

Keukenhof Activities 2012



'Whisper boat' tour

The departure point of the 'whisper boats' is located behind the Keukenhof windmill. The boats are powered by electric engines. They are environmentally friendly and move almost silently through the beautiful bulb fields surrounding the park. The boats are ideal for navigating through the often shallow waters. They are, in fact, old boats that were used by gardeners, growers and farmers to undertake all types of work.

The route is designed around the flowering season, and the tour lasts 50 to 75 minutes. Costs are € 7.50 per person. Reservations are accepted for groups of 20 or more people.



Guided tour of Keukenhof

Visitors are of course free to stroll through our park on their own. If, however, you intend to visit Keukenhof as a group, you may wish to go on an organised guided tour. You will learn about the history of the park and find out more about the plants and flowers on display. The tour is full of interesting facts that you would otherwise miss out on.

Are you travelling with visitors from overseas? No problem, we provide organised guided tours in Dutch, English, Spanish, French, German, Swedish, Russian, Japanese and Chinese.

Guided tours cost € 135.00 per group, up to a maximum of 25 people. The guided tour of the park takes around 1.5 hours. You are of course welcome to explore the park at your leisure after the tour.



Lecture

In addition to guided tours, Keukenhof also organises lectures. This lecture, tailored exclusively to your group, lasts approximately 30 minutes. The lecture is followed by a question and answer session. After the lecture, you are of course free to explore the park at your leisure. Keukenhof organises a variety of lectures, including:

- General Keukenhof lecture, including the history of the park
- Lecture on the Tulip mania in the Dutch Golden Age
- Lecture on Love and flowers

The costs are € 135.00 per group, up to a maximum of 160 people. Places must be reserved in advance. Subject to availability.

Bicycle hire

Keukenhof may only be explored on foot. Cycling is not permitted in the park. The breath-taking, colourful surroundings can however be explored by bicycle. To that end, Keukenhof offers a bicycle hire service. We have a selection of gents/ladies and children's bikes and tandems. Children's seats and helmets are also available.

Bicycles can be hired seven days a week, from 09:30 to 18:00. Please return the bicycles by 19:30 at the latest. This allows plenty of time to visit our park and explore the bulb fields of the 'Bollenstreek'!

Bicycle hire costs € 8.50 per day (including cycle route from 5 to 40 km).




Keukenhof
HOLLAND

Keukenhof Activities 2012

Reservationform

By printing and faxing or sending this form you make a reservation for the activities at Keukenhof. The reservation will be confirmed in writing or via e-mail by Keukenhof Booking Office, after which it can be considered definite. **Fax number: +31 (0) 252 465 565**

From: (please fill in using block letters)
Company name:
Mr./Mrs + initial:
Address: Postal code:
City: Country:
Telephone: Fax:
Mobile nr: (you must be available on this number on the day of your visit)
E-mail:

Date of visit: [] [] 2012 **Time of arrival:** [] : [] hours

Entrance tickets: I will order my entrance tickets via
 internet the ticket booth at Keukenhof I already have
 or

Type of transport: car bus public transport bike

Payment: cash invoice voucher
How did you find out about the Keukenhof Activities?
 internet by word of mouth tour operator Keukenhof direct mail
 other, namely:

Reservation:

X Whisper boat: departure time:
(maximum 35 persons per boat) 10:00 11:00 12:00 13:00 14:00 15:00 16:00

X Guided tour: in the language:
(maximum 25 persons per guide) preferred start time: [] : [] hours

X Lecture: in the language:
(maximum 160 persons per lecture) preferred start time: [] : [] hours

X Bike ride through the Bollenstreek: preferred start time: [] : [] hours
 gents bike ladies bike tandem

Signed as correct:

Signature: _____ Date: _____
I hereby agree to the enclosed terms of business - www.keukenhof.nl/reserveringen;
ATTENTION: Requests without a signature can not be accepted.



You can return this form – filled in and signed – to:
Keukenhof Booking Office, P.O. Box 66, 2160 AB Lisse, Holland | Tel. +31 (0) 252 465 537
Fax +31 (0) 252 465 565 | E-mail sales@keukenhof.nl | www.keukenhof.nl

Conditions applying to Keukenhof Activities 2012

Definitions

- Admission tickets: entrance card, e-ticket, Spring Pass.
- Keukenhof: Stichting Internationale Bloementoonstelling Keukenhof in Lisse, Chamber of Commerce no: 28029200.
- Park: the terrain encompassing Keukenhof.

Applicable terms and conditions

- These General Terms and Conditions shall apply to all offers, quotations and agreements under which Keukenhof organises group arrangements, boat tours, the photography workshop and other activities.
- In addition to these terms and conditions, the Park Regulations apply.

Formation of the agreement

- Completion and return of the reservation form does not guarantee that the group tour will take place. The agreement shall only enter into effect upon a written confirmation of your reservation by Keukenhof. The confirmation should be checked immediately upon receipt, and any discrepancies must be notified to us within three working days.
- The person concluding the group tour with Keukenhof shall be severally liable for all obligations arising from this agreement.

Reservation

- Hospitality and catering arrangements: Prices apply exclusively to groups of 20 participants or more (excl. tour leader/guide and bus driver). If the number of participants is less than 20, the price charged will be the price for 20 participants.
- Whisper boat: Group reservations for the Whisper boat shall only apply to groups of 20 participants or more. If the number of people in your party exceeds 35, your party will be divided into smaller groups and sail at different times. If the capacity of the vessel allows, Keukenhof reserves the right to allow other passengers on board the vessel.
- Photography Workshop: The Photography Workshop will not take place if the minimum number of registrants of 14 has not been reached. If the minimum is not reached, Keukenhof may re-schedule the Workshop to a mutually convenient date or time. Workshops are limited to a maximum of 20 participants.

Admission

- The quoted packages and prices do not include the price of admission to Keukenhof unless stated otherwise.
- Prepaid entrance tickets cannot be exchanged for cash and Keukenhof does not give any change.
- The quoted participation fee of the Photography Workshop is inclusive of all items listed in the workshop programme. This offer cannot be used in conjunction with any other offer or discount. Discount offers can therefore not be used in conjunction with any other promotional offers or Spring passes issued by Keukenhof. All prices quoted are per person.

Accommodation

- The location is to be determined by Keukenhof, based on group numbers, visitor numbers on the day, and your preferences.
- You will be notified at least two working days before your visit of your allocated restaurant.

Payment

- Group catering arrangements (not to be confused with tailor-made arrangements): Payment is to be made on site on the day of the visit in cash, by PIN or by credit card.
- 'Whisper boat' tour: Keukenhof only accepts cash payments for Whisper boat (please note: credit card and PIN payments are not possible) at the Keukenhof Whisper boat desk.
- Photography Workshop: Group bookings made over the Internet must be paid for by credit card. Following registration and payment, each participant will receive an automated confirmation and admission ticket. For orders placed via the Booking Office, the participation fee should reach our bank account no later than 10 days prior to commencement of the workshop. In the event of late payment, Keukenhof reserves the right to cancel the booking.
- For reservations with a value of more than € 3,000,- we require a deposit of 75%.

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Tour leader/guide

- The group's external tour leader/guide (= 1 person) is entitled to a free set menu (excluding drinks). The guide is required to present a valid ID pass issued by an authorised (travel) agency.

Cancellation/Amendments made by the participant

- Amendments must be made in writing and dated.
- Amendments to the booking may be made up to two working days prior to the date of the group's arrival.
- The term 'cancellation' is understood to mean an indefinite postponement of a reservation on a reserved time and date.
- Cancellations must be made in writing and dated.
- If the participant cancels the agreed arrangement, the following shall be immediately due and payable to us, unless otherwise agreed.
 - If notification of cancellation is received by fax or in writing more than 10 working days prior to the visit, no cancellation charge will be incurred.
 - If notification of cancellation is received less than 10 working days but more than 5 working days prior to the visit, 50% of the reservation fee will be charged.
 - If notification of cancellation is received less than 5 working days but more than 3 working days prior to the visit, 75% of the reservation fee will be charged.
 - If notification of cancellation is received less than 2 working days prior to the visit, 100% of the reservation fee will be charged.
- A No-show is not using what is pre booked and confirmed, without cancellation.
- In case of No-show, 100% of the reservation fee will be charged.

Delay

- In the event of a delay on your part, Keukenhof will be unable to guarantee your reservation. This may affect your booking. Some parts of the scheduled programme may be cancelled. Keukenhof assumes no liability and will make no refund in the event of any delay on your part.

Miscellaneous

- Restaurant vouchers to the value of € 7.50 / € 10.00 / € 12.50 can be redeemed in all Keukenhof restaurants (with the exception of mobile outlets).
- Restaurant vouchers cannot be exchanged for cash and Keukenhof does not give any change.
- All the hospitality and catering prices quoted are based on a minimum group size of 20.
- A proposal is valid for one (1) week from date of issue. If no notification or a signed confirmation is received from you within the stated period, any entitlements granted to you under this agreement will lapse. Upon the lapse of your entitlements, we reserve the right to divert the capacity reserved by you to other projects.
- No rights may be derived from the aforementioned with regard to other hospitality and catering services provided in Keukenhof.

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