

De Zwanenhof terms and conditions

Payment

- The booking is final when you receive confirmation of the booking.
- After the booking is final you will receive an invoice for the deposit of € 100,-. The deposit must be paid in full within 14 days.
- The remaining payment must be completed no later than 4 weeks before the booked course begins. You will receive a separate invoice for the remaining payment.
- Payment via direct debit: the deposit will be debited from your account upon receipt of your booking and the remaining payment will be debited from your account approximately 4 weeks before the booked course begins.
- Payment via money transfer: transfer to Rabobank Rijk van Nijmegen (NL) 16.61.32.306, **IBAN:** NL29 RABO 0166 1323 06 and **BIC:** RABONL2U, made payable to De Zwanenhof, stating invoice number and name of booked activity.
- De Zwanenhof reserves the right to cancel the booking if the full payment is not made on time.

Cancellation

- De Zwanenhof reserves the right to cancel a course in the case of unforeseen circumstances such as: too few bookings, unavailability trainer, etcetera. You will be notified, in the case of such a cancellation, as early as possible in advance of the beginning of the course; preferably by phone. The participation fee (including deposit) will be reimbursed.
- De Zwanenhof reserves the right to modify a course (change trainers and/or program elements), with the commitment to ensure the same quality as originally offered.
- De Zwanenhof reserves the right to reject participants from participation before or during a course. The participation fee will be reimbursed proportionally.
- For cancellations up to 4 weeks before the beginning of a course: the participation fee (minus deposit) will be reimbursed or you will not be required to complete the payment.
- For cancellations between 4 and 2 weeks before the beginning of a course: 50% of the remaining payment (participation fee minus deposit) will be reimbursed.
- For cancellations within 2 weeks of the beginning of a course: neither the participation fee nor the deposit will be reimbursed.

Cancellation insurance

- It is possible to choose for cancellation insurance on booking. The insurance costs 6% of the total participation fee. The course can then be cancelled at will and only the initial deposit remains due.

Miscellaneous participation conditions

- We expect all participants to conduct themselves appropriately and respectfully amongst each other and towards the employees of De Zwanenhof.
- De Zwanenhof accepts no responsibility for the property of the participants.
- Instructions given by the employees of De Zwanenhof must be followed.

Note: alle prices are in euro's.

We do everything we can to ensure that you experience pleasure, comfort and inspiration during your stay at De Zwanenhof!!