



# Terms of Service Landhuis Chobolobo

## Payment Conditions

To secure your booking you will be required to pay the guided tour amount in full, prior to your visit to Landhuis Chobolobo.

## Purchase of additional upgrades for existing bookings

If, after your booking, you would like to upgrade your tour, you must send your request 24 hours prior to your booking date to [booking@chobolobo.com](mailto:booking@chobolobo.com) and include your booking number and the desired upgrade.

## Booking confirmations

All booking confirmations will be sent after you have finalized the payment. Upon arrival at Landhuis Chobolobo, you will be requested to show your ticket.

## Check in

Please arrive **at least 15 min** before the tour starts, to register at the cashier.

## Cancellations and refunds

If you cancel your booking up to 24 hours prior to your booking date, you will receive a 100% refund. You will not be entitled to a refund of your booking or any other compensation in the event of the loss of the ticket.

## Rescheduling policies

If you would like to reschedule, no additional costs will be charged. Free rescheduling can be done up to 24 hours prior to your booking date, if not, a new booking must be made. You will be required to pay the new booking for your guided tour amount in full.

## Liability

Landhuis Chobolobo or NaarCuracao.com shall not be held liable for any direct or indirect physical injuries that may result from the participation in one of the tours. Furthermore, Landhuis Chobolobo shall not be held liable for the loss of any valuable items prior to, during, or after the tours.



### Acceptance of minors and children

Children up to 12 years old may enter for free. Minors and children can participate in the tours. However, parents or other adults accompanying under-age visitors will always be responsible and liable for the conduct of the under-age visitors in their charge. Teachers and group leaders will be responsible and liable for the conduct of the members of the groups in their charge.

### Alcohol consumption policy

All alcohol consumption is only allowed for 18+ visitors. An ID will be required prior to the beginning of the tour. Minors and children can participate in the tours, but they are not allowed to consume any alcoholic beverages. If a child or minor is found consuming alcohol, it will be solely under the responsibility of the parents or legal guardians.

### Protection and safety

The management reserves the right to frisk, check (hand)bags, and to ask for a valid proof of identity for the protection of safety or, if the facts and/or circumstances dictate this, as a precaution. If you do not cooperate with this, you may be removed from the facility.

### Pets

Pets are not allowed in any of the tours.

### Smoking

Smoking is prohibited at all covered locations (with the exception of the café), and only allowed in the open air. This also applies to e-cigarettes.