



## ANVR Membership Application Form

### Company Information

Company name .....

Headquarters address .....

Postal code and city .....

P.O. Box + postal code/city .....

Commercial Tel. ....

Company owner's name .....

All registered trademarks .....

Chamber of Commerce reg Nr. .... Est. Nr. ....

Concern/Partnership .....

Application contact person + Tel. ....

Commercial email address .....

Email address for invoices .....

Website .....

Emergency Tel. outside business hrs. Tel. 1: .....Tel 2:.....

Tel. for consumers .....

Email address for consumers .....

Guarantee scheme via ..... Registration no.: .....

Emergency regulation (if applicable).....

IATA-number (if applicable) .....

VAT number .....

Number of full-time employees .....

Briefly explain reason for membership application

.....

.....



## Documents to be enclosed with the ANVR membership application

Excerpt of Chamber of Commerce document (not older than three months) showing which natural person is the owner of the enterprise;

Recent annual financial statements (balance sheet, income statement and account);  New companies (less than two years) are required to submit a business plan with a realistic and substantiated turnover forecast for two years focused on attaining at least €250,000

A Certificate of Good Conduct (CGC). For sole proprietorship a CGC of the owner. For corporations/partnerships a CGC for officers/partners. The forms are on the ANVR website. For more information please visit [www.justis.nl/producten/vog](http://www.justis.nl/producten/vog);

A copy (quotation) of the liability insurance policy which meets the ANVR minimum requirements for liability insurance. You can find these minimum requirements on the website under "Becoming a Member". If you want to participate in the Collective Liability Insurance for ANVR travel agents you can indicate this below;

Copy of IATA recognition (if applicable);

A signed authorisation in which you agree to transfer the turnover data of your guarantee fund to ANVR on behalf of the applying company. We will use this information exclusively to determine your contribution to ANVR;

Copy of your turnover figures to SGR (insofar as you have not filled in the Company TurnoverFigures);

Copy of proof of registration for calamity coverage (Calamity Fund or Dutch Calamity Insurance);

Agreement to participate in the Collective Liability Insurance for ANVR travel agents.

I hereby acknowledge that I have read and accepted the membership obligations included in Appendix 1. I have enclosed all necessary documents or will forward these documents as soon as possible. Finally, I have taken note of and agree with the ANVR Statutes, the Internal Regulations and in particular the ANVR Companies Code of Conduct and the Contribution

Commitments therein, determined by the ANVR member assembly and recorded on the ANVR website.

Company name .....

Date ..... Signature .....

Name .....

Position .....

Please send this signed form to ANVR, Storkstraat 24, 3833 LB Leusden.

You can also send a PDF of the form to [secretariaat@anvr.nl](mailto:secretariaat@anvr.nl)



### Authorisation exchange turnover statement SGR / SGRZ / GGTO to ANVR

ANVR's membership fee in accordance with the binding decree turnover statement as taken in ANVR's General Assembly of Members dated December 17, 1999.

- I hereby authorise (to be named ANVR member) the independent Travel Refund Guarantee Fund (SGR)/Guarantee Fund Specialised Tour Operators (SGST) Admiraliteitskade 73, Rotterdam, to transmit the turnover data dispensed by the ANVR member to SGR/SGST to the General Dutch Association of Travel Enterprises (ANVR), situated at Storkstraat 24, 3833 LB Leusden
- I hereby authorise (to be named ANVR member) Garantiefonds voor Gespecialiseerde Touroperators (GGTO), Johan van Hasseltweg 112 te Amsterdam, to transmit the turnover data dispensed by the ANVR member the General Dutch Association of Travel Enterprises (ANVR), situated at Storkstraat 24, 3833 LB Leusden

This authorisation will remain valid until express cancellation by the ANVR member. This cancellation must be made known to SGR/SGST/GGTO in writing by registered mail.

Company name .....

Headquarters Address .....

Postal code and city .....

ANVR number .....

Date .....

Signature .....

Name .....

Position .....



## Company Income Statement

Fill in the data of the most recent financial year below, or enclose a copy of the most recent statement to your guarantee fund (SGR/SGST). If you are a new company please fill in the forecast for this year and the next.

Just to be clear:

The numbers under Categories correspond to the Category numbers in the SGR/SGST statement. Dynamic Packaging sold under your own name must be submitted under 4a1.

Turnover specification (fill in financial year forecast)	.....
<b>Category</b>	<b>Gross travel turnover</b>
Products sold directly to the consumer under your own name (4a1)	.....
Products sold via travel agents under your own name (4a2)	.....
Resale of package tours and car trips by SGR/SGST tour operators (4b)	.....
Resale of package tours and car trips by non-SGR/SGST tour operators residing in The Netherlands (4c1)	.....
Resale of package tours /car trips by tour operators situated abroad (4c2)	.....
Additional proceeds, falling under the SGR/SGST guarantee scheme (4d)	.....
Additional proceeds, not falling under the SGR/SGST guarantee scheme (4e)	.....
Gross income fee Calamity Fund	..... _____
Total gross turnover	.....



## Appendix 1: ANVR's membership obligations

There are certain conditions to becoming and remaining a member of ANVR. These conditions and how you can meet them are specified below. Our requirements are indicated in the Statutes, Internal Regulations including the ANVR Code of Conduct, and in some additional literature.

### Code of Conduct for ANVR Companies

Requirement	How to meet it
<p><b>You know who you are doing business with</b>            We always inform customers that we are members of ANVR. We always state our name/address, email, telephone number and Chamber of Commerce member number on guides, websites and booking confirmations. We make sure we are also available to clients after business hours in case of emergency. With activities outside the company or office we always clearly indicate under whose responsibility the activity falls.</p>	<ul style="list-style-type: none"> <li>- reporting of this information in accordance with the company's stipulations;</li> <li>- posting emergency numbers, also to ANVR;</li> <li>- enclose Chamber of Commerce excerpt with application form.</li> </ul>
<p><b>Fair business practice</b>            As tour operators we comply with the current ANVR travel procedures. For other non-commercial bookings we use the current ANVR booking procedures. We may use additional, alternative procedures but only when this is to the client's advantage. For commercial bookings we use the current ANVR B2B procedures, where agreed discrepancies with the other party are permitted.</p>	<ul style="list-style-type: none"> <li>- applying and reporting this data</li> </ul>
<p><b>Rules for travel offers</b>            As far as travel offers are concerned we strictly adhere to the Travel Offers Advertising Code rule and comply with the rulings of the Advertising Code Commission. We also operate according to the Authority for Consumers and Markets rules for travel offers.</p>	<ul style="list-style-type: none"> <li>- acting according to these requirements</li> </ul>



<p><b>Your health is our concern</b></p> <p>The health and safety of our customers is our top priority. In case of emergency we follow the advice of the ANVR Emergency Plan. We have an emergency plan for package tours.</p> <ul style="list-style-type: none"> <li>- We strictly follow the ANVR's guidelines for preventing Legionnaires' Disease;</li> <li>- We act in accordance with the Legionnaires' Disease protocol and meticulously follow ANVR's decrees.</li> </ul>	<ul style="list-style-type: none"> <li>- acting according to ANVR's Emergency Plan;</li> <li>- if you are a tour organiser, a copy of your registration with the Calamity Fund or the Dutch Insurance for Calamities.</li> </ul>
<p><b>Sustainable</b></p> <p>We follow the ANVR guidelines in order to conduct tours in a sustainable way.</p>	<ul style="list-style-type: none"> <li>- acting according to ANVR guidelines</li> </ul>
<p><b>Safe transport by bus</b> Safe transport by bus is important. We operate exclusively with coach companies that are in possession of the Coach Company Association Certification (SKTB), or have a certification according to ISO 9001 plus the ANVR Safety Document linked to it. In countries where these quality standards are unknown, we see to it that the independent travel segments, such as local excursions and transfers, are executed as safely as possible.</p>	<ul style="list-style-type: none"> <li>- if you transport clients from The Netherlands by coach yourself: holder of SKTB (Coach Company Association Certification) registration or a copy of ISO 9001 certification citing the ANVR security document;</li> <li>- if you transport your clients from The Netherlands you can only allow companies that have an SKTB or an ISO 9001 certification to do so;</li> <li>- for bus tours outside The Netherlands: acting according to requirement.</li> </ul>
<p><b>Independent dispute settlement</b></p> <p>We try to prevent complaints. If there is a complaint we ensure a timely and correct complaint procedure is followed. If there is a dispute the client can submit his complaint to the Travel Disputes Committee (SGC). Rulings by the Disputes Committee will be honoured by us in a timely manner.</p>	<ul style="list-style-type: none"> <li>- as an ANVR member you are automatically registered with the SGC;</li> <li>- you have an internal complaints procedure - If a client submits a complaint to the Disputes Committee, you are obligated to promptly comply with the rulings.</li> </ul>
<p><b>Qualified employees</b></p> <p>For correct delivery of our services we make sure our employees become professionally competent and stay that way.</p>	<ul style="list-style-type: none"> <li>- you are responsible for the ongoing professional competence of your employees. In case of doubt the ANVR may evaluate this.</li> </ul>



<p><b>We do not use blacklisted airline companies</b> We do not offer package tours carried out by airline companies that are on the EU's blacklist (guideline 2111/2005), unless the client is specifically obligated to use this company, the client cannot be offered a suitable alternative, or the transport takes place at the explicit behest of the client. We will only offer these exceptions if our liability insurance covers flying with such an airline.</p>	<ul style="list-style-type: none"> <li>- acting according to these requirements</li> </ul>
<p><b>Clear privacy and cookie policy</b> (mandatory from 1/1/2016)</p> <p>We protect the privacy of our customers. We inform our customers and visitors to our website about the manner in which we handle their personal information through a privacy and cookie policy.</p> <p>We only transmit customer information if this is of importance for a correct delivery of our services, or the services of the suppliers we are engaged with. We have reported the processing of personal information to the Dutch Data Protection Authority.</p> <p>Clients have the right to access the information we have gathered about them. They also have the right to change or remove this information.</p>	<ul style="list-style-type: none"> <li>- acting according to these requirements;</li> <li>- clear statement about this in all declarations;</li> <li>- report processing of files with personal data to the Dutch Data Protection Authority (CBP) from 1/1/2016.</li> </ul>
<p><b>Making secure payments</b> (mandatory from 1/1/2016) We ensure our clients can book and pay in a secure manner by having SSL encryption on our website. This is shown as a padlock symbol on the address bar (HTTPS).</p>	<ul style="list-style-type: none"> <li>- SSL encryption if clients are able to book and/or pay on the website</li> </ul>
<p><b>Guarantee for clients in case of insolvency</b></p> <p>For package tours and separate accommodations we offer the clients a suitable alternative in case the supplier finds himself in financial difficulties. If we ourselves cannot meet our responsibilities due to insolvency, we ensure the tour is executed by another organisation, pay back the travel expenses, or, if part of the trip has already been undertaken, a proportional part of it via a guarantee fund or equivalent. In our publications and on the ANVR website clients can see in which way these guarantees are given.</p>	<ul style="list-style-type: none"> <li>- if you are a travel organiser or sell separate accommodations or arrange them: copy of registration with SGR, SGST or a comparable guarantee</li> </ul>



**We are well insured**

We have liability insurance that meets the ANVR's minimum requirements and is continually monitored by the ANVR.

- liability insurance that meets the ANVR's minimum requirements (these requirements can be seen on our website "Becoming a Member". You can also submit an insurance quote that goes into effect as soon as your ANVR membership has been accepted;
- travel agents can participate in the ANVR Collective Insurance for Travel Agents.





### Additional Requirements

<p>Art 3.2 Internal Regulations: The applicant (company, shareholder, directors) has a good reputation.</p>	<ul style="list-style-type: none"> <li>- in the case of sole proprietorships a Statement of Good Conduct (VOG) of the owner;</li> <li>- in the case of corporations/partnerships a statement concerning the conduct (VOG) of the officers/partners. The forms are on the ANVR website. For more information please visit: <a href="http://www.justis.nl/producten/vog">www.justis.nl/producten/vog</a></li> </ul>
<p>Art 3.3 and 3.4 Internal Regulations: The present members have no legitimate objections to the applicant becoming a member. The board can deny the applicant (company, shareholders, directors) membership if he has outstanding debts with the current members and with the association regarding earlier bankruptcy, covering a period of three years before the application.</p>	<ul style="list-style-type: none"> <li>- no objection from members within a week of publication of the application</li> </ul>
<p>Art 3.5 Internal Regulations: The annual turnover of the applicant is at least € 250.000. For a new company a business plan must be submitted together with, for the evaluation of the board of the association, a realistic and well-founded turnover forecast for two years aimed at the realisation of the minimal turnover or number of bookings mentioned in the first sentence. Moreover an existing company must also submit its most recent annual account. Every company must, for the evaluation of the board of the association, have the prospect of robust management in regard to long-term prospects.</p>	<ul style="list-style-type: none"> <li>- annual figures or opening balance in accordance with this requirement</li> </ul>
<p>Art. 4.2: (statistics, department information) Members are bound to cooperate with the compulsory surveys as decided by the General Assembly of Members.</p>	<ul style="list-style-type: none"> <li>- participating in department surveys</li> </ul>



<p>Art 4.3: When taking over activities from travel agents that have gone bankrupt, members are obligated to take into account the legitimate interests of the travel organisers. Members who take over these activities must give the personal information of the travellers booked on tours to travel organisers promptly and without any costs. The travel organisers are obligated to execute the travel agreement and so have a right to the interest in obtaining this data. Members will not take over activities from travel agents if they do not also receive from the fiduciary and/or others the stipulation that the personal information is either made available to the travel organisers immediately and without any costs, or that a member who takes over the activities takes these responsibilities upon himself. If a member violates this stipulation, no ANVR number will be issued at the branch in regard to the activities.</p>	<p>- acting according to these requirements</p>
<p>The General Assembly of Members has decided that the turnover figures companies present to SGR/SGST are used as the basis for calculating the cost of the membership fee. On the basis of this authorisation SGR/SGST transfers the turnover figures to the ANVR.</p>	<p>- signing the Authorisation</p>
<p>Members will, when they develop commercial activities outside their office, always indicate clearly and transparently under whose responsibility these activities take place.</p>	<p>- acting according to these requirements</p>
<p>To meet the other requirements (e.g. payment of membership fee, immediate reporting of changes etc.) mentioned in the ANVR Regulations and the Internal Regulations.</p>	<p>- acting according to these requirements</p>