

## **GENERAL TERMS AND CONDITIONS EIC MAINPORT ROTTERDAM**

The port excursions of EIC Mainport Rotterdam are made possible thanks to the cooperation of businesses in the Rotterdam port and industrial area. On company premises, strict safety and conduct regulations apply, in line with the dynamic and international nature of the area. The following conditions have been established to ensure that excursions proceed safely and responsibly.

### **1. Definitions**

- 1.1. Client: The participating educational institution, group, or organisation.
- 1.2. EIC Mainport Rotterdam: Stichting Educatief Informatie Centrum Mainport Rotterdam (Chamber of Commerce 41134107).

### **2. Port Excursion Conditions**

- 2.1. For a company visit, the client must provide a list of the identity numbers of all participants and supervisors (excluding BSN) no later than one week before the excursion.
- 2.2. All participants aged 14 and older must carry a valid identification document (ID card, passport, driving licence) during the excursion.
- 2.3. The client is responsible for informing all participants and supervisors about the excursion conditions and safety regulations.
- 2.4. Instructions from the guide must be followed immediately at all times.
- 2.5. Participants must not deviate from the route designated by the guide.
- 2.6. In certain areas, wearing protective equipment (helmets, vests, safety glasses) is mandatory. These will be provided if necessary.
- 2.7. Smoking is prohibited on company premises. Lighters and matches are not allowed.
- 2.8. Electronic devices, including mobile phones, may not be used or brought onto company premises unless stated otherwise. Exception: the use of an app is necessary in Portlantis.
- 2.9. Photography and filming on company premises are prohibited.
- 2.10. Appropriate clothing and sturdy, closed shoes are required. When visiting the chemical industry and oil refineries, arms and legs must be covered.

### **3. Bus Transport Conditions**

- 3.1. Smoking, including e-smoking, is prohibited.
- 3.2. No eating or drinking unless otherwise permitted by the bus driver.
- 3.3. The guide and bus driver may address a teacher/lecturer regarding the behaviour of the group.
- 3.4. The guide and bus driver may adjust times and routes if necessary.
- 3.5. The teacher/lecturer is responsible for the group at all times.

### **4. Portlantis Visit Conditions**

- 4.1. During the visit to Portlantis, including boat tours, bus tours, and excursions, visitors must:
  - Not touch exhibited objects that are marked as off-limits. Teachers and supervisors must ensure compliance.
  - Not sell or distribute goods or services to third parties.
  - Not obstruct other visitors, e.g., by blocking exhibits for an extended time or causing noise disturbances.
  - Not smoke, including e-smoking.

- Not consume food or drinks, except in the café/restaurant, on the boat tour, or in meeting rooms.
- 4.2. Teachers, lecturers, and supervisors are always responsible for the behaviour of their students.
- 4.3. Visitors must behave in accordance with public order and house rules. Instructions from staff must be followed immediately.
- 4.4. In case of violations or special circumstances, EIC or Portlantis staff may refer to CCTV footage.
- 4.5. In addition to these general conditions, the General Visitor Terms and Conditions also apply when visiting Portlantis. For these general visitor terms, please refer to [portofrotterdam.com/en/portlantis/general-and-rental-conditions](http://portofrotterdam.com/en/portlantis/general-and-rental-conditions).

## **5. Insurance**

5.1. The client guarantees that:

- All participants and supervisors have adequate liability insurance, including coverage for damage to visited sites, companies, and borrowed equipment.
- The premium for this insurance has been paid.
- (Bus) transport is insured.

## **6. Liability**

6.1. EIC Mainport Rotterdam is not liable for damage to participants and/or supervisors, including transport to and from the sites.

6.2. Participants must adhere to applicable regulations. Violations may result in refusal or removal without liability for EIC Mainport Rotterdam.

6.3. EIC Mainport Rotterdam is not liable for damage caused by participants' own actions or for the loss or theft of personal belongings.

6.4. The client indemnifies EIC Mainport Rotterdam against any claims. Liability is limited to the insurance payout amount.

## **7. Payment**

7.1. The excursion costs are determined in the final booking and are subject to price changes.

7.2. Invoicing is based on the pre-submitted participant list.

7.3. Additional options, such as a boat tour or lunch, are communicated in advance and included in the invoice.

7.4. Transport rental costs are borne by the client unless otherwise agreed.

## **8. Cancellation**

8.1. Excursion and boat tour:

- More than 20 days before the excursion date: no charge.
- 20 to 5 days before the excursion date: 50% of the cost.
- Less than 5 days before the excursion date: 100% of the cost.

8.2. Lunch, lunch boxes, or tokens:

- More than 14 days before the reserved time: 0%.
- 7 to 14 days: 25%.
- 3 to 7 days: 50%.

- 3 days or less: 75%.
  - If no menu has been agreed upon:
    - More than 48 hours before the reserved time: 0%.
    - 48 hours or less: 50%.
- 8.3. The final number of lunch boxes/tokens must be communicated no later than 7 days before the excursion. Changes after this period are not possible.

## **9. Other Provisions**

9.1. In cases not covered by these terms and conditions, the management of EIC Mainport Rotterdam will decide.

Rotterdam/Maasvlakte, March 2025