

TERMS AND CONDITIONS

Wereldmuseum Rotterdam Business and Event venue

These general terms and conditions relate to the services offered by Wereldmuseum event location. The standard conditions for the Hotel and Catering Industry (UVH) apply to all reservations and services. Via this link you can view and download the UVH. [Uniforme Voorwaarden Horeca \(UVH\)](#)

Agreement/Order confirmation

If you agree to the proposal made to you, you will then receive a confirmation email from the Wereldmuseum's Events Department. After we have received your agreement by email, the reservation is then confirmed. The option will then be converted into a definitive booking. In the email, we ask you to provide your billing address and if applicable the specific order and purchase numbers.

Cancellation policy

According to Article 9.4.2 (see the aforementioned UVH), the following cancellation conditions apply to any group reservation made:

- A. In the case of a cancellation which is registered more than **6 months** before the event date, the customer is not obligated to pay any costs related to the catering establishment.
- B. In the case of a cancellation which is registered more than **3 months** before the event date, the customer is obligated to pay 10% of the value of the reservation to the catering establishment.
- C. In the case of a cancellation which is registered more than **2 months** before the event date, the customer is obligated to pay 15% of the value of the reservation to the catering establishment.
- D. In the case of a cancellation which is registered more than **1 month** before the event date, the customer is obligated to pay 35% of the value of the reservation to the catering establishment.
- E. In the case of a cancellation which is registered more than **14 days** before the event date, the customer is obligated to pay 60% of the value of the reservation to the catering establishment.
- F. In the case of a cancellation which is registered more than **7 days** before the event date, the customer is obligated to pay 85% of the value of the reservation to the catering

establishment.

G. In the case of a cancellation which is registered within **7 days** before the event date, the customer is obligated to pay 100% of the value of the reservation to the catering establishment.

Cancellations must be made in writing.

Number of guests

The final number of guests can be adjusted (more or less) within five working days prior to the event date. As per the above, if there are fewer guests, the adjustment is only possible up to a maximum of 10% fewer guests than the original amount used to determine the original (or most recent) confirmation. As per the above, if there are more guests, the adjustment is possible with the understanding that the appropriate costs related to the extra guests will be added to the original (or most recent) confirmation.

Final program

At least one month in advance of your event, please send us the definitive program of your event. We want to be sure to provide you with the right materials and services. We do this to assure the best possible outcome for your event.

Terms of payment

Please note the following rules and conditions regarding the payment:

- Once we have received the confirmation email for approval, approximately 2 months before the event, you will be invoiced, for a down-payment which represents 75% of the total budget excluding VAT. This amount must be credited to our bank account no later than 2 weeks prior to the event. The IBAN number is stated in the invoice.
- After the event, you will receive the final invoice including VAT. This amount must be credited to our bank account no later than 30 days after receipt of the invoice. The IBAN number is stated in the invoice.

Extending event

If on the day of the event, our team learns that the event will end later than what is stated in the most recent confirmation, a last-minute extension can be negotiated in consultation the banqueting manager. In this case, if the drinks package (which was agreed upon in the most recent confirmation) expires, we must switch to serving drinks as per our normal beverage prices. We will also charge additional personnel costs in the amount of € 25.50, excluding VAT, per hour per employee from the time agreed upon.

Damage

Care must be taken at all times with the museum building and its furnishings. Damage to the museum will be charged.

Cleaning fee

We charge € 75.00 excluding VAT per location for the removal of vomit inside the museum and outside on our terrace.