not always communicated by the airlines to CheapTickets.nl (in a timely fashion). The Client is personally responsible for checking the definitive flight schedule of each route (route and times) at the latest a day before departure. This is possible during the (online) check-in with an airline and for scheduled services also via the website www.checkmytrip.com. If CheapTickets.nl is informed of a change by an airline in a timely fashion then we contact the Client by telephone or by email. In case of more considerable changes we ask the Client for a confirmation of receipt. We make at least 1 attempt by telephone and/or by email to reach the Client. If we cannot (were not able) to reach the Client in a timely fashion then we reserve the right to accept and process the change on behalf of the Client (the latter to avoid cancellation by the airline). If we were unable to reach the Client on the contact details provided to CheapTickets.nl by the Client then the Client should – as explained above – check the definitive flight schedule during the (online) check-in and/or via www.checkmytrip.com at the latest a day before departure.

Article 8 — Amendments or cancellations by the Customer

A. The amendment or cancellation of an Airline Ticket

- After booking, an Airline Ticket has in principle been booked definitively and can no longer be amended (change of name, time, date and/or destination) or cancelled. However, there are exceptional cases in which amendment or cancellation will be possible. If you want to amend or cancel your booking, you can obtain information on the possibilities available and the conditions that apply from the customer service department at CheapTickets.nl.
- If it is possible to change or cancel your Ticket then you need to take into account that this will always bring about costs. This regards the cancellation and/or change costs that the airline charges. The costs of the change and/or cancellation depend on the conditions of the selected airline and the conditions of the selected Ticket. CheapTickets.nl points out that the costs for a change and/or cancellation can amount to 100% of the price of the Ticket. In some instances these costs can even be higher if the previously booked fare category is no longer available. The administration costs charged by CheapTickets.nl for carrying out the cancellation and/or change are at your expense. You should take into account that for the handling of a cancellation and/or change CheapTickets.nl charges € 50 on account of administration costs if the ticket can be cancelled or changed.

- If you do not use your Ticket or partly and repayment can be claimed from the airline then CheapTickets.nl shall, if you do not rely on this option, claim potential repayment on your behalf after approximately 11 months. After CheapTickets.nl has claimed the repayment from the airline CheapTickets.nl sends you a voucher for the amount of the value of the repayment minus the applicable administration costs. With this voucher you receive a discount on your next booking at CheapTickets.sg. CheapTickets.nl charges an administrative fee of € 25 per Ticket for claiming potential repayments. A voucher has a validity of 1 year.
- If the Customer has taken out cancellation insurance for the benefit of one or more Travellers and the reason for cancellation is covered by the conditions of the cancellation insurance, the Customer must still pay CheapTickets.nl the administration fee charged, in addition to the premium for the cancellation insurance taken out. An exception is made for Airline Tickets for which the cancellation costs are 100%: in this case no more than 70% of the ticket price is paid out. The administration fee and any payment charges (using a credit card or another payment method) and the flight ticket guarantee will not be refunded. The refundable amount will be transferred to the Traveller as soon as CheapTickets.nl has received that amount from the insurance company.

B. Amendment or cancellation of a hotel booking

- It is not always possible to amend or cancel a hotel booking. If you want to amend or cancel your booking, you can contact CheapTickets.nl for information on the possibilities available and the conditions that apply. Amendment or cancellation of a hotel booking must be made via Booking.com directly.

Article 9 — Submission of refund claims

A. If the Airline Ticket can be cancelled, a refund application must in principle be submitted within one year of the original departure date, unless the airline company stipulates otherwise. Any refundable amount will be paid back into the account/credit card with which the Customer effected payment, but only once CheapTickets.nl has received the refund amount from the airline company. On average this takes two to three weeks, but in some cases this takes considerably longer and may involve a period of six to twelve months.

B. Your Right to a Refund: 'Refund Protect'

As a customer that has completed a booking with us and selected the 'Refund Protect' option, we will provide you with a refund on any unused booking if you are unable to attend the booked event due to any of the list of specified circumstances set out in the link below for which you have made a request for a refund and have provided the information required to support your request, as set out in the link below.

[Click here for more information on Refund Protect](#)

THIS IS NOT AN INSURANCE POLICY. Refund Protection is an optional extension to our standard Terms and Conditions of sale and trade, and it provides a right to a refund in certain defined circumstances outlined in the link above.

Article 10 — Travel documents

You are expressly responsible for correctly specifying (personal) details that are required in order to bring about and execute a correct booking. If the personal details change in the meantime, the Traveller must notify CheapTickets.nl immediately. CheapTickets.nl reserves the right to charge a fee for any amendments to a Traveller's personal details.

CheapTickets.nl hereby emphasizes Customer that the Traveller's first forename and surname as stated

in his/her passport must be specified as passenger details in the booking process. If you are a married woman, your maiden name as stated in your passport must be entered in the booking system, rather than your husband's surname. There is also no need to state "spouse of" or "widow of" during the booking process. Examples:– Mr Willem van Beek would enter under First Forename: Willem and under Surname: vanBeek– Ms Karin Maria Jansen, spouse of van Beek, would enter under First Forename: Karin and under Surname: Jansen.

Do not include any punctuation, hyphens (-) or accents. For example: For "Müller", you should enter "Muller".

In the event that the Traveller uses an Airline Ticket in which his/her name is not stated correctly, this may result in the airline company refusing carriage. If it is established after confirmation of the booking on the Website that the name is wrong or has been misspelt, the Traveller must contact the customer service department at CheapTickets.nl. Fees will be charged in all cases involving amendments to details relating to an existing booking. CheapTickets.nl will charge an administration fee of €50. The airline company may also impose amendment charges of its own. CheapTickets.nl cannot give any guarantee that the airline company will accept the amendment of the name details.

You are responsible that you are traveling in possession of all correct and valid travel documents. For completeness sake; travel documents mean all documents that are (can be) required for the entry of a country at the time of your trip. In any case (but not limited to) is meant by travel documents: passport, visa, vaccination certificates, and birth certificates, extracts of origin and consent form(s). It is therefore very important to check several times before departure if you obtained all necessary travel documents. For further information in that regard, CheapTickets.nl recommends consulting the website of the Netherlands Ministry of Foreign Affairs and the website of the visa service, which will provide you with the necessary and up-to-date information relating to each individual destination. Local regulations in this area change regularly. If your travel documents are incomplete or invalid, access may be denied to your flight. CheapTickets accepts no liability whatsoever if the Traveller does not have valid travel documents.

You must bear in mind that many countries demand that your passport should be valid for a further six months after your stay. You must also bear in mind that applying for a valid visa may take some time. CheapTickets.nl therefore recommends that you apply for a visa as soon as possible after you have booked your Airline Ticket. CheapTickets.nl will not accept liability if the Traveller does not hold valid travel documents.

CheapTickets.nl requires you to be aware of the fact that vaccinations and/or malaria tablets are necessary for a large number of foreign destinations. If you have not had particular vaccinations, you may be denied access to a country. Vaccinations may also be required in the event of a short stay, such as a transfer. Various authorities can inform you about the risks of diseases in (sub-)tropical countries and the available vaccinations against those diseases. For advice on vaccinations or diseases, you can contact the Municipal Health Service (GGD), a vaccination bureau in your region, or your family doctor. If you are travelling to or transiting the USA, and want to make use of the Visa Waiver Program (VWP),

you must ask for permission to use the Electronic System for Travel Authorization (ESTA). You should do so as soon as you have booked an Airline Ticket and/or hotel, and no later than 72 hours before departure. After that, you can still apply for ESTA travel permission, but if permission is refused, you may not have enough time to apply for the required visas. Application costs will be at your expense and must be paid by credit card. Travel to the United States of America is not permitted without an ESTA. For further information on the application and on your eligibility for the Visa Waiver Program, please visit the ESTA website. CheapTickets.nl requires all passengers travelling to and from the United States of America to be aware that your details will be accessible to local authorities in order to carry out security checks required by law. ESTA will use your details for security purposes only.

Article 11 — Booking of flights

Once you have booked an Airline Ticket, the airline company concerned will be responsible for the booking, and the travel information — as well as the personal details required for the execution of the trip — will be stored in the Service Provider's booking system.

Checking in

It is the Traveller's responsibility to check in with the relevant airline company in time. A number of airline companies offer a pre-departure online check-in facility via the website. We recommend that you consult the website of your airline company, in order to see whether that type of facility is available for the flight(s) you have booked. In the case of a number of airline companies, checking in online is actually compulsory, including Ryanair and EasyJet. For the latest information, we recommend contacting your airline company.

We recommend that you check in well before the scheduled departure time and go through the (central) security check in time. If you miss your flight, it will not be possible for the cost of your Airline Ticket to be refunded.

As a general guideline, we recommend the following check-in times:

- European destinations: at least two hours prior to departure;
- For destinations outside Europe: at least three hours prior to departure;
- For destinations subject to stringent security checks, such as, but not limited to, the United States of America and Israel, a minimum check-in time of 3 hours prior to departure applies.

Pregnant women

The airline company is free to refuse pregnant women, depending on the stage of pregnancy. Please consult the terms and conditions of the selected airline company for further information. Alternatively, you can contact the customer service department at CheapTickets.nl.

Passports for babies

From 26 June 2012, every child (including babies) in the Netherlands is required to have his or her own passport or identity card when travelling abroad. This applies to trips to countries both within and outside Europe. The fact that the addition of children to their parent's passport is no longer valid does not affect the validity of your own passport. Your document will remain valid until the expiry date stated in the passport. For more information on this subject, CheapTickets.nl advises you to visit the website of the Ministry of Foreign Affairs.

Traveling with babies

In the airline industry, a baby is a small child that has not yet reached the age of 2 years on the date of the flights concerned, either on the outward or the return journey. In general, an adult Traveller is

permitted to travel with one baby. Sometimes, it is permitted for an adult to travel with more than one baby, however this will depend upon the airline company you have chosen. A baby is not entitled to a seat of its own. During the journey, the baby must travel on the adult's lap. For further information, please contact the customer service department at CheapTickets.nl.

Unaccompanied children

Before making a booking for an unaccompanied child, **always** contact the CheapTickets.nl customer service first. You should take into consideration that unaccompanied children (usually under the age of 18) will not be carried by the airline company. The age for a child to travel alone differs with the various airlines. A Customer is responsible at all times to check the terms and conditions of an airline regarding this matter before making a booking for an unaccompanied child under 18. CheapTickets.nl accepts no

liability if the traveler has not contacted CheapTickets.nl before to make a booking for an unaccompanied child.

Flight times, flight numbers and flight routes

The flight times, flight numbers and flight routes notified to the Customer at the time of booking will always be subject to amendments, are not guaranteed by CheapTickets.nl and may therefore be subject to change at any time. It is therefore extremely important to check the actual travel itinerary, 24 hours before departure. You can view your itinerary at the following website: www.checkmytrip.com.

CheapTickets.nl will not bear any liability in the event that the Traveller suffers any losses as a result of changes effected by the airline company. CheapTickets.nl will endeavour to inform the Customer in time of changes to flight times, flight routes and/or flight numbers. That communication will be sent exclusively to the email address specified by the Customer to CheapTickets.nl at the time of the booking.

Compulsory sequence of itinerary

An Airline Ticket consists of one or more coupons. Each of these relates to one part of the journey, as stated on the itinerary. The tariff paid by the Customer corresponds to the itinerary as stated on the Airline Ticket. The use of the entire itinerary stated on the Airline Ticket forms an essential part of the contract of carriage between the Customer and the airline company. The Traveller is required to adhere to the travel route stated on the booking. The cancellation or non-use of individual coupons of the trip is not permitted. An Airline Ticket will not be accepted if one or more coupons are not used in the order in which the coupons were issued, starting with the place of departure as stated on the Airline Ticket. If the Traveller fails to turn up for one of the flights, Airline Companies will regard the Traveller as a "no show", which will cause his/her onward flights to be cancelled, without any compensation being payable. If you have booked a flight from Dusseldorf, via Amsterdam to New York, you cannot therefore join the flight in Amsterdam.

Travelling with train tickets

If you have a train ticket for travel to or from the airport, you are obliged to complete that part of the journey you have booked by train. You can collect your train ticket and seat reservation at the special ticket desks at your station of departure, by showing your Airline Ticket and valid proof of identity. Please consult the website of your airline company for details of the various stations where you can begin your journey. In the majority of cases, train tickets can be collected from the designated ticket desks no earlier than 4 hours before the departure time of the train. It is important to arrive on time, as you may need to wait in a queue. You should make sure that your train ticket is stamped by the conductor on the train: if you are taking a flight after travelling by train, you will be required to show your train ticket at the check-in desk at the airport.

Article 12 — Baggage allowance

The permitted dimensions and weight of items of baggage are different for every airline. For precise details regarding the baggage allowances that apply to your booking, please visit www.checkmytrip.com or contact the customer service department of the airline concerned. In some cases, the airline company may make additional charges for accompanying baggage. These will be displayed during the booking process.

Article 13 — Interest and recovery costs

Any Customer who has not fulfilled his/her obligation to effect payment to CheapTickets.nl in time will owe statutory interest on the amount still owing, unless the terms and conditions of the Service Provider concerned prescribe a higher interest rate.

Furthermore, the Customer will be obliged to reimburse all the extrajudicial costs incurred within reason by CheapTickets.nl or the Service Provider.

Article 14 — Disputes

Complaints submitted by a Traveller in relation to the order carried out by CheapTickets.nl must be submitted to CheapTickets.nl in writing, either by ordinary mail (Piet Heinkade 55, 1019 GM Amsterdam The Netherlands), or by email (info@cheaptickets.nl) within two months of the date on which the Traveller becomes aware of the facts to which the complaint relates.

Within one month of the date on which CheapTickets.nl receives the complaint, the Traveller will receive a written substantive response. If the complaint is not handled to the Traveller's satisfaction, the Traveller may submit the complaint to the Travel Industry Disputes Committee (Geschillencommissie Reizen), in conformity with the ANVR Booking Conditions.

The Traveller must bear in mind that submission of a complaint to the Travel Industry Disputes Committee incurs the following fees:

- € 77.50 for an invoice amount up to €500.00;
- € 102.50 for an invoice amount between €500.00 and €1,500.00
- € 127.50 for an invoice amount above €1,500.00.

The travel cost is the entire invoice amount, minus insurance costs and Contingency Fund (het Calamiteitenfonds) costs. For details of the current amounts, please visit the website of the Travel Industry Disputes Committee at www.degeschillencommissie.nl.

Article 15 — Intellectual property rights

The Website, the content of the Website, with the exception of material supplied by third parties, and the CheapTickets.nl brands, are protected by intellectual property rights. Those items may not be used without the prior consent of CheapTickets.nl, notwithstanding any exceptions permitted in accordance with the law.

Article 16 — Disclaimer

The Customer acknowledges and declares that by accepting these General Terms and Conditions he/she also accepts the disclaimer.

Article 17 — Data protection

When making a booking on the Website the Customer will provide personal details - including payment details - relating to all Travellers on whose behalf the booking is made. CheapTickets.nl (as a travel agent) needs these personal details in order to execute the Contract and are necessary for the

formation and implementation of the agreement between the Customer and the Service Provider(s). CheapTickets.nl will forward the personal details to the relevant Service Provider(s). Furthermore, CheapTickets.nl uses cookies on the Website. For more information on how we process your personal details, we would like to refer you to our Privacy Statement and cookie policy, which may be amended from time to time.

CheapTickets.nl partly has data processed by service companies that are involved in the implementation of the agreement for the provision of services. These companies can exclusively proceed in accordance with our instructions and we select these companies diligently. This includes, inter alia, providers of payment systems and companies that perform creditworthy and security checks for us in order that you can choose from several payment options and to avoid problems during the payment and credit fraud. In this respect we exclusively forward your data to entities that are established within the European Economic Area and that are therefore subject to the strict legislation in the area of data protection of the EU or that are held to comply with data protection at a comparable level.

The Customer agrees that his or her personal data are forwarded to Airhelp. The rights of air passengers have been recorded in, inter alia, Regulation 261/2004 (EU) with which all EU Member States must comply. It determines that under some conditions air passengers are entitled to financial compensation if their flight is postponed or cancelled or was overbooked. If a flight of a Customer whose flight arrives in or departs from a Member State of the EU is postponed or cancelled or was overbooked then Airhelp shall send an email to the Customer with regard to the option of filing a claim with the relevant airline.

This website uses so-called "Cookies" in order to record internet usage information. A cookie is a text file that can be sent to the user's computer via this website, after which it can be stored on the user's computer. These cookies serve to help users find the requested information and to tailor each visit to this website to individual preferences. A user can choose not to accept the storage of cookies on his / her computer, by setting the used internet software accordingly. As a consequence the user may not have access to some pages on this website.

The processing of your personal information by CheapTickets.nl is registered with the College Bescherming Persoonsgegevens (CBP) in Den Haag. The CBP has registered this under number 1602125.

Article 18 — General

The original text of these General Terms and Conditions was drawn up in the Dutch language and will always prevail for the purpose of interpreting the stipulations contained herein.

If any stipulation contained in these General terms and Conditions is invalid, non-binding, null and void, or subject to annulment, the validity of the remaining stipulations will remain unaffected. As soon as possible after the invalidity, nullity or liability to annulment of a provision has been determined, CheapTickets.nl will provide a new stipulation that is, in fact, valid.

CheapTickets.nl reserves the right to amend these General Terms and Conditions. During the booking process, the most recent version of these General Terms and Conditions will always be available for downloading.

Article 19 — Applicable Law

The Contract between CheapTickets.nl and the Customer is governed exclusively by the laws of the Netherlands.

Annex A

General Terms and Conditions: this term refers to the present General Terms and Conditions for bookings, which are adjusted or amended from time to time.

Booking Confirmation: this is the moment at which the Customer completes the online booking process and accepts the General Terms and Conditions applicable to the Contract for Services as well as the applicable terms and conditions of the Service Provider. By accepting the applicable terms and conditions, the Customer will be bound by the Contract. The Booking Confirmation will be sent to the Customer's specified email address.

Charter Company: a company offering charter flights. Charter flights are flights that do not take place in accordance with a regular schedule, but on behalf of one or a number of Customers that wish to enable a group of people to travel together.

Service(s): the Service offered on the Website, which is provided by the Service Provider. *Service provider:* the transport provider, accommodation provider or other provider of Services in the area of travel, in the broadest sense of the word, with which the Customer enters into an agreement to provide transportation, accommodation or other services, and which, in accordance with its applicable Terms and Conditions, is responsible for the performance of those Services.

Scheduled Airlines: these are airline companies whose flights depart in accordance with a set timetable.

Low-Cost Airlines: these are airline companies which try to save money in all sorts of ways and pass on that benefit to the consumer, which means that Airline Tickets can often be offered for (extremely) low prices. Those flights offered at low prices are primarily offered to destinations located inside Europe.

Contract: the Contract for Services between the Customer and CheapTickets.nl, whereby CheapTickets.nl acts as a travel agent and undertakes to provide the Traveller(s) with brokerage services in the area of travel, in the broadest sense of the word. **Customer:** the party making a booking at CheapTickets.nl.

Traveller: the Customer (notifier) or the person for whose benefit the Services performed by CheapTickets.nl were stipulated and who has accepted that stipulation. **Entry Ticket:** a document issued for or on behalf of the Service Provider, providing entry into the Event that has been booked.

Travel documents: all documents that are (can be) required for the entry of a country. In any case (but not limited to) passport, visa, vaccination certificates, and birth certificates, extracts of origin and consent form(s).

Airline Ticket: a ticket (electronic or in paper form) issued by or on behalf of the airline company as the Service Provider, once the booking and payment process has been completed in full. For the purpose of these Terms and Conditions, an electronic ticket will be regarded as the equivalent of an e-ticket.

CheapTickets.nl: a part of Travix Nederland BV, having its registered office in Amsterdam, which conducts the business of a travel agent in the area of travel. In its capacity as a travel agent (and also a broker), CheapTickets.nl advises, provides information and brokerage leading to the conclusion of contracts in the area of travel.

Voucher: a coupon that CheapTickets.nl provides electronically to the Customer on behalf of the Service Provider(s), not being the Airline Ticket, and which counts as proof of payment for the Service booked.

Website: www.CheapTickets.nl

Working Days: weekdays from Monday to Friday; different opening times apply on special days and public holidays.