

TERMS & CONDITIONS — Route & Relax

Effective from 2026

Operated by:

Route & Relax

Eenmanszaak (sole proprietorship)

Owner: Dominika Paulina Janzowska

Based in Rosmalen ('s-Hertogenbosch), The Netherlands

1. Definitions

In these Terms and Conditions:

“**Client**” refers to any person or entity purchasing a digital trip product, custom adjustment, or custom travel planning service from Route & Relax.

“**Service**” refers to any product or service provided by Route & Relax, including premade trips, custom adjustments, full custom trip planning, and free sample plans.

“**Premade Trip**” refers to a ready-made digital road trip product sold by Route & Relax.

“**Custom Adjustment**” refers to a limited paid edit made to one existing Premade Trip.

“**Full Custom Trip**” refers to a trip plan created from scratch on request and outside the standard Premade Trip offer.

“**Free Sample Plan**” refers to a complimentary example travel plan provided at no cost.

“**Entrepreneur**” refers to the owner of Route & Relax.

2. Nature of the Service

2.1 Route & Relax provides digital travel planning products and travel guidance. It is not a travel agency or tour operator.

2.2 Route & Relax does not make bookings on behalf of clients, including but not limited to accommodations, activities, ferries, restaurants, or tickets.

2.3 All trip plans are created using information available at the time of preparation.

2.4 Real-life conditions may change after delivery, including prices, availability, opening hours, pet policies, border rules, parking rules, toll information, weather, closures, or local safety situations.

2.5 Route & Relax does not guarantee real-time updates after delivery unless explicitly agreed otherwise in writing.

2.6 All plans and recommendations are advisory in nature. Final travel decisions remain the responsibility of the client.

3. Scope of the Products and Services

3.1 Premade Trips may include, depending on the product:

- route suggestions suitable for car travel
- estimated driving times and stop logic
- suggested overnight areas or accommodation ideas
- day-by-day travel flow
- activity suggestions
- food suggestions
- practical travel notes
- cost guidance or estimates
- parking, toll, or crossing notes where relevant

3.2 The exact contents of a Premade Trip may vary by product and trip length.

3.3 Full Custom Trips and Custom Adjustments may differ in scope and level of detail from Premade Trips.

3.4 Free Sample Plans are provided for illustration only and may be limited in content, detail, or support.

3.5 All listed places, providers, accommodations, and activities are suggestions only and do not constitute bookings, guarantees, or endorsements.

4. Pricing and Payment

4.1 Current standard Premade Trip prices are:

- 3-day trip: €12
- 5-day trip: €18
- 7-day trip: €24
- 10-day trip: €32
- 14-day trip: €39

4.2 A Custom Adjustment for one existing Premade Trip costs €10.

4.3 Full Custom Trips are priced separately and provided on request.

4.4 Free Sample Plans are available at no cost.

4.5 Payment must be completed before a paid product or service is delivered.

4.6 Prices are listed without VAT under the Dutch small business scheme (KOR), unless this changes.

4.7 Route & Relax reserves the right to change prices at any time for future purchases.

5. Delivery

5.1 All products are delivered digitally, usually in PDF format or a similar electronic format.

5.2 Premade Trips may be delivered by download, email, or another digital delivery method.

5.3 Custom Adjustments are delivered after the necessary information has been received from the client.

5.4 Full Custom Trip delivery times depend on workload, complexity, and the completeness of the information provided.

5.5 Delivery times are estimates only and may be extended if the client provides incomplete, unclear, or delayed information.

5.6 Free Sample Plans are delivered digitally.

6. Custom Adjustments and Revisions

6.1 A Custom Adjustment applies only to one existing Premade Trip purchased from Route & Relax.

6.2 A Custom Adjustment is limited in scope and may include, for example:

- different departure city
- family or toddler pacing
- dog-related adjustments
- slower or more active travel flow
- similar practical edits

6.3 A Custom Adjustment does not include:

- a full rebuild of the trip
- a completely different destination
- unlimited revisions
- a new trip product
- extensive back-and-forth outside the agreed scope

6.4 If the requested changes go beyond the scope of a Custom Adjustment, Route & Relax may offer the client a separate Full Custom Trip instead.

6.5 Premade Trips do not include revisions unless a Custom Adjustment has been purchased.

6.6 Unless otherwise agreed, Full Custom Trips do not include unlimited revisions.

7. Client Responsibilities

The client is responsible for:

- providing correct and complete information where required
- checking passport, visa, entry, and legal travel requirements
- making all bookings directly

- checking real-time opening hours, closures, prices, and provider rules
- confirming pet rules, accommodation policies, tolls, border requirements, parking rules, and other practical details
- ensuring their vehicle, insurance, documents, and travel setup are suitable for the route
- following local laws, official advisories, and safety guidance

Route & Relax does not verify or guarantee final availability, suitability, or real-time changes by third parties.

8. Digital Product Rules and Withdrawal

8.1 Route & Relax products are digital products.

8.2 By purchasing a digital product and requesting or accepting delivery, the client acknowledges that delivery may begin immediately.

8.3 Where legally applicable, the right of withdrawal may be lost once digital delivery has started and the client has agreed to this in advance.

8.4 Clients are responsible for ensuring they provide the correct email address or other delivery details.

9. Cancellations and Refunds

9.1 Premade Trips are digital products and are generally non-refundable once delivered.

9.2 Custom Adjustments are non-refundable once work has started.

9.3 Full Custom Trips are non-refundable once work has started.

9.4 If Route & Relax is unable to deliver a paid service due to circumstances on the entrepreneur's side before work begins or before delivery, an appropriate refund may be given.

9.5 Any exceptions are governed by the Refund Policy and applicable Dutch and EU consumer law.

10. Intellectual Property and Permitted Use

10.1 All Route & Relax trip plans, PDFs, texts, layouts, samples, and related materials remain the intellectual property of Route & Relax.

10.2 A purchase gives the client a personal, non-exclusive, non-transferable right to use the purchased material for private use only.

10.3 Clients may not:

- resell the material
- redistribute it
- upload it publicly
- publish it as their own

- copy it for commercial purposes
- reproduce it as part of another paid or unpaid travel service
- use it to create a competing travel-planning product or consultancy based substantially on Route & Relax materials

10.4 Clients may print the material or annotate it for their own personal trip use.

11. Limitation of Liability

11.1 Route & Relax is not liable for:

- accommodation or activity availability
- traffic, delays, closures, weather, or strikes
- changed pet policies or provider rules
- changes in prices, border rules, or opening hours
- accidents, damages, losses, missed bookings, or personal injuries
- issues arising from third-party providers
- incorrect, incomplete, or late information supplied by the client
- decisions made by the client during travel

11.2 Travel is undertaken at the client's own risk.

11.3 Route & Relax provides planning guidance only and cannot guarantee outcomes during travel.

11.4 To the extent permitted by law, liability is limited to the amount paid by the client for the relevant product or service.

12. Privacy and Data Protection

12.1 Client data is processed only as necessary to provide the service, maintain records, and comply with legal obligations.

12.2 Route & Relax handles personal data in accordance with applicable privacy law, including the GDPR.

12.3 Data may be processed by trusted service providers such as hosting, email, form, storage, or payment providers where necessary for business operations.

12.4 Route & Relax does not sell or trade personal data to unrelated third parties.

12.5 Clients may request access, correction, or deletion of their personal data where legally possible.

12.6 Further details are set out in the Privacy Policy.

13. Modifications to the Terms

13.1 Route & Relax reserves the right to update these Terms & Conditions at any time.

13.2 The version in force at the time of purchase applies to that purchase, unless mandatory law requires otherwise.

14. Applicable Law

14.1 These Terms are governed by Dutch law.

14.2 Disputes will first be approached in good-faith communication.

14.3 If no solution is reached, disputes fall under the competent Dutch jurisdiction, unless mandatory consumer law provides otherwise.

15. Contact Information

Route & Relax

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