

General conditions and Privacy statement online sales B.V. Exploitiemaatschappij Museumstoomtram

General Conditions

- Your e-ticket entitles you to travel on a specific tram end/or ship at the given date and time;
- Your e-ticket does not give you a reservation for a specific seat;
- The e-ticket may be shown as a printed document or by means of a mobile device (smartphone, tablet, etc.)
- Holders of a Museum Card or BGL VIP-card enjoy free travel on any Museumstoomtram tram and/or ship; however, a supplementary fare will be charged for seat reservations and/or travel in special trams and/or during special events;
- Once sold, e-tickets will not be taken back for cash nor substituted for gift- or credit notes;
- Travel between Enkhuizen and Hoorn is by public transport (NS state railway) for which a separate ticket is required. These can be obtained at railway stations and at the Museumstoomtram ticket office in Hoorn or on board our ship;
- Sailings of our ship may be cancelled in case of adverse weather conditions; in such cases Museumstoomtram will take appropriate steps to compensate you;
- Please note that our heritage coaches offer limited accommodation for wheelchairs, prams etc. Only fold-away models can be used.

Privacy statement

- Your full name, phone number and mail address are required when booking an e-ticket, to enable Museumstoomtram to send you your ticket and to reach you in case of an emergency. You can choose to receive our newsletters by ticking a box;
- In case you indicate to prefer receiving our newsletters, Museumstoomtram stores your name, mail address and booking details. You can ask for these details to be deleted by sending a mail to info@stoomtram.nl
- Museumstoomtram sends you a note, we are legally obliged to keep your name and address on record;
- Our staff, both employed and voluntary, are aware of the obligations surrounding the use of private information.