

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

- Reducing or cancelling the reserved time is possible until 12:00pm Monday prior to your descent on www.abseilen.nl. If necessary, you can contact the Euromast for some assistance +31 (0)10 - 4364811. If you do not unsubscribe (or too late) the Euromast will calculate the number of reservations that was known on Monday 12:00pm.
- If you are absent at the time discussed (no show) then the Euromast will send an invoice; If the minimum number of participants is not met, we will cancel the reservations (Thursdayafternoon before the day of the descent at the latest). The minimum number of participants is 30. For the zipline it is 40. 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. The zipline will be cancelled at force 6. 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 descend 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.
- 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 pay the normal entrance to the Euromast €10.50 adults and € 7.00 children 4/11 years, or stay downstairs;
- In the Euromast brasserie at 100 meters you can order a drink and bite, if a table is available. If you want to stay dinner please book in advance. From 18.00 the brasserie can be full / reserving tables unfortunately is no longer possible.

