

General conditions

I amsterdam City Card

General

The I amsterdam City Card (hereafter called 'the *City Card*') is a product of Foundation Amsterdam&partners (hereafter: *a&p*). These general conditions are aimed at regulating the contractual relationship between you as City Card holder and a&p.

By buying and/or using the City Card you undertake to agree with these general conditions.

Use of City Card

The City Card consists of two parts:

- *Museums and tourist attractions
- * GVB (Municipal Public Transport Amsterdam) travel product

As soon as you use your City Card it will be activated and valid from the moment it is activated for 24, 48, 72, 96 or 120 hours. The validity period depends on your purchase. You may use your City Card up to the date stated on the pass. After that date the City Card is no longer valid.

The City Card is personalised. This means that once you have activated your City Card, you cannot pass it on to others. Nor can the City Card be shared.

The actions and reductions of the City Card may not be combined with other actions and/or reductions.

Museums and Tourist Attractions

During the validity of the City Card, it gives you either free or reduced entry to the museums and attractions of the Amsterdam Metropolis qualified by the City Card. The rule is that the City Card may be used once per museum or attraction. For canal trips in Amsterdam, one trip can be made per card, irrespective of the ship owner facilitating this tour.

For some museums or tourist attractions, such as the Van Gogh museum, you need to make a reservation online for a time slot. Booking a time slot is your responsibility.

A participating museum or attraction may charge extra for a particular exhibition. If such an extra charge applies, it will be communicated beforehand through our website or City Card app. a&p do not compensate for such extra charges.

GVB Travel product

You may use the GVB travel facility on the City Card for free on all GVB tram, (night)bus and metro lines. The travel product cannot be used for other public transport companies such as Dutch Rail or Connexxion.

When using the GVB travel product, you need to get checked in and out each time. a&p will not be liable for damages, such as possible fines, caused by inappropriate use of the GVB travel facility on the City Card.

The General Conditions of the GVB apply to the use of the GVB travel facility.

Despatch Policy

When ordering through our website, the ordered City Card(s) may be sent by DHL to an address chosen by you. Such despatches must be made within 10 working days. a&p will not be responsible for any delays in sending and possible damages resulting from them,

If delivery is not possible because you have given incorrect information, neither DHL nor a&p can be held responsible.

Rights and liabilities

Right to Cancellatiion

If you have bought your City Card online, you reserve the right to cancel your purchase within 14 days after purchase, without giving reasons (the right to cancellation). If you activate your City Card within this period of 14 days, this right no longer applies.

If you want to use this right and you have ordered via www.iamsterdam.com, you must inform us by means of a clear explanation sent by email to citycard@iamsterdam.com. In the event

that you ordered through one of our resellers, they should follow their own established procedure.

When applying this right and cancelling the entire purchase, we will reimburse all payments you have made relating to this order, so also including any despatch costs. If you had chosen to have the City Card(s) sent to an address indicated by you, we will leave the return payment until after receiving the City Card(s) by return.

You are obliged to return or hand back the City Card(s) immediately or within 14 days after having used your right to cancellation. You will be liable for any cost involved.

Downgrading City Card

The validity of a City Card can only be shortened (e.g. from 48 hours to 24 hours) if you have been subject to major delays, have not yet activated your City Card and have bought your City Card(s) via www.iamsterdam.com. In all other cases the validity of your City Card(s) cannot be shortened.

Liabilities

The website www.iamsterdam.com, the City Card App and the booklet you receive together with the City Card, all list participating museums and attractions and relating conditions. While we do our utmost to keep the information as up-to-date and complete as possible, we cannot guarantee the accuracy, validity, completeness or correctness of the information given on the website, in the app or in the booklet. Consequently no rights may be acquired from the information in the City Card booklet.

In the event that one of the services, museums or attractions connected with the City Card is not available or closed during the validity of your City Card, or if you have not been able to make use of everything (e.g. through no available time slots), you will not acquire the right to compensation in whatever form. a&p will not be liable for any shortfalls in the service, problems regarding entry to participating museums and attractions, damage to public health, security issues or other forms of damages that may result from a visit to one of the museums or attractions or the use of the travel facility. a&p is furthermore not responsible for any weather or traffic conditions that restrict you in your chances to make use of (parts of) the City Card.

Loss or theft

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

Changes

We reserve the right to change these general conditions at any time. The most recent version of the general conditions applicable to the City Card will be posted on the a&p website.

Applicable law

Dutch law shall apply to these general conditions and the City Card. All disputes resulting from or relating to these general conditions and the City Card shall exclusively be brought before the competent judge in Amsterdam.

Queries, complaints or observations

Queries, complaints or observations concerning these general conditions or the City Card may be directed at citycard@iamsterdam.com

Details amsterdam&partners

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