

Terms & Conditions

Last updated: 1 March 2026

By purchasing a walking tour with Rotterdam Revealed, you agree to all the terms and conditions listed below, including the access requirements for the walking tour. These terms apply to all services provided by Rotterdam Revealed.

1. General

1.1 Identity of the seller:

Rotterdam Revealed
info@rotterdamrevealed.eu
+31 621 606 207

Dutch Chamber of Commerce (KVK):
99658534

Dutch VAT identifier (BTW):
NL005401711B07

1.2 These terms and conditions apply to all programs organized by Rotterdam Revealed, including city walks, packages, and day trips.

1.3 Rotterdam Revealed reserves the right to amend these terms and conditions.

The most current version can be found on our website at:

<https://www.rotterdamrevealed.eu/terms-conditions>

2. Formation of the Agreement

2.1 The agreement is concluded once Rotterdam Revealed confirms the booking by email to the customer or client. This confirmation occurs after payment has been approved.

3. Payment

3.1 Payment must be made at the time of booking. Payment to the guide or program leader is not permitted.

3.2 Tickets and associated payments are processed by an external payment provider, which is in no way owned by Rotterdam Revealed. The payment service provider is responsible for processing payments and protecting the confidentiality of the customer's financial data. The customer consents to the use of this payment service by placing their order on the Rotterdam Revealed website.

4. Confirmation of Order

4.1 After placing an order on the Rotterdam Revealed website, the customer will receive an email confirming receipt of the order.

4.2 The customer may print or save the electronic confirmation of payment and order confirmation. These documents serve as proof of purchase.

4.3 After receipt of payment and confirmation of the order, tickets will be delivered electronically to the email address provided by the

customer. The customer is responsible for providing a correct email address. Tickets must be presented to the guide at the start of the walking tour, either printed or digitally.

5. Cancellation by Rotterdam Revealed

5.1 Rotterdam Revealed may decide to cancel a program under special circumstances. The customer will be informed immediately.

5.2 In consultation with Rotterdam Revealed, the booking may be rescheduled to another date or time, or a full refund of the amount paid may be issued.

5.3 Rotterdam Revealed is not liable for any damages or costs incurred by the customer as a result of cancellation.

5.4 In the event of non-payment or incomplete payment by the customer, suspected fraud or irregularities with the order, or technical issues that prevent proper processing of the order, Rotterdam Revealed may cancel the order. The customer will be notified immediately, and any payments already made will be refunded.

6. Cancellation by the Customer

6.1 Cancellations by the customer must be communicated to Rotterdam Revealed in a timely manner, either by email or telephone.

7. Refunds

7.1 In consultation with Rotterdam Revealed, bookings may be rescheduled to another date or time free of charge, subject to availability.

7.2 Due to reservation and administrative costs, the maximum refund for cancellations by the customer is 90% of the invoice amount.

7.3 For written cancellations made at least one week before the walking tour, the customer will receive a 90% refund.

7.4 For written cancellations between one week and 24 hours before the walking tour, the customer will receive a 50% refund.

7.5 For cancellations 24 hours or less before the walking tour, no refund will be given.

8. Access Requirements

8.1 The minimum age to participate in the walking tour is 16 years. Rotterdam Revealed reserves the right to perform an age check and refuse participation to anyone under 16.

8.2 If a participant does not arrive on time at the agreed meeting point, the guide may have already departed. Article 7.5 will then apply.

8.3 Tours take place in all weather conditions. Participants are responsible for wearing suitable clothing and footwear.

8.4 Participants must have a basic level of fitness. The walking tour lasts approximately 2 hours and covers around 3.5 km.

8.5 Participants should eat beforehand if they have medical conditions such as low blood pressure.

8.6 Pets are not allowed; service animals are an exception.

8.7 The use of alcohol or drugs during the walking tour is prohibited.

8.8 Participants who are intoxicated or under the influence may be refused participation before or during the tour.

8.9 Participants causing disturbances to others or to the environment may be asked to leave the walking tour.

9. Respect for Intellectual Property

9.1 Intellectual property rights of the website and its components belong to Rotterdam Revealed. The sales contract between Rotterdam Revealed and the purchaser does not grant the purchaser the right to copy, reproduce, download, post, transmit, or distribute any element of the Rotterdam Revealed website.

10. Privacy Protection

10.1 Rules regarding compliance with personal data protection laws are described in the [Privacy Policy](https://www.rotterdamrevealed.eu/privacy-policy), available on the Rotterdam Revealed website at: <https://www.rotterdamrevealed.eu/privacy-policy>.

11. Liability

11.1 Participation in Rotterdam Revealed programs is entirely at the participant's own risk.

11.2 Rotterdam Revealed is not liable for any damage or loss that the customer may suffer as a result of using the Rotterdam Revealed website or purchasing tickets, except in cases of intent or gross negligence.

11.3 Participants are responsible for their own safety. Be aware of your surroundings, obstacles, and exercise extra caution when crossing streets. Rotterdam Revealed is not liable for injuries sustained during the tour.

12. Complaints

12.1 Complaints should be reported directly to the Rotterdam Revealed representative so that a solution can be provided immediately where possible.

12.2 If immediate reporting is not possible, or if the complaint is not satisfactorily resolved, it must be submitted in writing, with reasons, to Rotterdam Revealed within 14 days of the incident.

13. Disputes

13.1 Disputes should preferably be resolved amicably.

14. Applicable Law

14.1 All agreements and any resulting disputes are governed exclusively by Dutch law.

14.2 Distance agreements concluded via the Rotterdam Revealed website are made directly with Rotterdam Revealed. If the ticket purchaser is a consumer within the meaning of the Dutch Civil Code, they are subject to its provisions.

15. Offers

15.1 Rotterdam Revealed is not responsible for information, prices, access requirements, or opening hours published on third-party websites.

16. Final Provisions

16.1 The nullity or invalidity of one or more provisions of these terms and conditions does not affect the validity of the remaining provisions.

16.2 These terms and conditions apply to the extent permitted by applicable law.

16.3 In the event of a conflict between the Dutch version of these terms and conditions and a translation into another language, the Dutch version shall prevail which is available at:

<https://www.rotterdamrevealed.eu/algemene-voorwaarden>