

GENERAL TERMS AND CONDITIONS OF SHIPPING COMPANY SMIDTJE CANAL CRUISES HAARLEM,

General Terms and Conditions of shipping company Smidtje Canal Cruises Haarlem with its registered office in (1072 AT) Amsterdam at the Ruysdaelkade 174.

Filed with the Chamber of Commerce in Amsterdam under number 34294636.

1. Definitions.

The following meanings apply in these General Terms and Conditions:

a. Services:

The services offered by and to be provided by Smidtje Canal Cruises Haarlem, within the context of these general terms and conditions, concern offering one or several boat trips with one or several boats for a number of people to the Counterparty / Client as described in further detail in the agreement concluded between the parties.

b. Counterparty and/or Client:

The party to whom Smidtje Canal Cruises Haarlem has made an offer or with whom it has entered into an agreement.

c. Consumer:

The Counterparty and/or Client who is a natural person and is not acting in a professional capacity.

d. Contractor:

Smidtje Canal Cruises Haarlem that has been contracted by the Client to carry out work or provide services as described above, hereafter referred to as "Smidtje Canal Cruises Haarlem".

2. Applicability of these terms and conditions

a. These terms and conditions apply to all offers and agreements of Smidtje Canal Cruises Haarlem. Smidtje Canal Cruises Haarlem shall ensure that a copy of the general terms and conditions is provided duly prior to the conclusion of an agreement with the Counterparty. Unless these terms and conditions have been expressly rejected by the Counterparty, these are applicable to all offers made by Smidtje Canal Cruises Haarlem and all agreements concluded between Smidtje Canal Cruises Haarlem and the Counterparty. These terms and conditions can only be departed from when this has been confirmed by Smidtje Canal Cruises Haarlem in writing.

b. As the generally applicable terms and conditions of Smidtje Canal Cruises Haarlem, these general terms and conditions are deemed to have been declared applicable to (future) subsequent, and/or additional offers as well as agreements or the conclusion and/or execution thereof.

c. Any general terms and conditions of the Counterparty are expressly rejected by Smidtje Canal Cruises Haarlem, therefore only these general terms and conditions are applicable to any agreement to which Smidtje Canal Cruises Haarlem is a party.



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3. Offers

a. Unless a validity term is stated in the offer, all offers made by Smidtje Canal Cruises Haarlem are without obligation.

b. Smidtje Canal Cruises Haarlem retains the right to refuse a request for an offer without stating any reasons.

4. Conclusion and termination of the Agreement

a. The agreement is concluded by means of a written confirmation by Smidtje Canal Cruises Haarlem to the Client that the order has been accepted or by means of the signing of the offer or agreement by the Counterparty. Confirmation by email is also possible provided that the email writer is authorised to take this decision (on behalf of the Client). The agreement can also be concluded orally in urgent cases: in that case, the conclusion of the agreement is apparent from Smidtje Canal Cruises Haarlem executing the order and Smidtje Canal Cruises Haarlem will confirm the agreement in writing within 2 x 24 hours.

b. The Client does not have the right to transfer the agreement with Smidtje Canal Cruises Haarlem partially or fully to a third party without the prior written permission of Smidtje Canal Cruises Haarlem.

c. Smidtje Canal Cruises Haarlem shall determine the manner in which the order will be executed within the boundaries of that which has been agreed in writing between the parties.

5. Changes in the execution

If, before or during the execution of the agreement, it appears that this agreement or part of this agreement can only be executed in a different manner due to unforeseen circumstances, the party who first knew of these circumstances shall enter into consultation with the other party. Smidtje Canal Cruises Haarlem will point out the financial consequences to the Counterparty. Consumers have the right to terminate the agreement within 48 hours after these circumstances have become known.

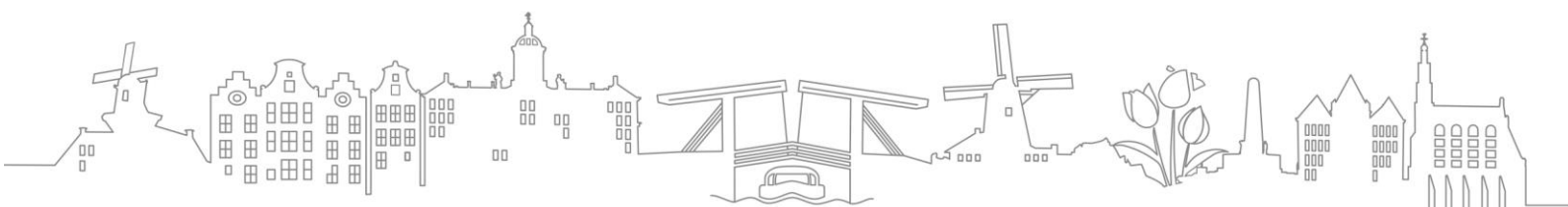
6. Changes

Changes in the agreement and deviations from these general terms and conditions shall only apply if they have been agreed in writing between the parties. If changes lead to an increase or decrease in the costs, a change in the price as a result of this must be agreed between the parties in writing.

7. Cancellation by the Counterparty

a. The Counterparty has the right to cancel an agreement that has been concluded between the parties under the conditions set out below: Cancellation shall take place by means of a written notification by the Counterparty sent by registered mail to Smidtje Canal Cruises Haarlem. The cancellation date is the date on which Smidtje Canal Cruises Haarlem receives the notification.

b. If the Counterparty cancels the agreement less than two months before the boat trip, the agreement between the parties will be terminated with the proviso that the Counterparty owes 40 % of the total amount payable to Smidtje Canal Cruises Haarlem pursuant to the agreement.



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c. If the Counterparty cancels the agreement less than one month before the boat trip, the agreement between the parties will be terminated with the proviso that the Counterparty owes 50 % of the total amount payable to Smidtje Canal Cruises Haarlem pursuant to the agreement.

d. If the Counterparty cancels the agreement less than fourteen days before the boat trip, the agreement between the parties will be terminated with the proviso that the Counterparty owes 60 % of the total amount payable to Smidtje Canal Cruises Haarlem pursuant to the agreement.

e. If the Counterparty cancels the agreement less than seven days before the boat trip, the agreement between the parties will be terminated with the proviso that the Counterparty owes 80 % of the total amount payable to Smidtje Canal Cruises Haarlem pursuant to the agreement.

f. If the Counterparty cancels the agreement less than 48 hours before the boat trip, the agreement between the parties will be terminated with the proviso that the Counterparty owes 95 % of the total amount payable to Smidtje Canal Cruises Haarlem pursuant to the agreement.

8. Payment

a. Payment by the Counterparty to Smidtje Canal Cruises Haarlem must take place in accordance with the payment conditions stated on the invoice. The Counterparty does not have the right to offset or delay payment for whatever reason, unless the Counterparty is a Consumer. In the absence of a payment due date on the invoice, payment must take place within fourteen days of the invoice date. In any case, the total amount must have been paid no later than two days before the boat trip. Payment shall take place without the Client being able to block its payment obligation due to seizure of its assets or in another manner.

b. Claims regarding invoices must be submitted in writing within 8 days after the invoice date to Smidtje Canal Cruises Haarlem.

c. Smidtje Canal Cruises Haarlem retains the right to demand advance payment.

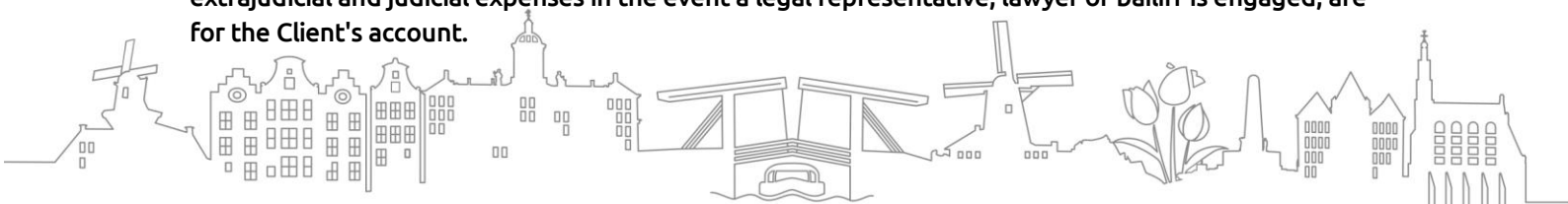
d. In the event of payment by means of a bank transfer, the date of payment is the date on which the payment is credited to the account of Smidtje Canal Cruises Haarlem. In the event of payment in cash, only the receipt issued by Smidtje Canal Cruises Haarlem shall be regarded as proof and date of payment.

e. The payment due dates referred to in this article are final deadlines as specified in the Dutch Civil Code, Book 6, Section 83(a), therefore the expiry of these periods without timely payment shall result in the default of the Counterparty without a notice of default being required.

As from the date of default, the Counterparty shall be required to pay a contractual interest of 0.8% per month whereby part of a month shall be calculated as a whole month. Furthermore, Smidtje Canal Cruises Haarlem is then entitled to suspend the execution of the agreement and the Counterparty is required to pay all extrajudicial and judicial expenses that Smidtje Canal Cruises Haarlem has incurred as a result of the non-fulfilment of its obligations by the Counterparty.

9. Expenses in the event of non-timely payment

a. All expenses incurred by Smidtje Canal Cruises Haarlem to effectuate its rights, including all extrajudicial and judicial expenses in the event a legal representative, lawyer or bailiff is engaged, are for the Client's account.



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b. The amount of the extrajudicial expenses equals the maximum amount laid down in the Debt Collection Expenses Act (WIK).

c. Smidtje Canal Cruises Haarlem has the right vis-à-vis the Counterparty who has not paid timely, without prejudice to its other rights pursuant to the terms and conditions and/or the law:

I. to demand immediate payment from the Counterparty and/or security for the payment for all existing agreements;

II. to suspend performance of its services, also based on other agreements with the Counterparty, without prejudice to its right to demand security for the payment at the same time or in the future;

III. to terminate the agreement in question completely, or to the extent not executed, by means of a written notification by Smidtje Canal Cruises Haarlem;

IV. to terminate one, several or all existing agreements, for which the Counterparty is not in default, completely, or to the extent not executed, by means of a written notification by Smidtje Canal Cruises Haarlem;

V. to demand payment at once of the total amount if payment in instalments was agreed.

VI. Except in the event that use was made of the right to terminate, Smidtje Canal Cruises Haarlem can always change its choice of the rights set out in this article.

10. Price

All prices and rates are exclusive of VAT and any other levies imposed by the government, unless an amount including VAT was stated in the quotation and/or invoice. All prices are based on the circumstances that were applicable at the time of the conclusion of the agreement. If these circumstances change after the conclusion of the agreement, Smidtje Canal Cruises Haarlem may increase or decrease the prices by the amount with which its costs increased or decreased provided that it provides a specification of the resulting higher or lower costs. The circumstances referred to above include taxes in the Netherlands or abroad and changes in wages, prices and exchange rates. In the event of longer-term agreements with Consumers, Smidtje Canal Cruises Haarlem shall increase the price for the first time three months after the conclusion of the agreement.

11. Confidential Information

Both parties undertake to observe the confidentiality of the confidential information of the other party. Each party will take all reasonable precautionary measures in order to fulfil this obligation to the best of their ability.

12. Cooperation of the Counterparty

a. The Client shall always provide all necessary information to Smidtje Canal Cruises Haarlem.

b. In the event that the information necessary for the execution of the agreement is not provided to Smidtje Canal Cruises Haarlem or is not provided timely or in accordance with the agreements or the Counterparty does not fulfil its obligations vis-à-vis Smidtje Canal Cruises Haarlem in another manner, this can lead to a suspension of the fulfilment of the obligations of Smidtje Canal Cruises Haarlem and extra costs could be charged to the Counterparty.

c. The Counterparty must follow the instructions of (the employees of) Smidtje Canal Cruises Haarlem immediately. Access to the boat and the docks can be refused by Smidtje Canal Cruises Haarlem without stating the reasons for this, if this is considered necessary in connection with safety or public order.

d. The starting time of the boat trips cannot be deviated from. The boat shall depart at the agreed time. If (a number of) the passengers are not present on time, this is for the Counterparty's account and risk. At the Counterparty's explicit request, which must then be confirmed in writing by the Counterparty, departure can be postponed until all passengers are present. Deviations from the agreed departure time are completely for the Counterparty's account and risk. The duration of the boat trip will be shortened for as long as the delay has lasted. Other parts of the boat trip could be changed / shortened or cancelled completely as a result of this delay.

13. Complaints

a. Complaints are defined as all grievances of the Counterparty regarding the execution of the agreement by Smidtje Canal Cruises Haarlem.

b. Complaints are only valid if they are submitted in writing with a justification within 7 days after the provision of the services specified in the agreement, without prejudice to the provisions in the following articles. Consumers are given a term of 60 days to submit their complaints.

c. Small deviations in the execution of the agreement that are regarded as generally acceptable cannot provide grounds for a complaint.

d. The submission of a complaint shall not suspend the payment obligation of the Counterparty.

e. If the Client has not submitted a complaint within the above-mentioned term, the Client is deemed to have approved the services provided and/or the invoices. In the absence of such a notification, all claims of the Counterparty shall lapse.

14. Liability for damage

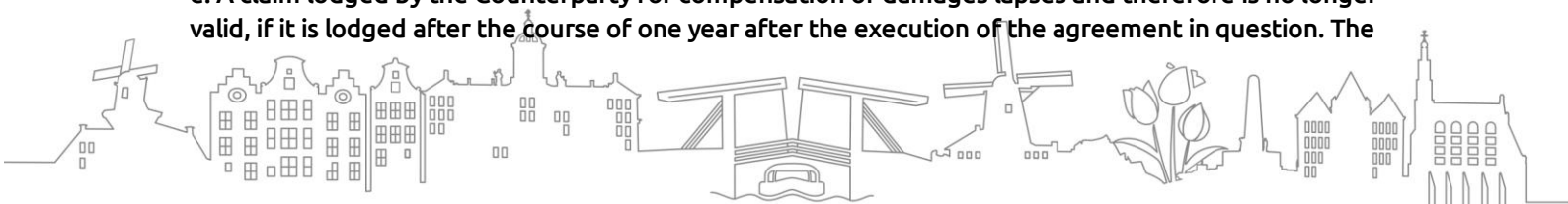
a. Smidtje Canal Cruises Haarlem is not liable for damage as a result of faulty or non-timely execution of the agreement, nor is it liable for any other direct and/or indirect damage or personal injury, including, of the Counterparty, unless the damage can be attributed to gross negligence, wilful recklessness or intent.

b. In all cases in which Smidtje Canal Cruises Haarlem is obliged to pay any compensation this shall never amount to more than the invoiced or to be invoiced amounts (excluding VAT) based on the agreement in question by Smidtje Canal Cruises Haarlem to the Client.

c. After the expiry of the complaint submission period referred to in Article 8 b and 12, Smidtje Canal Cruises Haarlem is no longer liable for its shortcomings, unless a guarantee agreed in writing applies.

d. Smidtje Canal Cruises Haarlem expressly rules out any liability with regard to all persons for which Smidtje Canal Cruises Haarlem is responsible or liable in any way, including third parties whom Smidtje Canal Cruises Haarlem has contracted to provide services.

e. A claim lodged by the Counterparty for compensation of damages lapses and therefore is no longer valid, if it is lodged after the course of one year after the execution of the agreement in question. The



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Counterparty shall indemnify Smidtje Canal Cruises Haarlem for any damage that third parties could possibly suffer in the execution of the agreement between the parties.

f. The Counterparty is responsible and liable for the behaviour of the passengers which it brings on board. The Counterparty must conclude the necessary insurance for this for its own account.

g. The Counterparty is liable for the loss of and/or damage to property of Smidtje Canal Cruises Haarlem irrespective of the cause. In addition, the Counterparty is also liable for damage caused by the passengers to the personnel or the property of the personnel of Smidtje Canal Cruises Haarlem as well as of third parties that it has contracted, unless this is due to gross negligence on the part of the persons in question.

15. Force Majeure

a. Neither party is required to fulfil any obligation in the event that the party is unable to do so due to circumstances for which it cannot be blamed, nor for which it cannot be held accountable by law, by a legal act or according to generally accepted standards, such as damage caused by storms, natural disasters, obstruction by third parties, restrictive measures by any government, wars, strikes, fires, disruptions and accidents in the companies of third parties, as well as shortcomings or force majeure of suppliers or of third parties whose services Smidtje Canal Cruises Haarlem makes use of.

b. In the event of force majeure or other circumstances of such a nature that no (further) fulfilment of the agreement can be demanded in all reasonableness and fairness, the execution of the agreement shall be suspended or, if such a suspension has lasted uninterrupted for a period of at least three months or as soon as it has been established that this will last longer than three months, the other party can immediately terminate the agreement completely or partially extrajudicially by means of a registered letter to the party in question. The right to terminate the agreement lapses in the event that, before this right is exercised, the agreement of which the fulfilment was temporarily prevented by force majeure, is fulfilled as yet.

c. In the event of termination of the agreement due to force majeure, the obligations pursuant to the agreement cease to exist, with the proviso that when the agreement has already been partially fulfilled by Smidtje Canal Cruises Haarlem, the Counterparty shall owe Smidtje Canal Cruises Haarlem a proportional share of the agreed price.

d. In the event of force majeure, parties cannot claim compensation from each other.

16. Suspension and termination

a. If, in the opinion of Smidtje Canal Cruises Haarlem, the creditworthiness of the Counterparty gives cause for this, Smidtje Canal Cruises Haarlem can demand further security or advance payment at any time. In the event this demand is not met, Smidtje Canal Cruises Haarlem has the right to suspend the execution of the agreement. This provision (16a) does not apply to Consumers.

b. In the event that the Counterparty does not fulfil one or several of its obligations or does not fulfil these obligations timely or properly, or applies for a moratorium of payments, or is declared bankrupt, or all or part of its assets are seized and/or the Counterparty loses control over its assets, Smidtje Canal Cruises Haarlem has the right to suspend the execution of the agreement or terminate the agreement by means of a written notification, at its choice and without prejudice to any right it may have to compensation of damages, costs and interest.



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c. If Smidtje Canal Cruises Haarlem exercises the right mentioned in the previous paragraph to suspend the execution of the agreement, this shall not affect the Counterparty's obligation to pay the fee agreed with Smidtje Canal Cruises Haarlem during the period that Smidtje Canal Cruises Haarlem has suspended the execution of its obligations.

d. The Counterparty can only terminate an agreement in the event that Smidtje Canal Cruises Haarlem, after receiving a written notice of default in which it is granted a reasonable term after a shortcoming in the fulfilment of the agreement to fulfil its obligations as yet, continues to fail to fulfil its obligations pursuant to the agreement and this failure can be attributed to Smidtje Canal Cruises Haarlem and in such a manner that the Counterparty cannot reasonably be required to maintain the agreement.

e. In the event that the agreement is terminated by Smidtje Canal Cruises Haarlem due to non-performance of the Counterparty, Smidtje Canal Cruises Haarlem estimates the damage that it suffers as a consequence at 50% of the total agreed price.

f. Termination of the agreement can only take place by means of a registered letter sent to the other party, without judicial intervention.

In the event that services have already been provided to the Counterparty as part of the execution of the agreement at the time of the termination of the agreement, it can only terminate the agreement partially and then only for the part that has not yet been executed by Smidtje Canal Cruises Haarlem. Amounts that Smidtje Canal Cruises Haarlem has invoiced before the termination in connection with services that it has already provided in connection with the execution of the agreement remain due in full and become immediately due and payable at the time of termination.

17. Proof

With the exception of proof to the contrary, the administrative records of Smidtje Canal Cruises Haarlem are decisive with regard to agreements to which these general terms and conditions apply and agreements following there from.

18. Applicable law and disputes procedure

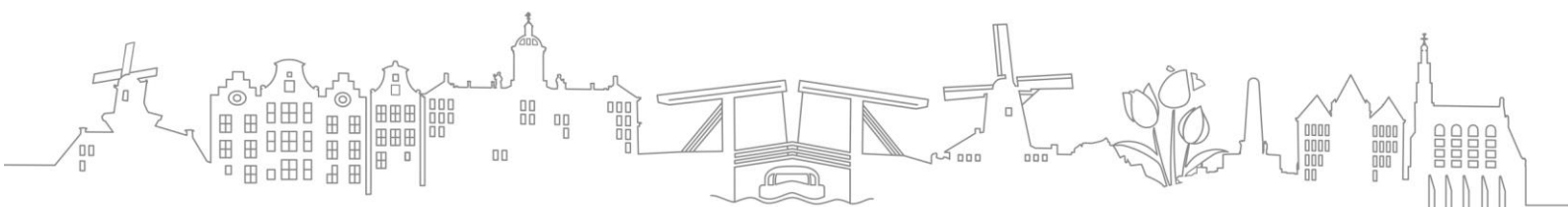
Dutch law is applicable to these general terms and conditions and all agreements concluded by Smidtje Canal Cruises Haarlem based on these terms and conditions. All disputes which may possibly arise with regard to the interpretation or the execution of these terms and conditions will be put exclusively before the competent court.

Smidtje Canal Cruises Haarlem,

Amsterdam, January 2020

Smidtje Canal Cruises Haarlem,

T. de Smidt



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