

# Q&A over COVID-19 status within the Netherlands

Dear Guest,

Due to the coronavirus that still continues to affect our daily lives, we look to offer our services in the safest way possible. Please keep in mind that, for the time being, all our tours and activities are subject to the necessary restrictions to protect your health and the health of our colleagues who make AMSTERDAM TOURS FOR YOU possible. We will continually follow the guidelines of the Dutch government. Via this link you can see the latest status: <https://www.rivm.nl/en/coronavirus-covid-19/current-information>

Below you will find tips and some of the measures we take so you can optimally enjoy your experience with us.

If you have any questions following reading the information below, then feel free to contact us at [info@amsterdamtoursforyou.com](mailto:info@amsterdamtoursforyou.com).

## General safety measures & local information

### **Is it safe for me to visit a museum/attraction or take part in an available tour?**

Yes, the safety of our guests and colleagues is essential to us. We want you to fully enjoy your experience, that is why we are strictly following the safety and hygiene guidelines from the Dutch government. Our colleagues are aware of the guidelines and protocols and will help you and guide you during your visit.

### **To make my visit as safe as possible what safety measures are being used?**

In addition to above, locations we visit should also be subject to the necessary restrictions. Hereby you can think, not only, about the 1,5-meter rule, restrictions on the number of guests allowed on the venue/activity (reduced groups), but also about the fact that tickets must be purchased in advance and with a time slot. These restrictions will help us to prevent crowds and to protect our guests and colleagues from coronavirus.

**What can I do or visit in Amsterdam?**

Many attractions are open, with restrictions as recommended by the Dutch government. If you have any specific questions, please send us an email to [info@amsterdamtoursforyou.com](mailto:info@amsterdamtoursforyou.com) and we will try to help out.

**I would like to visit a venue with a group, is this possible?**

Yes. Due to safety reasons and increased risks with Corona, big groups are not recommended. AMSTERDAM TOURS FOR YOU though as company policy only works with small groups and so for us this is no issue. There are though some places such as museums that currently due to Corona only allow groups of maximum 4-5 people. If not sure feel free to check with us the current status by sending an email to [info@amsterdamtoursforyou.com](mailto:info@amsterdamtoursforyou.com).

**My tickets/reservation****Can I cancel and get a refund for my tickets?**

Cancellation policy varies per tour. The details are provided with your Booking. General details are in Our Terms & Conditions of Business found on our website.

**I already have a reservation, but I am not certain if I can attend. What can I do?**

Please send us an email with your booking details, so we can find a suitable alternative for you. With some tickets you can change date. Please refer to your Booking details, and feel free to send an email to [info@amsterdamtoursforyou.com](mailto:info@amsterdamtoursforyou.com)

**I have an open ticket (without a specific date and time for the visit), do I need to make a reservation?**

This ticket type is only available on some tours. Yes, it is necessary to make a reservation before your visit. For your preferred date and time, please contact us at [info@amsterdamtoursforyou.com](mailto:info@amsterdamtoursforyou.com)

Please note, and change in booking will be subject to availability, and it is necessary to bring your open ticket.

**How do I know the availability of a Tour I would like to join?**

You can see the availability of each one of the tours we offer on our website as detailed or otherwise you can contact us and we will let you know. For some tours we are flexible in planning, which is why we ask you to contact us for availability. For tours with online availability you only have to select a date in the calendar, and the website will show you how many tickets are available for each timeslot. If a Tour is still not operating, there will be no availability shown. Always feel free to contact us at [info@amsterdamtoursforyou.com](mailto:info@amsterdamtoursforyou.com).

**I would like to pay in cash, is this still an option?**

For safety reasons, we highly recommend the online booking or payment by card. However, it is still possible to pay by cash.

**If I have some symptoms or I am feeling unwell, should I join the visit anyway?**

We kindly ask you to contact us, so we can rearrange your visit for a later date. We will be glad to welcome you once you are fully recovered. For personalized tours specific change conditions may apply.

**Help us to keep you safe from coronavirus**

- Make sure you attend the activity/venue 10 minutes before the departure/starting time.
- Try to be on time for your visit. If you miss your timeslot, the rescheduling of your visit will be subjected to availability.
- If you are feeling unwell, please contact us so we can rearrange your visit for a different day (and as per comment above for personalized tours).
- Wash your hands throughout your visit and/or make use of the sanitizers.
- Enjoy!

Email: [info@amsterdamtoursoforyou.com](mailto:info@amsterdamtoursoforyou.com)