

General terms and conditions

I amsterdam City Card

General information

The I amsterdam City Card (hereafter: 'City Card') is a product provided by the amsterdam&partners Foundation (hereafter: 'a&p'). These general terms and conditions are intended to define the contractual relationship between you, the City Card holder, and a&p.

By purchasing and/or using the City Card, you hereby agree to be bound by these general terms and conditions (hereafter: 'Conditions').

Wherever reference is made to the City Card in these Conditions, this refers to both the physical and digital City Card products unless explicitly stated.

Using the City Card

The City Card consists of two parts:

- Museums and attractions
- GVB public transport product

Your City Card will be activated upon using it for the first time. From that moment of activation, it will be valid for 24, 48, 72, 96 or 120 consecutive hours. The period of validity is subject to the product you have purchased.

You can activate your physical City Card up to and on the date shown on the card. After this date, the validity of your City Card will expire.

Your digital City Card must be activated no later than 31 December of the year following the year of purchase. For example: if you purchased your digital City Card on 1 February 2022 , it can be activated up to and including 31 December 2023.

The City Card is strictly personal. This means that once you have activated your City Card, it cannot be transferred to another person. It is also not allowed to share the City Card with another person or persons.

The promotions and discounts offered in association with the City Card cannot be combined with other promotions and/or discounts.

Museums and attractions

The City Card grants you free or discounted access to the affiliated museums and attractions in the Amsterdam Metropolitan Area for the period of validity of your City Card. The City Card can only be used one time at each museum or attraction. For the associated canal cruises in Amsterdam, your City Card can only be used to book one canal cruise, irrespective of which canal cruise provider you choose.

For some museums and attractions, such as the Van Gogh Museum, you must reserve a time slot online in advance. You are responsible for reserving a time slot yourself. The website and City Card app show the museums and attractions for which you need to book a time slot.

Affiliated museums and attractions may invoke a surcharge for special exhibitions. If a surcharge is applicable, this information will be clearly communicated in advance via our website and the City Card app. Such surcharges will not be reimbursed by a&p.

GVB public transport product

GVB is a public transport provider in Amsterdam. Use of the GVB public transport product is subject to the 'Productvoorwaarden GVB Uurskaarten' (the GVB's Product Conditions for Hourly Tickets) and the 'Algemene Voorwaarden Openbaar stads- en streekvervoer' (the GVB's General Terms and Conditions for City and Regional Public Transport), so far as they do not contradict the Conditions published here. You can find the GVB's terms and conditions at: www.gvb.nl/voorwaarden (in Dutch).

Depending on the period of validity of your City Card, you can make use of unlimited travel on GVB buses and night buses, trams and metro for 24, 48, 72, 96 or 120 hours. Transfers are allowed. The public transport product can be used exclusively on GVB services. It cannot be used to travel using other public transport providers, such as the NS (Dutch Railways) or Connexxion.

The public transport product is valid for only 24, 48, 72, 96 or 120 hours after your City Card is activated.

When you use the GVB public transport product, you must check in at the start of each journey and check out at the end of your journey. You must also check in and check out when transferring between different buses or trams. a&p is not liable for any damage, such as financial penalties, incurred by incorrect use of the GVB public transport product associated with the City Card. It is possible that the GVB public transport product connected to your digital City Card cannot yet be scanned in the bus/tram. In the event of this, you must show your digital City Card to the GVB employee on the bus/tram.

Rights and liabilities

Cancellations

If you have purchased your City Card online, you have the right to cancel your purchase for any reason and without justification before activating your City Card. If you activate your City Card you forfeit this right.

If you want to make use of this right and you have ordered your City Card via www.iamsterdam.com, you must send an email to citycard@iamsterdam.com which clearly states that you want to make use of the right of withdrawal. If you have purchased your City Card via one of our resellers, you must follow the procedure as described by that party.

If you make use of this right and cancel the entire purchase, all purchase costs incurred in connection with your order will be refunded, including any delivery costs. If you have chosen to have the physical City Card/Cards delivered to an address of your choice, your refund will be processed after we are in receipt of the returned physical City Card/Cards.

You are required to return the physical City Card/Cards to us (by post or in person) within a period of 14 days after initiating your right of withdrawal. You are responsible for any costs associated with this.

Reducing the period of validity of your City Card

The period of validity of your City Card can only be reduced (for example, from 48 hours to 24 hours) if you have suffered a major travel delay and you have not yet activated your City Card and you purchased your City Card via www.iamsterdam.com. In all other situations, it is not possible to reduce the period of validity of your City Card.

Liabilities

The list of all participating museums and attractions and their associated conditions are published on the website www.iamsterdam.com, in the City Card app, and in the booklet that you receive with your City Card. Although we do our utmost to keep this information as current and complete as possible, we do not guarantee the accuracy, validity, completeness or timeliness of the information published on the website, in the app or in the booklet. As such, no rights can be derived from the information in the City Card booklet.

In the event that any of the services, museums or attractions associated with the City Card are unavailable or closed during the period of validity of your card, or that you were unable to use them for any other reason (for example, because there were no available time slots), you will not be entitled to compensation of any kind. a&p is not liable for any service disruptions, problems gaining access to participating museums and attractions, public health violations, public safety issues, or any other form of damages that may occur during your visit to one of the museums or attractions or while using the GVB public transport product. Furthermore, a&p is not liable for any weather or traffic conditions that may limit your ability to use the City Card entirely or in part.

Loss or theft

In the event of the loss or theft of your City Card, the product will not be replaced or reimbursed by a&p.

Amendments

We reserve the right to amend these Conditions at any time. The most recent version of the Conditions that apply to the City Card will be published on the a&p website.

Applicable law

Dutch law applies to these general terms and conditions and the City Card. All disputes arising from or related to these Conditions and the City Card will be submitted exclusively to the competent court in Amsterdam.

Questions, complaints or feedback

We kindly ask that you send any questions, complaints or feedback about these general terms and conditions and the City Card to citycard@iamsterdam.com.

The details of amsterdam&partners

amsterdam&partners Foundation

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Registered in the trade register of Amsterdam, nr. 56685416