

Terms and Conditions

The following Terms and conditions apply to all bookings made on this website. Please take a moment to read them before making a Booking.

In these Terms and conditions the following definitions apply:

1. Definitions

“Company”, “we”, “us”, “our” means HolidayTransfers trading under current The Netherlands legislation and registered with the Mercantile Register of Amsterdam, under Tax Identification Number NL195751073B02.

“Customer” means the person who pays for the Booking.

“Passengers” means all passengers named and unnamed on the Booking.

“Lead passenger” means the first passenger named on the Booking.

“You” and “your” means any customer, including all passengers (or any of them as applicable) named on a Booking.

“The Transport Operator” means the professional transport service provider that will perform the transfer.

“Booking” means the booking for transfer services made with us.

“Transfer service” means any service provided by us for the carriage of passengers by road and includes any other service provided by us relating to or incidental to that carriage.

“Transfer Voucher”, “Booking Voucher”, “Voucher” means the written confirmation of the Booking we will send to you by email.

“Contract” means the Booking and these Terms, and any other terms and conditions stated to apply to the Booking.

“Terms” means these terms and conditions.

“Website”, “Websites” means www.holidaytransfers.nl or any other website owned or operated by us.

2. Impressum

Company Name: HolidayTransfers

Registered Office: Swaenepol 26, 6971 TP, Renkum, The Netherlands

Registered in: Amsterdam

VAT Identification Number: NL195751073B02

Managing Director: Willem Drieling

Website: <https://www.holidaytransfers.nl/>

Telephone: +31 850406311

Email: info@holidaytransfers.nl

3. Online booking procedure

The person making the Booking must be at least 18 years of age and has the responsibility to follow the online booking process, ensure all the details provided are correct and complete and make full payment.

Upon entering into a contract with HolidayTransfers the Company will undertake the necessary formalities to organise the requested services.

The contract becomes legally binding only when you have received your transfer voucher by email. In the event of the Transport Operator being unable to provide the requested services, you will be informed and reimbursed the full amount by the same method as the payment was made, leaving us with no further liability to you.

You are required to acknowledge all notifications we make to you. However, in the event that you fail to acknowledge receipt of an email, the records that exist on our email server shall be considered as proof of reception.

The act of us sending you the confirmation of charges and payments made by you shall not be considered as binding you to any contract.

The Transfer Vouchers which must be presented to the Transport Operator should be printed out so that each Voucher is readily available for inspection by the driver. Failure by the Lead Passenger to present the Voucher may result in the Transfer Service not being provided. We recommend that you print out and carry with you all communications between the parties in addition to the Transfer Vouchers.

Minors are strictly prohibited from seeking any service from us, and their parents, legal guardians or other persons responsible for them should contact us immediately should a minor make a Booking with the Company for the provision of a service in order to enable us to cancel the registration forthwith. Minors are not allowed to travel with us without an adult passenger in their company.

4. Payment

We accept all widely used payment methods including credit card (American Express, MasterCard/Diners International, Visa), debit card (Visa/Delta, Visa/Electron), bank transfer and PayPal. The use of PayPal is only possible for bookings exceeding a certain amount and the customer will be charged an admin fee.

Prices are charged in Euros and any currency conversion facility is provided as an approximation tool only.

5. Changes

The Transfer Voucher includes your requested destination / pickup and your accommodation address. Any changes to these or any other details must be sent in writing by email to info@holidaytransfers.nl or requested through the “My Booking” section of the Website prior to the date of travel and will not take effect until checked with the Transport Operator and confirmed to you by email.

You are liable for any increased service cost resulting from requested change. The first change will be made free of charge, additional changes may incur a 15€ administration fee. Gold Cancellation Protection may be added to the arrival leg of an existing booking up to 48h before the date of the first transfer service. No refund is due for changes within less than 48 hours.

Once the contract becomes legally binding, the Customer is requested to notify our Customer Service Centre of any errors therein not less than 48 hours prior to the corresponding Transfer Service. Notification made within 48 hours of the corresponding Transfer Service affords us the right to terminate the Contract without penalty or charge.

6. Cancellations by you

Any cancellation of Contract must be made in writing by fax or email addressed to our Customer Service Centre. You may cancel booked Transfer Services separately or cancel the whole Booking.

If we receive your cancellation request more than 48 hours before the scheduled pickup time of the Transfer Service you wish to cancel, the amount paid for this transfer will be refunded in full. No monies will be refunded for cancellations received less than 48 hours from the scheduled time of the Transfer Service you wish to cancel. In these instances we will email you a cancellation note which may be used to claim the expense back against your tour operator, airline, or travel insurance provider.

7. Last minute bookings

Depending on the routes and the season, our freesale deadline varies from 0 to 48 hours, and more in exceptional cases, before a Transfer Service commences. If prompted by the Website, please CONTACT US 24/7 so that we can check whether we have a suitable vehicle available for your transfer request. Please note that our cancellation policies will apply regardless of booking date and time.

8. Changes and cancellations by us

If the Transport Operator needs to make a significant change to the conditions of the Service, or needs to cancel the Service, we will inform you as soon as possible.

We will use reasonable effort to honour your vehicle preference, however the vehicle may be substituted with a vehicle of greater capacity or multiple vehicles depending on availability. If we need to change your booking to a lower category or smaller vehicle for which a lower rate is available, we will refund you the difference in the rates.

In rare instances we may need to cancel your Booking. In such circumstances you will be refunded in full but we shall have no further liability to you arising out of such cancellation. We will, however, use all reasonable efforts to try and find suitable alternatives for any confirmed Booking subsequently cancelled by us.

9. Child seats

Both local and national laws regarding the use of child seats for infants and children vary from country to country. However, all transfer operators will comply with the latest legislation. If you are booking a private transfer, we do recommend the use of booster or child seats for those under the age of 12, or up to 135cm, for safety purposes. During the booking process in most destinations you are given the chance to reserve child or baby seats.

The lead passenger must check, under his/her solely responsibility, that such child restraint devices are suitable for the vehicle and are properly used and installed in it. The company assumes no liability resulting from any failure to use, install, or check the restraint device, or resulting from its incorrect use.

If you wish to bring your own child or booster seat, and are taking a private transfer, we must be advised of this information before you travel. This is to ensure that the vehicle provided by the Transport Operator can accommodate the seat. Group services are usually provided by minibus or coach, and in these vehicles it is not possible to use a child seat as the vehicles do not have compatible seating.

We will endeavour to ensure that child seats are provided by our Transport Operators where they have been booked. There may be instances when such seats are unable to be provided. In such cases, you will be entitled to a full refund for seats booked and not supplied. If no child seat is available, children of three years of age and over may travel as long as they wear

an adult seat belt. Children under three years of age may be transported without a safety restraint as long as they travel in the rear of the vehicle.

10. Child pricing

All children and infants count towards the occupancy of the vehicle, regardless of age, and thus should be included in the total number of passengers at the time of booking.

11. Wheelchairs and bookings for disabled passengers

Transfer Services for disabled passengers must be requested by contacting our Customer Service Centre. We will try our best to meet your requirements, although we are not specialists in transfers for disabled passengers. Disabled passengers using our services must be able to board the vehicle independently or with the assistance of those in their party. We only take foldable wheelchairs. We regret that we cannot currently guarantee the type of vehicle that will be used for your transfer.

12. Pre-booked extra stop

During the booking process you are given the opportunity to pre-book extra stops if you need to collect and drop off keys or if your group will be split between more than one accommodation address. The extra stop address must be located in the same destination as your principal accommodation address. Extra stop duration is limited to 5 minutes.

13. Travel insurance

We strongly recommend that you contract travel insurance which is adequate for your needs. Please read all the contract details and print the documentation so that you can take it with you when you travel. Comprehensive travel insurance will cover you for many eventualities that are beyond our control.

14. Our liability

If we fail to comply with these Terms, we shall only be responsible for loss or damage you suffer that is a foreseeable result of our breach of these Terms or our negligence and only up to the value of the fare paid by you. We will not be held responsible for any loss or damage that is not foreseeable nor that is consequential. We are not liable for breaches that are not directly attributable to us, or those produced by accident, force majeure, or due to legal or administrative requirements.

We cannot be held liable for incidents that may occur during the provision of the service, more specifically illnesses, personal injuries or death, unless caused by our negligence.

This means that, subject to these Terms, we may accept responsibility if, for example, you suffer death or personal injury or your Transfer Service is not provided as promised or proves deficient as a result of the failure of ourselves, our employees, or Transfer Operators to use reasonable skill and care in making, performing or providing, as applicable, your contracted transport service. Please note, it is your responsibility to show that reasonable skill and care has not been used if you wish to make a claim against us.

In addition, we will only be responsible for what our employees and Transfer Operators do or do not do if they were at the time acting within the course of their employment (for employees) or carrying out work we had asked them to do (for Transfer Operators).

Nothing in these Terms and conditions excludes or limits: a. our liability to you for any death or personal injury resulting from our negligence b. any of your other statutory rights as a consumer that cannot be excluded or limited.

We are absolved of all liability whatsoever where the customer makes a contract for another service directly with the Transport Operator.

We cannot guarantee the accuracy or reliability of the content of this website. This includes such eventualities as viruses. However every endeavour will be made by us to rectify in the shortest possible period any errors to which our attention has been drawn. Should such errors result in Bookings being made against faulty pricing and promotional information, we reserve the right to terminate the contract without offering compensation to the customer.

15. Force majeure

We accept no liability and will not pay any compensation where the performance of our obligations or the Transport Operator's obligations is prevented or affected directly or indirectly by or as a result of force majeure or any circumstances beyond our reasonable control including, but not limited to, extreme adverse weather conditions, natural disasters, other acts of God, acts of terrorism, accidents suffered by third parties on the transfer route, police checkpoints, unusual traffic levels, or industrial action.

16. Contact

All contact related to the amendment of booking information must be requested by email or through the "My booking" section of our Website.

In the event of unavoidable alterations to the contract, we will inform you by emailing the address provided by you at the moment of booking, the act of sending this email being considered as proof of receipt by you. The same system applies to all other advisory emails which we may send to you. It is therefore essential that you check that the email address provided by you is correct and that you read any incoming emails up to the time of your Transfer Service.

In case your arrival transportation is delayed or diverted to a different airport, station or port, the Transport Operator will reschedule the Transfer Service and you will be picked up at the new arrival time subject to availability. In the case that there is no availability, you will be refunded in full. We apply IATA's definition of flight delays for the purposes of these Terms.

If for any other reason you fail to be at the pickup point within a reasonable time after the scheduled collection time specified on your Voucher, the Transport Operator or our Customer Service team will try to contact you on the mobile telephone number you have provided.

If it is not possible to speak to you because you have not provided an operational mobile telephone number at the time of booking, you have no or poor connection, no signal, activated voicemail or the call is unanswered, the service will not be provided, the Transport Operator is immediately relieved of their obligations and a refund will not be due.

17. Transportation services

We offer a range of services to which the Transport Operators have given their accord. These are private Transfer Services and shared or shuttle Transfer Services.

The route to or from the destination chosen cannot be guaranteed and the Google drawn route map displayed on our website is for informational purposes only. Whilst reasonable effort is made to ensure that pickup times are respected, they are not guaranteed.

In the event that you are unable to locate the driver of your private transfer or the representative of the shuttle Transport Operator, it is your responsibility to contact us on the 24/7 telephone numbers printed on your Transfer Voucher. If you fail to call these numbers and make alternative travel arrangements, we will be unable to provide the service, the Transport Operator will be relieved of their obligations and a refund will not be due. If your private transfer driver or the representative of the shuttle Transport Operator cannot locate you, a member of our Customer Service team will call the mobile phone number provided in the booking. Please ensure that you travel with this mobile phone and that it is switched on while you are waiting for your luggage or clearing customs. If we cannot locate you or reach you on the number provided, we will be unable to provide the service and a refund will not be due. For non-airport collections, we must receive your telephone call within 10 minutes of your scheduled pickup time. An electronic record of all calls received to the 24/7 numbers is kept by a third party telecoms provider, and shall be used as proof in the event of a dispute as to whether the numbers were called or not. Unused transfers are not refundable and alternative transport costs will not be reimbursed unless pre-authorised by a member of our team. If authorised to take alternative transport, please ensure that you obtain a receipt and submit it to our Customer Care team for review. No payment will be due for travel expense claims submitted without valid receipts.

You are responsible for checking the agreed pickup time and for ensuring that you arrive at the airport, station or port with enough time to check in or make any other preparations for your journey.

The Transport Operator will pick you up and set you down as close as possible to the given addresses. In the event that access via a conventional route is closed due to weather conditions, road accidents etc., the Transport Operator will, at your express request, use a longer route to reach the agreed destination, but in such instances you may be liable for any additional costs.

All contracted transfer services fall within the scope of the public liability cover of the Transport Operator's insurance policy or that of their sub-contractor.

Whilst we endeavour to provide SMS confirmation messages when requested, this service is dependent upon telephone networks that are beyond our control. If a text message is lost or delayed the Customer shall refer to information provided by email or in the My Booking section of our Website.

18. Baggage allowance / capacity

For shuttle transfers, each passenger has a luggage entitlement of 1x bag or suitcase per person, maximum combined size of 158cm (length + width + height) and hand luggage, such as handbags & small bags. All luggage must be securely labelled with the owner's name and destination address. We cannot be held responsible for locating lost luggage that was not correctly labelled.

Private transfer vehicles have luggage capacity of at least 1x bag or suitcase per passenger seat based on a maximum combined size of 158cm (length + width + height) per item. All luggage must be declared at the time of booking. Smaller items that fit in the passenger footwell, such as a camera case, handbag or small shoulder bag, do not need to be declared. The Passenger shall be liable for all expenses incurred should additional vehicles be required to transport non-declared excess luggage.

Your acceptance of the proposed Contract and its Terms and conditions is considered as tacit agreement that under no circumstances will you include in your luggage, nor carry on your person, any object in contravention with the legislation of the country in which the transfers will be offered (firearms etc), nor those likely to be injurious to any third party, nor any items of excessive size, weight, fragility or perishability. Unless you are travelling with a guide dog / assistance dog, animals are not allowed.

Transport of luggage and other belongings is undertaken solely at your risk and under no circumstances can we be held responsible for any loss or damage. Such risk of loss or damage should be the object of private insurance taken out by you prior to departure.

19. Your responsibility

By entering into this Contract you implicitly declare that: You are of legal age and in full use of your mental faculties thus enabling you to comply with all your legal responsibilities concerning this agreement. You are aware of the extent of the services which are the object of this contract, of the aforementioned information concerning us, of the content of these

Terms and conditions. The credit or debit cards that you use belong to you and that there are sufficient funds to cover the cost of the service. You understand that you must notify us as soon as is reasonably possible of any alteration to the details that you have provided.

The services to be supplied are in accordance with the details specified in the Transfer Voucher sent by email. It is your responsibility to provide at the time of reservation full and accurate addresses for the pickup and destination points. It is therefore your responsibility to print out and check the Transfer Voucher for accuracy. If the details of the Transfer Voucher are incorrect you must contact our Customer Service Centre immediately to rectify these. Particular care should be taken when completing the reservation to ensure that all compulsory fields as indicated by an asterisk (*) have been filled in accurately. We are not liable for any reservations made which are impossible to carry out and you will not be reimbursed for such reservations.

You are solely responsible for carrying all documentation necessary for frontier crossing. We hereby refute all liability and refuse to incur any supplementary expenses caused by failure to carry these documents or by failure to observe customs, police, tax authorities or administrative rules of those countries where entry is required. The Transfer Voucher is not a valid documentation to obtain entry visas.

In the event of us having to pay a deposit or fine to the Authorities of other countries as a result of your failure to observe the laws, regulations, etc. or other travel requirements of those countries which you intend to enter, leave or pass through, you will be held solely responsible for reimbursing us, and we reserve the right to hold any of the monies already paid to us until you can provide proof of reimbursement of such fines, charges etc.

We reserve the right and you hereby authorise us to charge your credit or debit card for any damage incurred to the transfer vehicle (including without limitation specialist cleaning) or for any items that are missing when you leave.

We reserve the option not to accept future Bookings in the event of serious or repeated incidents involving any Customer.

20. Right of admittance / User conduct

In entering into this contract you tacitly accord to us and the Transport Operator the right to refuse to transport any passenger who, at the driver's discretion, may be under the influence of alcohol or drugs and those whose behaviour may be considered dangerous to the driver of the vehicle, to other passengers or to themselves.

No alcoholic drinks may be carried in the Transport Operator's vehicles for the purpose of on-board consumption. This prohibition extends to narcotics.

Smoking is forbidden inside vehicles or the immediate vicinity.

Eating inside the vehicle is not allowed.

21. Complaints

If the service you received from the Transport Operator does not meet your expectations, this must be immediately reported to our Customer Service Centre and, if possible, at the moment the problem occurs. Complaints received after the transfer service has been completed and which were not brought to our attention at the time of the transfer may not be upheld as we were not given an opportunity to intervene or otherwise provide assistance. Our contact details are provided on your Transfer Voucher.

Written complaints should be received no later than 28 days after your return date and sent by email to info@holidaytransfers.nl

In the event that you wish to report an issue about our online booking process or our Customer Service Centre, please address your complaint to admin@holidaytransfers.nl

22. Languages

Our Websites are available in multiple languages, and efforts will be made to include other languages in future. Our Customer Service help desk and email assistance in English and Spanish is available at all times, but we will try to offer your assistance in the language you used to make your booking whenever possible. Whilst we pay great attention to the quality of the translation of our Websites and Terms, in the event of any discrepancy the Spanish version shall prevail.

23. Intellectual property rights

Copyrights, trademarks and other intellectual property rights of the websites have been granted under licence to the Company and are protected by national and international regulations governing intellectual property.

Use of our website content by third parties for any purpose other than booking transfers is prohibited, including the modification, subsequent publication and total or partial reproduction or representation of the same without our express consent.

Any unlawful use of our Website for any purpose whatsoever is strictly prohibited under all circumstances.

The total content of this Website is protected by both industrial and intellectual property rights and is exclusively owned by holidaytransfers.nl. It is expressly prohibited to use the Website and its content, as well as databases and the software required for its display or operation, for any commercial purposes, except for in the cases where written consent has been given by holidaytransfers.nl.

The prohibited commercial uses include, but are not limited to:

The resale or redistribution of the Website, its content and/or its services through any other website. In particular, "web scraping" techniques to access the Website content.

The use of "deep linking" techniques that can confuse the user, for example "framing", and/or ones that assume a wrongful or illicit exploitation of the [holidaytransfers.nl](#) content.

24. Governing law and jurisdiction

These General Conditions shall be governed by current Spanish law.

The contract agreed between the Company and you shall be governed in accordance with Spanish legislation.

Settlement of any disputes that may arise between you and us will be subject to Spanish jurisdiction in the courts of Barcelona.

The invalidity or unenforceability of any provisions of this Terms shall not affect the validity or enforceability of any other provision of this Terms, which shall remain in full force and effect.

25. Promotions

Limited time only | up to 25% off

Discounted prices on selected routes and vehicles booked between 09/03/2025 and 05/04/2020, where the travel dates are between 09/03/2025 and 05/04/2025, include all applicable taxes and fuel surcharges which are correct at the time of publishing and may be subject to change.

Advertised prices include online discounts. If paying by email or over the phone at a later stage, prices may be subject to change, including charges on any booked extras.

We reserve the right to exclude specific dates from this offer. Price includes savings. All offers are for new bookings and are subject to availability based on [holidaytransfers.nl](#) 's standard terms and conditions.

This promotion cannot be used in conjunction with any other special offer, promotion, or discount.

Offer valid for bookings generated on the [holidaytransfers.nl](#) site and the HolidayTransfers Agency system. For definition, visit [holidaytransfers.nl](#).

September Sale | up to 25% off

Discounted prices on selected routes and vehicles booked between 02/09/2025 and 04/10/2025, where the travel dates are between 02/09/2025 and 04/10/2026, include all

applicable taxes and fuel surcharges which are correct at the time of publishing and may be subject to change.

Advertised prices include online discounts. If paying by email or over the phone at a later stage, prices may be subject to change, including charges on any booked extras.

We reserve the right to exclude specific dates from this offer. Price includes savings. All offers are for new bookings and are subject to availability based on [holidaytransfers.nl](#)'s standard terms and conditions.

This promotion cannot be used in conjunction with any other special offer, promotion, or discount.

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Black Friday | Cyber Monday

Discounted prices on selected routes include all applicable taxes and fuel surcharges which are correct at the time of publishing and may be subject to change.

Advertised prices include online discounts. If paying by email or over the phone at a later stage, prices may be subject to change, including charges on any booked extras.

NYE and Christmas day are excluded from this offer. Price includes savings. All offers are for new bookings and are subject to availability based on [holidaytransfers.nl](#)'s standard terms and conditions.

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Spring Sale

Discounted prices on selected routes include all applicable taxes and fuel surcharges which are correct at the time of publishing and may be subject to change.

Advertised prices include online discounts. If paying by email or over the phone at a later stage, prices may be subject to change, including charges on any booked extras.

Price includes savings. All offers are for new bookings and are subject to availability based on [holidaytransfers.nl](#)'s standard terms and conditions.

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15 Anniversary Promotion

Discounted prices on selected routes include all applicable taxes and fuel surcharges which are correct at the time of publishing and may be subject to change.

Advertised prices include online discounts. If paying by email or over the phone at a later stage, prices may be subject to change, including charges on any booked extras.

Price includes savings. All offers are for new bookings and are subject to availability based on holidaytransfers.nl's standard terms and conditions.

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15 Anniversary Social Media Giveaway

Terms and conditions described [here](#)

World Tourism Day Sale

Discounted prices on selected routes and vehicles booked between 27/09/2024 and 08/10/2024, include all applicable taxes and fuel surcharges which are correct at the time of publishing and may be subject to change.

Advertised prices include online discounts. If paying by email or over the phone at a later stage, prices may be subject to change, including charges on any booked extras.

Price includes savings. All offers are for new bookings and are subject to availability based on holidaytransfers.nl's standard terms and conditions.

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Black Friday & Cyber Week 2025

Discounted prices on selected routes and vehicles booked between 24/11/2025 and 04/12/2025 include all applicable taxes and fuel surcharges, which are correct at the time of publishing and may be subject to change.

Advertised prices include online discounts. If paying by email or over the phone at a later stage, prices may be subject to change, including charges on any booked extras.

Price includes savings. All offers are for new bookings and are subject to availability based on holidaytransfers.nl's standard terms and conditions.

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January Sale 2024

Discounted prices on selected routes and vehicles booked between 29/01/2025 and 02/02/2025 include all applicable taxes and fuel surcharges, which are correct at the time of publishing and may be subject to change.

Advertised prices include online discounts. If paying by email or over the phone at a later stage, prices may be subject to change, including charges on any booked extras.

Price includes savings. All offers are for new bookings and are subject to availability based on holidaytransfers.nl's standard terms and conditions.

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March Sale 2024

Discounted prices on selected routes and vehicles booked between 18/03/2025 and 22/03/2025 include all applicable taxes and fuel surcharges, which are correct at the time of publishing and may be subject to change.

Advertised prices include online discounts. If paying by email or over the phone at a later stage, prices may be subject to change, including charges on any booked extras.

Price includes savings. All offers are for new bookings and are subject to availability based on holidaytransfers.nl's standard terms and conditions.

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Spring Sale 2024

Discounted prices on selected routes and vehicles booked between 28/04/2025 and 07/05/2025 include all applicable taxes and fuel surcharges, which are correct at the time of publishing and may be subject to change.

Advertised prices include online discounts. If paying by email or over the phone at a later stage, prices may be subject to change, including charges on any booked extras.

Price includes savings. All offers are for new bookings and are subject to availability based on [holidaytransfers.nl](#) 's standard terms and conditions.

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Summer Holiday Sale

Discounted prices on selected routes and vehicles booked between 23/06/2025 and 03/07/2025 include all applicable taxes and fuel surcharges, which are correct at the time of publishing and may be subject to change.

Advertised prices include online discounts. If paying by email or over the phone at a later stage, prices may be subject to change, including charges on any booked extras.

Price includes savings. All offers are for new bookings and are subject to availability based on [holidaytransfers.nl](#) 's standard terms and conditions.

This promotion cannot be used in conjunction with any other special offer, promotion, or discount.

Offer valid for bookings generated on the [holidaytransfers.nl](#) site and the HolidayTransfers Agency system. For definition, visit [holidaytransfers.nl](#).

Flash Sale August 2024

Discounted prices on selected routes and vehicles booked between 30/08/2024 and 02/09/2024 include all applicable taxes and fuel surcharges, which are correct at the time of publishing and may be subject to change.

Advertised prices include online discounts. If paying by email or over the phone at a later stage, prices may be subject to change, including charges on any booked extras.

Price includes savings. All offers are for new bookings and are subject to availability based on [holidaytransfers.nl](#) 's standard terms and conditions.

This promotion cannot be used in conjunction with any other special offer, promotion, or discount.

Offer valid for bookings generated on the [holidaytransfers.nl](#) site and the HolidayTransfers Agency system. For definition, visit [holidaytransfers.nl](#).

Privacy Policy

This privacy policy is established in accordance with Articles 13 and 14 of Regulation (EU) 2016/679 for the protection of individuals with regard to the processing of personal data and on the free movement of such data" (hereinafter, the "**Regulation**" or "**GDPR**") and is addressed to visitors of the holidaytransfers.nl website (hereinafter, the "Site") and to anyone who has provided their contact details for an inquiry or to receive any newsletters. The data provided will be processed lawfully and in accordance with the principles set out in Article 5 of the Regulation.

With the help of this Privacy Policy, holidaytransfers.nl hopes to openly and honestly notify you about all the processing we do with your data, the reasons we do so, the user rights you have over your personal data, and how long we will keep it on file.

The usage of HolidayTransfers' website is governed by this privacy statement. In accordance with the provisions of Regulation (EU) 2016/679 General Data Protection Regulation (hereinafter, "**RGPD**"), all personal data that the User provides through the website www.holidaytransfers.nl (hereinafter, the "**Website**") will be incorporated and processed in the files and processing systems owned by the company HolidayTransfers for the sole purpose of being able to handle your requests sent through our Website, provide our services, and keep you informed electronically about our services.

The term User/s is used here to refer to all persons over 18 years of age who access the Website. As a User, you declare that you have the necessary legal capacity to understand and accept in its entirety the Privacy Policy.

1. The data processing controller

The controller of the processing of personal data is HolidayTransfers, with the registered office at Amsterdam and can be contacted via our email address info@holidaytransfers.nl (hereinafter, the "Data Controller").

2. What is personal data and data processing?

These are data that identify or allow the identification of a person. For example, data that can directly identify a person includes their name and surname, while the ID number can indirectly identify them. Personal data includes information such as mobile phone number, email address, date of birth, and gender, among others. It could also include numerical identifiers such as your computer's IP address, as well as information obtained through cookies.

A processing of personal data is any operation or set of operations that we carry out on your personal data, such as collection, recording, storage, use, and communication of your data.

3. What type of information do we collect?

If the user only accesses the website without interacting with HolidayTransfers in any of the contacts or hiring forms enabled, no data will be collected from the said user beyond what the user consents to share using cookies. That is, we use user identifiers (cookies) on our Website to collect information about the use of the website, such as the server to which the user's computer is connected, the type of browser (for example, Firefox or Internet Explorer), and how the potential customer became aware of HolidayTransfers. We use this information solely to help us improve our marketing policies, and the internet user's personal data is not included in the data capture. For more information about the cookies we use, please see our Cookie Policy. Additionally, when the user provides data in the data collection forms, for the purpose of being able to provide the services that HolidayTransfers offers, we may collect the following information depending on the actions performed on the Website:

Name

Surname

Phone number

Email

Bank details to proceed with the payment of your services.

This data is necessary for the correct provision and execution of the service.

As a user, you guarantee that the personal data provided to HolidayTransfers are truthful, accurate, complete, and up to date, being responsible for any direct or indirect damage or harm that may arise as a result of non-compliance with this obligation. If you provide HolidayTransfers with data of third parties, the User must have the consent of such third parties and undertake to transmit to them the information contained in this clause, exempting HolidayTransfers from any liability in this regard. However, HolidayTransfers may carry out verifications to verify this fact, adopting the due diligence measures that correspond, in accordance with data protection regulations.

4. Through what channels do we collect your personal data?

We only capture and process information that you provide to us through the following channels:

1. Through the service hiring form.
2. Through the emails that you may send to the contact addresses published on the Website.

5. What processing do we perform with your personal data and for what purposes?

We want to be open and honest with you, providing you with information about the actions we take with your data and the reasons for our processing of it.

Below, we outline all the processing or operations that we carry out with your personal data:

1. Contracting and provision of the services offered by HolidayTransfers.

The purpose of this data processing is to enable HolidayTransfers to deliver the transportation service.

2. Management aimed at finalizing the contracting of services.

That is, when a user expresses interest in using HolidayTransfers' services but doesn't finish the contracting procedure. In particular:

Abandoned reservation: if you've begun but not finished a hiring process, we'll send you an email reminder. This way, you can complete it if you're still interested. Keep in mind that prices might fluctuate based on service availability. Rest assured, we will send just one reminder and the original quoted price will remain locked for 30 days.

Payment error: In the event of a payment error, we will promptly send you an email notification. This will allow you to address the issue and proceed with the payment process to finalise the service contract.

Abandoned payment: We will send you an email as a gentle reminder that you've initiated but not completed a hiring process. If you're still interested in proceeding, please be aware that prices might fluctuate based on service availability. Rest assured, you'll receive only one reminder, and the initially quoted price will remain valid for 30 days.

3. Commercial communications.

We will handle your data to provide you with updates about HolidayTransfers' services and relevant promotions. This will happen only if you have given your consent, or you have previously used HolidayTransfers' services.

4. Cookies.

Our website utilises technology to install small files known as cookies on your device. These cookies serve various purposes, including enhancing your browsing experience, analyzing user navigation, and providing personalized content. If desired, you can block or disable cookies through your browser's settings. For additional details, please refer to our [Cookie Policy](#).

6. What is the legitimacy for the processing of your data?

Compliance with data protection regulations necessitates a valid legal basis for processing your data. Consequently, we rely on different legal grounds depending on the specific purpose of data processing. In this context, we process your data based on the following:

1. **Execution of a Contract:** When you engage HolidayTransfers' services, we process your data as part of the contractual agreement.
2. **Pre-contractual measures are taken at your request.** These measures serve the purposes outlined in point 2 of the previous section. Specifically, they involve sending you transactional communications to finalise the service contract in cases where there has been a payment issue or when you have initiated the purchase process but not completed it.
3. **User consent.** To facilitate the processing of your data for purpose 3, which involves sending you commercial communications about HolidayTransfers services, we will seek your clear and direct consent. Please note that this consent can be withdrawn at any point.
4. **Legitimate interest of HolidayTransfers.** This involves sending you commercial communications related to your previous contract as an existing customer. If you wish to object to the processing of your date, you can do so directly through the commercial communications.

7. How long do we keep your data?

HolidayTransfers retains your personal data for the duration required to fulfil the purpose for which it was collected. Additionally, this retention period serves to demonstrate the lawful processing of data and the proper delivery of services. Here are the data retention periods based on their purposes.

1. **Contracting and provision of the services offered by HolidayTransfers.** Your data will be retained for up to six years following the conclusion of service provision. This duration allows HolidayTransfers to safeguard itself against any potential claims arising from the service execution.
2. **Management efforts on completing service contracts.** Your data will be retained solely until we despatch the transactional communications outlined in section 5. Subsequently, if you finalise the transaction process, this will be preserved as provided as indicated in the previous subsection.
3. **Commercial communications.** Regarding commercial communications, your data will be retained until you choose to withdraw the consent you've given to receive such communications. In any case, data retention will not exceed a period of 2 years.

Additionally, when your date is processed based on HolidayTransfers legitimate interest arising from a previous contract. it will be kept until you express an objection to receiving commercial communications.

8. Do we collect data from minors?

Individuals below the legal age of majority are not permitted to use the services offered through the Website without prior authorization from their parents, guardians, or legal representatives. These authorised parties will assume sole responsibility for any actions taken by minors under their care on the Website, including the submission of forms containing personal data and the selection of relevant options on the checkboxes.

9. What are your rights when you provide us with your data?

Below, we detail the rights that you, as a user of the website, can exercise:

Rights	What does it mean?
Right of access	You are entitled to request HolidayTransfers to verify whether it processes your personal data. If it does, you also have the right to know what specific data it processes.
Right of rectification	You can request modifications to any inaccurate or incomplete data by specifying which specific information you'd like to be changed in your rectification request.
Right to object	You retain the right to object to the processing of your personal data by an organisation at any time. This means you can prevent or halt the organisation from utilizing your data. However, this right only applies in specific circumstances and the organisation may continue processing your data if they can provide strong and legitimate reasons for doing so.
Right to erasure	You have the right to request the deletion of your personal data. While the data will be blocked to prevent further processing, it may still be accessible to public authorities, courts, and tribunals for potential liability purposes during the limitation period.
Right to data portability	You possess the right to duplicate and transfer data from our database to another data controller. This entitlement can be exercised solely when the processing is grounded in contract execution or your consent, and the processing occurs through automated means. Additionally, you have the right to request the suspension of data processing under specific circumstances.

Right to restriction of processing	<p>This provision enables you to ask for the temporary suspension of data processing under the following circumstances:</p> <p>When you challenge the accuracy of the data, whilst HolidayTransfers verifies its correctness.</p> <p>When you have exercised your right to object to data processing, pending verification of whether HolidayTransfers' legitimate reasons outweigh your rights as the data subject.</p> <p>Likewise, this right allows you to request HolidayTransfers to retain your personal data when:</p> <p>When you challenge the accuracy of the data and, as the data subject, object to its deletion. Instead, you request a restriction on its use.</p> <p>When HolidayTransfers no longer requires your personal data for processing purposes, but you need it for establishing, exercising, or defending legal claims.</p>
How to exercise these rights?	<p>You can exercise your rights by either emailing your request to info@holidaytransfers.nl or sending a written and signed request via postal mail. Ensure that your request includes sufficient identifying information to verify your identity. Address the mail to the following location: 1118 AM, Schiphol Airport, Haarlemmermeer, Netherlands, with the reference 'Data Protection.'</p>

10. To whom do we disclose your personal data?

HolidayTransfers refrains from disclosing the personal information you provide unless it is essential for delivering contracted services or complying with legal obligations. In the context of availing HolidayTransfers' services, your data may be shared with the following entities.

Banking entities for processing card payments and other payment methods available on the Website.

Institutions that provide fraud investigation, detection, and prevention services, as well as the minimization of the risk of its commission, based on the legitimate interest recognized by current regulations.

Consumer and user offices in case of any claims.

Companies providing passenger transportation services that are responsible for fulfilling the transportation services you've contracted.

In cases legally established, including Security Forces and Bodies as well as Judicial Authorities when appropriate.

Public administrations to which we must provide information for the fulfilment of our legal obligations.

In all circumstances, any data accessed by third parties with whom we collaborate to deliver our services will be handled in strict accordance with the provisions outlined in the GDPR, LOPDGDD, and other relevant regulations.

11. Security measures

HolidayTransfers adheres to the security levels required by the GDPR appropriate to the nature of the data being always processed. However, whilst technical security measures are in place, the internet always remains vulnerable to malicious actions by third parties. HolidayTransfers makes every effort to prevent such actions.

12. Do we perform international data transfers?

The personal data that we retain from the User will be processed exclusively in EU member states or the European Economic Area, respectively. However, in cases where processing occurs by a provider located in a country lacking the corresponding data protection laws, the processing will be protected by international contracts in accordance with European requirements.

13. Can i revoke my consent?

If you have previously granted consent for the processing of your data, you retain the right to revoke this consent at any point in the future. To do so, you can send your revocation notice to info@holidaytransfers.nl.

It's important to be aware that even if you choose to oppose or revoke your consent, there might be legal obligations that require us to retain your data. However, you still have the right to object to and withdraw your consent specifically for the processing of your personal data related to advertising purposes. For detailed contact information, please refer to Section 1.

14. Social media

We have configured social media icons on our website. With a simple click, users can access the following social media platforms: Facebook Instagram and X.

When browsing our website, no personal data is shared with other providers. You can recognize the platform provider by its logo. We offer you the opportunity to go directly to

HolidayTransfers' posts on each social network through the icon. We have no influence on the data collected and the data processing procedures on these social networks, nor are we aware of the full extent of data collection, the purposes of processing, and the retention periods. Furthermore, we do not possess information regarding data collection.

If followers of HolidayTransfers' profiles contact the company through social networks or publish images or information containing personal data, it will be the exclusive responsibility of the User and/or follower, with HolidayTransfers being exempt from any liability regarding the content that the User and the follower incorporate into our public profiles. Since HolidayTransfers' profile on social networks is public, the company is not responsible for any direct or indirect actions taken by third parties resulting from the User's publication of their personal data on our profiles. Therefore, we strongly urge you not to share personal or sensitive information and to carefully read the Privacy Policies and Terms and Conditions of such social platforms to configure your profile with the desired level of privacy. If anyone no longer wishes to follow HolidayTransfers on the social networks where it is present, they can unfollow the profile according to the provisions of the corresponding social platform's Terms and Conditions.

Below are the addresses of the social media platforms where you will find information about data protection:

META/FACEBOOK/INSTAGRAM Inc, 1601 S California Ave, Palo Alto, California 94304, USA; www.facebook.com/policy.php.

15. Confidentiality and professional secrecy

All private communications between HolidayTransfers and Users are handled with utmost confidentiality. HolidayTransfers is committed to maintaining the secrecy of personal data and takes necessary precautions to prevent any unauthorised processing, alteration, loss or access in accordance with relevant data protection regulations.

Any information shared between the parties, agreed to have such nature, or simply related to the content of such information, will be treated as confidential. Accessing data over the Internet will not automatically grant access to it unless express consent is provided by the owner on each occasion.

16. Links to other websites

Our website also uses features from other service providers. To utilise them, you will be redirected to the actual service provider's website, and you will be informed before redirection. You can view the respective privacy statements on their websites.

The HolidayTransfers website includes links to other websites that are not managed by HolidayTransfers. As a result, HolidayTransfers does not have control over these external sites, nor does it assume responsibility for the information they contain. We recommend that you visit these websites directly to learn about their Privacy Policy, which covers data

protection, security, data collection, and data transmission provisions. HolidayTransfers will not be held accountable for any actions taken or the content found on these websites.

Unless authorized in writing by HolidayTransfers, no link, hyperlink, framing, or similar link may be inserted on the Website.

17. Changes in this privacy policy

This Privacy Policy is subject to potential changes based on changing criteria set by the relevant data protection authority at any given time. HolidayTransfers reserves the right to modify this Privacy Policy to align with such criteria, as well as any jurisprudential or legislative novelties. La presente Política de Privacidad podrá variar con el tiempo debido a los posibles cambios de criterio seguidos por la autoridad de control competente en materia de protección de datos en cada momento. HolidayTransfers se reserva por tanto el derecho a modificar la presente Política de Privacidad para poder adaptarla a dichos criterios, así como a novedades jurisprudenciales o legislativas.

18. Cookies

HolidayTransfers will utilise data storage and retrieval devices ("Cookies") in accordance with the User's consent which is obtained during the user's initial visit to the Website as indicated in the browser pop-up window. Additionally, users are expected to familiarise themselves with the terms and conditions outlined in the Cookies Policy

19. Contacto

If you need further clarification regarding the management of your personal data, please feel free to contact us via email at privacy@holidaytransfers.nl.

Last review date: September 2024.

Cookie Policy

HolidayTransfers reports the use of cookies on its website: www.holidaytransfers.nl

What are cookies?

Cookies are files that may be downloaded to your device through web pages. They are essential tools to provide various information society services. This includes allowing a website to store and recover information on a user's or device's browsing habits and,

depending on the information obtained, using this information to recognise the user and improve the service offered.

Type of cookies

There are two types of cookies depending on which entity manages the domain from which the cookies are sent and handles the data:

First-party cookies: these are sent to the user's terminal equipment from a machine or domain managed by the publisher who is providing the service requested by the user.

Third-party cookies: these are sent to the user's terminal equipment from a machine or domain that is not managed by the publisher themselves, but rather by an entity that processes data obtained through cookies.

If cookies are installed from a machine or domain managed by the publisher themselves but the information collected through these is managed by a third party, they cannot be considered first-party cookies.

There is also a second classification depending on the period of time for which the cookies are stored in the client's browser, either:

Session cookies: designed to collect and store data while the user is accessing the website. They tend to be used to store information that is only of interest to maintain the service requested by the user on a single occasion (e.g. a list of products purchased).

Persistent cookies: data is stored on the terminal and can be accessed and processed for a specific period defined by the party responsible for the cookie, ranging from a few minutes to several years.

Lastly, there is another classification with five types of cookies depending on the purpose for which the data obtained is processed:

Technical cookies: these allow the user to browse a web page, platform or application and use different options or services on those such as to control traffic and communication of data, identify the session, access restricted sections, record parts of an order, process purchase of an order, process registration or participation forms for an event, use security devices during browsing, store content to broadcast videos or audio, or share content through social media

Customisation cookies: these allow the user to access a service with certain general predefined characteristics depending on a series of criteria in the user terminal such as language, type of browser used to access the service, configuration for the region from which the service is accessed, etc.

Analysis cookies: these allow the party responsible for the cookies to track and analyse the behaviour of website users when enabled. The information collected through this

type of cookies is used to measure activity on websites, applications or platforms and to prepare browsing profiles for the users of those sites, applications and platforms in order to develop improvements based on analysis of usage data from service users.

Advertising cookies: these are used to ensure the most efficient management of advertising spaces.

Advertising behavioural cookies: these store user behaviour information that is obtained by continuously observing their browsing habits. This helps develop a specific profile to display relevant advertising.

External social media cookies: these are used so that visitors can interact with the content via social media (Facebook, YouTube, Twitter, LinkedIn, etc.) and are generated solely for users of this social media. The conditions for use of these cookies and the information gathered is covered in the privacy policy of the respective platform.

Deactivating and deleting cookies

You can choose to allow, block or delete cookies installed on your device by changing your browser settings. When deactivating cookies, some services available may no longer work. The method to deactivate cookies is different for each browser, but can normally be done in the Settings or Options menu. The Help menu of your browser will also contain instructions. Users may choose which cookies they want to work on this website at any time.

You can allow, block or delete cookies installed on your device by changing the settings in the browser installed on your device:

Microsoft Internet Explorer | Microsoft Edge: <http://windows.microsoft.com/en-gb/windows-vista/Block-or-allow-cookies>

Mozilla Firefox: <https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences>

Chrome: <https://support.google.com/accounts/answer/61416?hl=en>

Safari: https://support.apple.com/kb/ph21411?locale=en_GB

Opera: <https://www.opera.com/help/tutorials/security/cookies/>

You can also manage storage of cookies in your browser using tools such as:

Ghostery: www.ghostery.com/

Your online choices: www.youronlinechoices.com/

Cookies used on www.holidayTransfers.com

Below we identify the most relevant cookies used on this portal, as well as their classification and purpose. We may use other cookies, to see the full list you can go to: www.cookiebot.com

Duration: 2 years

Description: Used to distinguish between users. Generated by Google Analytics. Google stores information collected by cookies on services located in the United States of America. Google complies with European data protection legislation and promises not to share it with third parties, except when required by the law or when necessary for the functioning of the system. Google does not associate your IP address with any other information it holds. If you wish to read more about the cookies used by Google Analytics, please see: <https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage?hl=es&cs=1>

Type: Third party

Purpose: Analytical

_gid

Duration: 1 year

Description: Generated by Google Analytics. Google stores information collected by cookies on services located in the United States of America. Google complies with European data protection legislation and promises not to share it with third parties, except when required by the law or when necessary for the functioning of the system. Google does not associate your IP address with any other information it holds. If you wish to read more about the cookies used by Google Analytics, please see: <https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage?hl=es&cs=1>

Type: Third party

Purpose: Behavioural advertising

_cfduid

Duration: 5 years

Description: 'cfduid' cookies are provided by CloudFlare to monitor trusted website traffic. The application does not match any user ID or store any identifiable personal data. <https://support.cloudflare.com/hc/en-us/articles/200170156-What-does-the-CloudFlare-cfdu>

Type: Third party

Purpose: Technical

zlcmid

Duration: Persistent

Description: Stores a user ID to enable chat sessions.

Type: Third party

Purpose: Technical

APSID

Duration: 2 years

Description: When creating or initiating a session in a Google account, this cookie is stored on your device so that your Google account stays connected when you visit their services again. While your session is still active and you use add-ons on other websites such as ours, Google will use these cookies to improve your user experience.

Type: Third party

Purpose: Analytical

CJ_DATA

Duration: 1 month

Description: Conversant works with advertisers and advertising agencies to help brands communicate with the people through online display advertising campaigns. They execute sophisticated, flexible online display strategies on a global scale. They've been at the cutting edge of online marketing since 1998 and they are a world leader in online marketing.

Type: Third party

Purpose: Behavioural advertising

eid

Duration: 6 months

Description: Criteo.com. Collects anonymous data related to the user's visits to the website, such as the number of visits, average time spent on the website and what pages have been loaded, with the purpose of displaying targeted ads.

Type: Third party

Purpose: Behavioural advertising

IDE

Duration: 1 year

Description: Used by Google DoubleClick to register and report the website user's actions after viewing or clicking one of the advertiser's ads with the purpose of measuring the efficacy of an ad and to present targeted ads to the user.

Type: Third party

Purpose: Behavioural advertising

HSID

Duration: 2 years

Description: When creating or initiating a session in a Google account, this cookie is stored on your device so that your Google account stays connected when you visit their services again. While your session is still active and you use add-ons on other websites such as ours, Google will use these cookies to improve your user experience.

Type: Third party

Purpose: Analytical

NID

Duration: 6 months

Description: The purpose of this cookie is to store information on your preferences.

Type: Third party

Purpose: Customisation

SAPISID

Duration: 2 years

Description: On some pages of our website we have videos embedded in YouTube. This is a Google service. Its use requires this cookie to be sent, in addition to the cookies that Google requires if you maintain the session active with your account, in order to view embedded videos, estimate bandwidth and display the view count.

Type: Third party

Purpose: Analytical

sc.ASP.NET_SESSIONID

Duration: session

Description: SessionCam is a product that has been developed by SessionCam LTD. SessionCam may record mouse clicks, mouse movements, page scrolling and any text keyed into website forms. The information collected does not include bank details or any sensitive personal data. Data collected by SessionCam from holidaytransfers.nl website is for HolidayTransfers internal use only. The information collected is used to improve our website usability and is stored and used for aggregated and statistical reporting. If you wish to disable this cookie, please go to: <https://sessioncam.com/choose-for-form-data-not-to-be-recorded/>

Type: Third party

Purpose: Analytical

SID

Duration: 2 years

Description: When creating or initiating a session in a Google account, this cookie is stored on your device so that your Google account stays connected when you visit their services again. While your session is still active and you use add-ons on other websites such as ours, Google will use these cookies to improve your user experience. <https://sessioncam.com/choose-for-form-data-not-to-be-recorded/>

Type: Third party

Purpose: Analytical

SSID

Duration: 2 years

Description: When creating or initiating a session in a Google account, this cookie is stored on your device so that your Google account stays connected when you visit their services again. While your session is still active and you use add-ons on other websites such as ours, Google will use these cookies to improve your user experience.

Type: Third party

Purpose: Analytical

MUID

Duration: 1 year

Description: This cookie allows us to synchronise user ID tracking across many Microsoft domains.

Type: Third party

Purpose: Analytical

Acceptance of the Cookie Policy

www.holidaytransfers.nl assumes that you accept the use of cookies. However, information on our Cookie Policy is displayed in the bottom or top part of our website portal each time you log-in so that you are aware of it.

You can take the following actions with regard to this information:

Accept cookies: You will not see this notice again when you access any page on our site during this session.

Close: The notice is hidden on this page.

Change your settings: Please see section: "Deactivating and deleting cookies".

- Last review date: 23/05/2024 -