

Conditions for use of voucher

Version 2.4

In accordance with article 2.7e of VZR Garant's Guarantee Scheme, VZR Garant cover does not apply to vouchers. Due to the exceptional situation caused by the coronavirus, the Board of VZR Garant has decided to make an exception to the article specified above (on a temporary basis). Vouchers issued by VZR Garant participants between 16 March 2020 and 1 April 2021 will be covered by VZR Garant's guarantee provided that the following conditions are met:

1. The voucher must have been issued for a cancellation resulting from an inability to perform the agreed travel agreement(s) – 'the booking' – due to the coronavirus;
2. Vouchers may only be issued if the traveller booked with the participating organisation in 2020. No vouchers providing cover under the guarantee scheme may be issued for bookings made after 31 December 2020;
3. Vouchers may only be issued for bookings to be fulfilled before 1 April 2021. No vouchers providing cover under the guarantee scheme may be issued for bookings to be fulfilled on or after 1 April 2021;
4. If a traveller cancels the booking themselves, the standard cancellation conditions shall apply. The participating organisation (hereinafter referred to as 'the participant') may then issue a voucher for a value not exceeding the booking amount or deposit paid, minus an applicable cancellation fee;
5. If a traveller refuses a voucher offered by a participant, no VZR Garant cover shall apply to any repayment obligation the participant has;
6. Vouchers will be covered by the VZR Garant guarantee scheme only if the original (and now cancelled) booking was already covered by the VZR Garant guarantee scheme;
7. The value of the voucher, the lead booker's name, the issue date and the period of validity must be stated on the voucher. In addition, the VZR Garant logo must appear on the voucher along with the following remark: "The VZR Garant guarantee scheme applies to this voucher. Details of the scheme can be found at <https://vzr-garant.nl/en/downloads>.";
8. The voucher's value shall not exceed the value of the monies already paid by the traveller for the original booking at the time of cancellation;
9. The voucher shall be valid for a maximum of one year from date of issue. This means that the replacement booking must be made within one year of issue. The replacement booking may be performed at a later date;
10. The voucher shall be issued in the name of the lead booker and shall be non-transferable, except to VZR Garant;



11. A voucher may be presented only to the VZR Garant participant who originally issued it;
12. The traveller may use the voucher within the period of validity to rebook the booking. If a traveller decides not to make use of a voucher, this shall not mean that VZR Garant is obliged to repay the booking amount to that traveller. The VZR Garant scheme shall still only cover the financial insolvency of the participant who issued the voucher to the traveller;
13. The date of issue on the voucher must be between 16 March 2020 and 1 April 2021;
14. If a voucher not covered by the VZR Garant scheme leads to a booking with the participant, this booking shall not be covered by the VZR Garant scheme;
15. For all vouchers with an expiry date before 31 March 2022, VZR Garant's guarantee is extended until 31 March 2022. To give an example, this means that vouchers with an expiry date in March 2021 will now be covered by the VZR Garant guarantee scheme for more than an additional twelve months;
16. The voucher may not be reissued for guarantee extension purposes. No action needs to be taken by either the participant or the traveller.

Additional terms and conditions for the participant:

17. The participant shall keep a list of the vouchers issued, including the value of each voucher and the name of the lead booker;
18. If a participant has recently switched to VZR Garant from another guarantee scheme, it is important that the participant checks which guarantee scheme needs to be stated when issuing a voucher. If a voucher is issued for a booking that was covered by a guarantee scheme other than VZR Garant, the participant may state that guarantee scheme on the voucher. In such cases, VZR Garant may not be mentioned in any event. If in doubt, always contact the provider of the previous guarantee scheme;
19. Vouchers are being included under VZR Garant's cover on a temporary basis. Currently, vouchers issued from 16 March 2020 to 1 April 2021 are covered by the guarantee scheme. At any time, the Board may decide to adjust this time frame on the basis of further developments. The Board may also decide to amend the conditions for the use of vouchers at any time.

This decision was taken and approved by the Board of VZR Garant on 16 March 2020.

