

## Conditions Abseiling from the Euromast

### In Advance

- Experience is not necessary;
- The minimum age is 16 years;
- Additional times can be booked on the website until Friday 14:00pm prior to the abseil date.

### Cancellation Policy

- The reservation is definite after booking. Reducing or cancelling the reserved time is not possible;
- If the minimum number of participants is not met, we will cancel the reservations (Thursday afternoon before the day of the descent at the latest). The minimum number of participants is 30. The cancellation will be done by e-mail;
- With rain and/or wind, the day continues. If the wind is too strong (force 8) the day will be cancelled. In case of thunderstorm we cannot descend at all. If the weather conditions do not permit the descent, we will send an e-mail or call you. Sometimes the weather changes on the day itself. Please call the Euromast to check +31 (0)10 – 4364811;
- In case of unforeseen circumstances, the Euromast reserves the right to adapt the reserved time and discuss this with you by phone.

### On the day itself

- It's paid parking at Parkhaven and unfortunately there is only one machine. So make sure you're on time. TIP: Download the ParkMobile-app on your phone to avoid long queues at the parking meter;
- In case you're absent at the reserved time you will not receive a refund of the entrance fee or any other form of compensation. The descent is cancelled and no replacement is guaranteed. We therefore ask you to be at the Euromast, at the reception, at least 30 minutes before the reserved time. Where you will need to sign a declaration;
- Euromast does not accept cash payments; only bank- and creditcard. On the platform, however, there is no payment-facility to pay for your abseil or zip wire photo's. If you want to buy any photo's do bring cash or use bank QR code;
- Please wear good (clean) shoes, no smooth soles. You need to 'walk' over the windows of the brasserie. Long hair? Wear it in a braid or tail;
- Descend with empty pockets; we will keep your belongings until you return to the platform;
- Not-descenders need to book an entrance ticket online at [www.euromast.nl](http://www.euromast.nl). or stay downstairs;
- In the Euromast brasserie at 100 meters you can order a drinks and food. Please book always in advance via [De Brasserie | Restaurant op grote hoogte | Euromast Rotterdam](#).