

General Terms and Conditions – Curacao-Arrival.com

1. Company Information

Curacao-Arrival.com (part of Ringdo B.V.)

Otto Reuchlinweg 1142

3072 MD Rotterdam

Netherlands

Phone: +31 85 060 48 60

Email: info@curacao-arrival.com

Company Registration (KvK): 86867164

VAT Number: NL864124259B01

2. Services Provided

Curacao-Arrival.com offers guidance and assistance for completing immigration documentation required for entry into Curaçao. We provide detailed instructions and resources to simplify the process for travelers worldwide. Please note that Curacao-Arrival.com acts solely as an intermediary and is not affiliated with or endorsed by the Curaçao immigration authorities. While we strive to ensure accuracy and ease of use, we cannot guarantee the acceptance or approval of any submitted immigration documentation.

3. User Responsibilities

Users are responsible for providing accurate and complete information when utilizing our services. Any inaccuracies or omissions may result in delays, fines, or rejection by the immigration authorities. Users must ensure they have read and understood the requirements for immigration as outlined by the relevant laws and agree to comply with all applicable regulations.

4. Pricing and Payment

All prices for our services are clearly displayed on our website and are subject to change without prior notice. The applicable price will be presented at the time of order and before payment is completed. VAT is charged in accordance with EU VAT regulations. For more details, see our VAT overview, also linked in the footer of our website. Payment must be made in full at the time of ordering. We accept various secure payment methods, and the service will only be initiated once the payment is successfully processed. By completing the payment, you agree to the pricing and service terms specified.

5. Delivery of Services

Our services are delivered based on the selected processing time and after successful payment. Users will receive confirmation and documentation as per their chosen processing speed via email. If the form is submitted more than 72 hours before travel, delivery will occur at the optimal moment so the documentation remains valid upon arrival.

6. Right of Withdrawal (EU Customers)

In accordance with EU regulations, consumers have the right to withdraw from an online service contract within 14 days without giving any reason. However, this right lapses when the service has been fully performed within the withdrawal period and the consumer has given express consent and acknowledged they lose their right of withdrawal once the performance has started. Customers are required to check a mandatory confirmation box before placing an order, explicitly agreeing to the

immediate start of service and waiver of the withdrawal right. Despite this legal framework, we offer a goodwill refund policy for all customers. Full details can be found at:

<https://curacao-arrival.com/refunds.pdf>

7. Refund Policy

Due to the nature of our services, which are delivered digitally and in some cases instantly, all sales are final. Refunds are still possible under our goodwill refund policy and in case of technical issues. Contact our support team if you believe your case qualifies for a refund. See:

<https://curacao-arrival.com/refunds.pdf>

8. Intellectual Property

All content, materials, and resources provided on Curacao-Arrival.com, including text, graphics, logos, and software, are the intellectual property of Curacao-Arrival.com and are protected by international copyright laws. Users may not reproduce, distribute, or modify any content without explicit written permission.

9. Limitation of Liability

Curacao-Arrival.com shall not be liable for any direct, indirect, incidental, or consequential damages arising from the use of our services, including but not limited to delays, rejections, or penalties imposed by authorities. Our role is to provide guidance; therefore, we cannot be held responsible for outcomes beyond our control, such as decisions made by immigration officials.

10. Privacy and Data Protection

We are committed to protecting your privacy. Personal information collected for service purposes will be handled in compliance with international data protection laws. For more details, please refer to our Privacy Policy. Your data may be transferred internationally as necessary to fulfill the service requirements and to comply with legal obligations.

11. Governing Law and Jurisdiction

These Terms and Conditions shall be governed by and construed in accordance with the laws of the Netherlands. Any disputes arising from these terms shall be subject to the exclusive jurisdiction of the courts in the Netherlands, unless otherwise required by mandatory consumer protection laws.

12. Dispute Resolution

In the event of a dispute or complaint, users are required to first contact us at info@curacao-arrival.com with the subject line "Dispute Resolution". A dispute is only valid if this contact step has been completed.

We will acknowledge receipt of your dispute within 48 hours and provide a substantive response within a maximum of 5 business days. Users agree that any dispute must first be resolved through this internal process before it may be escalated to third parties, including but not limited to banks, payment providers, or card issuers.

Any dispute raised externally without prior contact and completion of this internal process shall be deemed invalid and unenforceable.

13. Changes to Terms

Curacao-Arrival.com reserves the right to modify these Terms and Conditions at any time. Changes will be posted on our website, and continued use of our services indicates acceptance of the updated terms.

14. Severability

If any provision of these Terms and Conditions is found to be invalid or unenforceable, the remaining provisions shall continue in full force and effect.

15. Contact Information

For any questions, concerns, or assistance, please contact us at:

Email: info@curacao-arrival.com