GENERAL TERMS AND CONDITIONS FOR CUSTOMERS

CatchSpotter | 9 November 2026

These general terms and conditions explain how to book a fishing trip through CatchSpotter, what you can expect from the fishing guide and what we do for you.

1. About CatchSpotter and these general terms and conditions

1.1 CatchSpotter is a Dutch online platform where you can find and book fishing trips with independent fishing guides. CatchSpotter is a sole proprietorship located at Hofbeeklaan 77, 6715 EA Ede, the Netherlands, registered with the Dutch Chamber of Commerce under number 85544965, VAT identification number NL004113819B20. You can contact us through info@catchspotter.com and catchspotter.com.

1.2 These general terms and conditions apply to the booking and platform services that CatchSpotter provides to you. They are provided before you submit a booking request and can be saved. You accept them when completing the booking process. The version you accepted when booking applies to an existing booking.

1.3 CatchSpotter helps you find a suitable trip, contact a fishing guide and arrange a booking. You enter into the agreement for the trip directly with the fishing guide; CatchSpotter does not itself carry out trips. The fishing guide is responsible for the trip offered and its performance. CatchSpotter remains responsible for its own services.

1.4 The fishing guide may use their own general terms and conditions. If the fishing guide has added them, they are made available before you submit your booking request. In the event of a conflict, the details of your specific trip, including its date, price, included facilities and cancellation policy, take precedence over general descriptions of the offering. To the extent that an express agreement made with you differs from these general terms and conditions, that agreement applies.

2. Definitions

2.1 Platform: the website catchspotter.com and the functions for searching for and booking Trips, sending messages and managing your account.

2.2 Fishing Guide: the independent individual or business offering and carrying out a Trip. The Platform states whether the Fishing Guide has identified themselves as a business or private provider.

2.3 Trip: the fishing activity offered, with the stated date or period, location, duration, price and facilities.

2.4 Booking Request: your request to book a Trip, for which you pay a Deposit through CatchSpotter. This request is not yet a confirmed Booking.

2.5 Booking: the agreement for a Trip that is formed when the Fishing Guide accepts your Booking Request within the confirmation period.

2.6 Participant: anyone taking part in the Trip under your Booking, even if that person did not make the booking themselves.

2.7 Total Price: the full price of the Trip displayed in advance, including mandatory costs that can be calculated in advance.

2.8 Deposit: the amount you pay through CatchSpotter when submitting the Booking Request as part of the Total Price.

2.9 Remaining Balance: the remaining part of the Total Price that you pay directly to the Fishing Guide.

3. Access and account

3.1 You can view public listings without an account. You must be at least 18 years old to book a Trip. You can also book for other Participants. Minors may participate in a Trip only under the supervision and responsibility

of an adult. If that adult is not the minor's parent or legal representative, the parent or legal representative must have given prior consent for the minor to participate in the Trip.

3.2 When you submit your first Booking Request, CatchSpotter automatically creates a customer account for you. You will receive an email about this. You can view your Bookings and messages and use the available booking functions through the customer portal.

3.3 Provide accurate and up-to-date contact and booking details. You are responsible for correctly providing other Participants' details and for sharing relevant information about the Trip with them in good time.

3.4 Keep your login details confidential. If you suspect that someone has gained unauthorised access to your account, notify CatchSpotter immediately. You must not impersonate another person or use someone else's account without permission.

3.5 You can request closure of your account. Closing an account does not cancel existing Bookings or payment obligations. CatchSpotter ensures that the information necessary to settle outstanding matters remains available.

4. About the Fishing Guide and the offering

4.1 The Fishing Guide independently determines their offerings, prices, availability, fishing methods, departure point and facilities. For each Trip, they state what is included, what you must bring yourself, whether a boat is used, how many people can participate and which permits or participation requirements apply.

4.2 Check the information before booking. If you are unsure about accessibility, physical requirements, age limits or personal permits, you can ask the Fishing Guide questions beforehand.

4.3 Before publication, CatchSpotter reviews Trips offered for matters including completeness and presentation. This does not verify that all stated qualifications, insurance, documents or facilities are actually in order. A visible profile does not guarantee the quality or safety of a Trip.

4.4 If a Fishing Guide displays a verification badge, the badge explains what CatchSpotter has checked. A badge does not mean that CatchSpotter has approved the Fishing Guide for all purposes.

4.5 A Fishing Guide may act in a business or private capacity. Certain consumer rights against a private Fishing Guide may not apply. Before the Booking, CatchSpotter states the capacity declared by the Fishing Guide.

4.6 If a Trip requires a minimum number of Participants, this is clearly stated before the Booking Request. You book the Trip for your own group and specify how many Participants will attend. The Fishing Guide may accept the Booking Request only if the stated number of Participants meets the required minimum. If, after confirmation of the Booking, fewer Participants attend than the required minimum and the Trip cannot proceed as a result, Article 7.4 applies.

4.7 The Fishing Guide must describe the stated departure or meeting point sufficiently precisely to make clear before the start where you need to be. If exact details can only be provided after confirmation for practical organisational reasons, you will receive them in time to plan your journey.

4.8 The Trip listing states whether you need your own fishing permits, admission tickets, meals, transport or special equipment. The Fishing Guide cannot subsequently charge separately for a mandatory item included in the offering without your agreement.

5. Booking Request and confirmation

5.1 Select the Trip, date, package and number of Participants. Before submitting the Booking Request, you are shown the Total Price, Deposit, Remaining Balance, cancellation policy and other important terms. The final step makes clear that you undertake a payment obligation when the Fishing Guide accepts your request.

5.2 You pay the Deposit when submitting the Booking Request. The Fishing Guide has 48 hours after receipt to expressly accept or reject the request. Payment alone, or a notification from the payment service, does not confirm the Booking.

5.3 If the Fishing Guide accepts within 48 hours, the Booking is formed directly between you and the Fishing Guide. You receive the final booking confirmation by email. From acceptance, both of you are bound by the Booking.

5.4 If the Fishing Guide rejects your request or does not accept it within 48 hours, the request expires. CatchSpotter refunds your full Deposit through the original payment method. You incur no costs in that case.

Processing by your bank or payment service may take additional time.

5.5 A Trip can be requested for a particular date and time only if the booking process allows sufficient time for the required confirmation before the start. If the Fishing Guide is nevertheless unable to carry out a confirmed request, the rules on cancellation by the Fishing Guide apply.

5.6 A confirmed Booking cannot be changed unilaterally. If you wish to change the date, duration, destination, price or important facilities, the Fishing Guide's agreement is required. The same applies if the Fishing Guide wishes to make an important change.

5.7 You first receive a message stating that your Booking Request is being processed. After acceptance, you receive the final confirmation specifying the Fishing Guide, date, start time, location or meeting arrangements, price and selected cancellation policy. If technical notifications differ, we check the recorded acceptance.

5.8 Your contact details are made available for direct contact with the Fishing Guide only after they have accepted the Booking Request. To process the request, they do receive the information necessary to decide whether to accept it.

6. Price and payment

6.1 The Fishing Guide determines the Total Price of the Trip. Known mandatory costs are displayed in advance. Additional services or costs are payable only if you expressly agree to them.

6.2 The Deposit equals the commission that the Fishing Guide owes CatchSpotter for your Booking. You pay the remaining part of the Total Price directly to the Fishing Guide. The exact amounts are shown before you submit the Booking Request. The Deposit is not charged on top of the Total Price.

6.3 The Deposit is the first part of the Total Price you pay the Fishing Guide for the Trip. When the Trip is carried out as agreed, this amount is used to pay the Fishing Guide's commission to CatchSpotter. Where the Fishing Guide is entitled to the Deposit under these general terms and conditions, CatchSpotter may pay it to them. If CatchSpotter has paid the Deposit to the Fishing Guide without knowing or having reasonable grounds to suspect that you were entitled to a refund, you must pursue any refund claim directly with the Fishing Guide and cannot recover it from CatchSpotter. CatchSpotter remains responsible for errors in its own services.

6.4 You pay the Remaining Balance directly to the Fishing Guide, no later than the start of the Trip, unless you have agreed otherwise with them before the Booking. The Fishing Guide states which payment methods are available. CatchSpotter does not receive this payment and cannot itself refund amounts paid directly to the Fishing Guide. If you do not pay the Remaining Balance at the agreed time, the Fishing Guide may suspend performance of the Trip until payment has been made. The further consequences of non-payment are settled directly between you and the Fishing Guide under your agreement and applicable law. CatchSpotter is not a party to this settlement.

6.5 If you dispute a payment through your bank or card issuer, or if a payment is reversed, we check the relevant booking details, cancellations and messages. We cooperate with the payment service's investigation. A dispute does not automatically mean that the Deposit was received without entitlement.

6.6 We use an external payment service provider for the Deposit. The bank or payment service may check, temporarily hold or refuse the payment. An incomplete payment does not confer a right to a Booking.

6.7 You cannot receive two refunds for the same Deposit, for example one from us and another through a reversal by your bank. If an amount is nevertheless refunded twice, we may reclaim the excess amount received.

6.8 Where the Total Price is stated in another currency, the applicable currency is clearly indicated before payment. Your own bank may charge currency conversion costs separately if it charges for this service.

6.9 The agreed Total Price of the Trip remains unchanged if fewer Participants take part than you booked for. This applies where the Trip proceeds and does not affect the rules on cancellation, failure of Participants to attend, or failure to carry out the Trip or to carry it out properly.

7. Cancellation by you

7.1 For each Trip, the Fishing Guide selects a free cancellation period, for example 24 hours, 48 hours, 72 hours or 7 days before the scheduled start. The deadline is calculated using the local time at the meeting point. A cancellation received no later than that time is timely. The selected period is fixed before the Booking Request and applies to the confirmed Booking.

7.2 If you cancel no later than the agreed deadline, your full Deposit is refunded. CatchSpotter does not deduct transaction costs from the refund. The deadline is calculated from the scheduled start time using the local time at the departure point.

7.3 You cancel using the available cancellation function. If a malfunction prevents it from working, you can cancel in a verifiable manner by emailing info@catchspotter.com. Whether your cancellation is timely is determined by when it is received.

7.4 If you cancel after the agreed deadline, fail to attend at the agreed place and time without timely cancellation, the applicable minimum number of Participants is not present, or the Trip cannot proceed due to another circumstance attributable to you or the Participants, the Deposit is paid to the Fishing Guide as a cancellation fee. This also applies where one or more Participants you booked for fail to attend and the Trip cannot proceed because the minimum number of Participants stated in advance is not met. CatchSpotter does not deduct any Commission from this amount. This does not apply where you are entitled to a refund because of a failure by the Fishing Guide to fulfil their obligations or another valid reason. The Remaining Balance is not automatically payable; a separate, valid agreement with the Fishing Guide is required for that.

7.5 If a no-show is disputed, CatchSpotter assesses the available information, including the agreed departure point and time, any changes, messages and other relevant circumstances. CatchSpotter gives you and the Fishing Guide an opportunity to provide information and does not simply assume that either party's statement is correct. While the dispute is investigated, CatchSpotter may temporarily hold the payout or refund of a Deposit that is still available. CatchSpotter aims to complete the investigation within 14 days of receiving the necessary information. The Deposit is then settled in accordance with the assessment's outcome and the applicable booking and cancellation rules. This assessment concerns only the settlement of the Deposit and does not affect your other rights and obligations. If the Deposit has already been paid to the Fishing Guide, Article 6.3 applies.

7.6 You can request a refund by emailing info@catchspotter.com. Include the booking number, the reason and any relevant information. If we establish that you are entitled to a refund of the Deposit, we make it as soon as possible and aim to process it within 14 days of that determination. The bank's processing time may be longer.

7.7 Late cancellation does not give the Fishing Guide an unlimited right to compensation. They may claim additional amounts only where there is a valid basis. Your rights as a consumer are preserved.

8. Cancellation, unsafe weather and rescheduling

8.1 If the Fishing Guide cancels the Trip, you receive a full refund of the Deposit. If you have already paid the Fishing Guide directly, they must settle the relevant amount with you.

8.2 The Fishing Guide may cancel the Trip in demonstrably unsafe weather or water conditions, where navigation is prohibited, or in another situation in which the Trip cannot be carried out safely. You receive a full refund of the Deposit and do not have to agree to another date.

8.3 You and the Fishing Guide may agree on another date. No one can require you to accept a replacement date or Trip. Record any change clearly, preferably in the booking details or in a message.

8.4 If the Fishing Guide cannot carry out the agreed Trip, or can do so only partly, they must agree an appropriate solution with you. In principle, any claims arising from their failure to fulfil their obligations must be addressed to the Fishing Guide.

8.5 If the Fishing Guide fails to attend at the agreed place and time and the Trip is not carried out as a result, you are entitled to a refund of the Deposit. Notify CatchSpotter as soon as possible, preferably with the relevant messages and details of the agreed start.

8.6 An ordinary change in the weather, disappointing prospects of catching fish or less favourable fishing conditions do not entitle you to cancel free of charge. The Fishing Guide assesses whether the Trip can be carried out safely. Otherwise, the ordinary cancellation arrangements apply.

8.7 If a Trip has already started and must end early, your agreement with the Fishing Guide and the reason for ending it determine whether you are entitled to a partial refund. CatchSpotter does not decide this on behalf of the Fishing Guide.

9. Right of withdrawal for a Trip

The statutory 14-day cooling-off period does not apply to a Trip because it is a leisure activity provided on a specific date or during a specific period. After your Booking Request has been accepted, you can cancel the Trip in accordance with the agreed cancellation policy. Any other rights you have where the Fishing Guide fails to fulfil their obligations remain unaffected.

10. Performance and safety

10.1 The Fishing Guide organises and carries out the Trip and ensures that the boats, fishing tackle, lifesaving equipment and other facilities used or provided for the Trip are safe and suitable for their intended use. They must hold the permits, authorisations and insurance required for their activities.

10.2 Before and during the Trip, the Fishing Guide assesses the weather, water, navigation conditions and suitability of the equipment used. They provide clear safety instructions, for example about life jackets, hooks, knives, moving around a boat and emergency procedures.

10.3 Follow the Fishing Guide's reasonable safety instructions and ensure that the other Participants also follow them. The Fishing Guide may refuse participation or terminate the Trip if serious danger arises, for example through aggression, intoxication, drug use or deliberate disregard of safety instructions by you or another Participant. If the refusal or termination results from your conduct or that of another Participant, you are not entitled to a refund of the Deposit or any Remaining Balance already paid.

10.4 The Fishing Guide may change the route, fishing location or method for safety reasons. If this means that a substantial part of the agreed Trip is not provided, discuss an appropriate solution with them.

10.5 For boat trips, the Fishing Guide must explain life jackets, safe conduct on board and emergency procedures. All Trips must include appropriate instructions about sharp hooks, knives, equipment and handling fish.

10.6 In immediate danger, follow the Fishing Guide's instructions and contact local emergency services where necessary. Within the European Union, you can call 112 for emergency assistance. A message to CatchSpotter does not replace an emergency call.

11. Your obligations and those of Participants

11.1 Ensure that you and the other Participants arrive at the agreed departure point on time. Provide accurate details and inform the Fishing Guide when information is needed to carry out the Trip safely. If necessary, you can share sensitive medical information directly with the Fishing Guide.

11.2 Arrange personal permits, clothing and equipment where the offering clearly states that you must bring these yourself. Treat other people, animals, nature, boats and equipment with care. Illegal fishing, discrimination, threats, violence and deliberately dangerous conduct are prohibited.

11.3 You are responsible for damage caused by you or another Participant to boats, fishing tackle or other property of the Fishing Guide, unless you can demonstrate that the damage is not attributable to you or the relevant Participant. The Fishing Guide may claim compensation for the loss actually suffered. You are not responsible for normal wear and tear or pre-existing defects.

11.4 If you book for others, ensure that they know the practical and safety rules and the provisions of these general terms and conditions relevant to them.

11.5 You must respect nature, protected areas and local fishing rules. Follow the Fishing Guide's instructions on catch limits, protected species, closed seasons, releasing fish and disposing of waste.

11.6 You must not threaten, stalk, sexually harass, discriminate against or pressure Participants or the Fishing Guide. You must not trade in illegal goods or defraud other users through the Platform.

12. Contact and communication

12.1 You can exchange messages with the Fishing Guide through the Platform. After they accept your Booking Request, we share the necessary contact details. You may then call, email or message each other directly.

12.2 Communicate important changes clearly with each other. CatchSpotter does not routinely read your messages. Messages within the Platform may be processed for its operation, security and the necessary handling of complaints or reports, as explained in our privacy notice.

12.3 CatchSpotter sends necessary messages about Bookings and accounts. Additional WhatsApp notifications and advertising are sent only where the required legal basis exists; a voluntary choice is separate from the ability to book.

12.4 Remember that an arrangement made directly with the Fishing Guide does not automatically change the booking details in the Platform. Therefore, record any material change clearly and, where necessary for settling the Deposit, notify CatchSpotter.

13. Reviews and content

13.1 A review must be based on your own genuine experience. You must not post a review on behalf of someone else, give false star ratings, manipulate reviews or demand a benefit in exchange for a positive review. Threats, discrimination and publishing other people's personal data are prohibited. A negative review is not removed simply because the Fishing Guide dislikes it.

13.2 You retain your rights to your own photographs and text. By posting material through the Platform, you authorise CatchSpotter to store it, make technical adjustments and display it within the Platform for the functions offered. For separate advertising use of photographs in which you are identifiable, CatchSpotter requests the necessary consent.

13.3 You must not publish material for which you lack the necessary rights. Following an assessment, CatchSpotter may restrict or remove prohibited or misleading content. A negative review is not removed solely because the Fishing Guide dislikes it.

13.4 Rights to CatchSpotter's website, design, software and own content remain with CatchSpotter or its licensors. You may not copy or commercially reuse them without permission.

13.5 Do not use photographs or videos in which someone is identifiable for advertising or public publication unless you have the necessary rights or consent. Consenting to a Booking is not the same as consenting to advertising featuring your image.

13.6 Do you believe that a photograph, text or video on the Platform infringes your copyright, portrait rights or privacy? Email us the location of the content, an explanation and the information needed to assess your request. We may temporarily restrict the content during the investigation.

14. Search results and paid visibility

14.1 CatchSpotter displays Trips according to the search and sorting functions available on the Platform. These may use factors including location, availability, price and reviews. The main factors and their relative importance are explained in information accessible from the search results page.

14.2 If Fishing Guides can pay for additional visibility, CatchSpotter clearly identifies paid placements. Paid visibility does not mean that CatchSpotter guarantees the quality or safety of a Trip.

15. Prohibited use and reports

15.1 You must not use the Platform for fraud, spam, misleading others, illegal offerings, distributing malicious software or bypassing security measures. Threatening, discriminatory or other unlawful content is also prohibited.

15.2 You can report unlawful content through info@catchspotter.com or the reporting function on the Platform. State which content you are reporting, where it is located, why you believe it is unlawful and how we can contact you. We acknowledge receipt of your report, assess it carefully and inform you of our decision and the available ways to challenge it.

15.3 CatchSpotter may remove prohibited content, restrict its visibility, issue a warning, block functions or close an account temporarily or permanently. We inform the user concerned of the measure, the reason for it and the ways to object. We identify the content or conduct that prompted the measure.

15.4 CatchSpotter is not required to continuously monitor all user content. This does not limit its obligation to take appropriate measures when it becomes aware of unlawful content.

15.5 Repeated unwanted contact with others, disclosing private information without a valid reason, artificially influencing reviews or search results, and creating misleading accounts are also prohibited.

15.6 In the event of immediate danger or a clear indication of fraud, we may take temporary action before the investigation has been completed. A measure must not go further than necessary without good reason. Existing refund rights remain unaffected.

15.7 CatchSpotter assesses reports of prohibited content and investigates whether users have breached these general terms and conditions. We consider the substance of the report, the available information and the seriousness of the breach. Decisions to remove content, restrict functions or terminate accounts are assessed by CatchSpotter itself. We do not use a system that makes these decisions entirely automatically.

15.8 If you disagree with a decision about your content or account, you can object by emailing info@catchspotter.com. State which decision you are objecting to and why you disagree. CatchSpotter reassesses your objection and informs you of the outcome.

16. CatchSpotter's availability and liability

16.1 CatchSpotter endeavours to ensure that the Platform operates properly and securely. Maintenance, failures and problems with external systems may temporarily limit availability. This does not cancel an existing, already confirmed Booking.

16.2 The Fishing Guide is responsible for carrying out the Trip and for their own errors. CatchSpotter is not a party to that performance, but remains responsible for errors in its own platform, information and payment services. CatchSpotter is not liable for damage caused by the Fishing Guide.

16.3 CatchSpotter is responsible for errors in its own services. Whether you can claim compensation depends on the error, its connection with the damage and the other circumstances. These general terms and conditions do not limit any rights to compensation that, as a consumer, you cannot lose under mandatory law.

16.4 CatchSpotter cannot be held liable for damage arising from inaccurate information provided by you or the Fishing Guide.

16.5 We are not responsible for incorrectly entered availability or an error in a Fishing Guide's calendar, unless the damage was also caused by an error of CatchSpotter itself. If our own booking or payment function fails, we also remain responsible for consequences attributable to us.

17. Complaints and refund disputes

17.1 If you have a complaint about the performance of the Trip, contact the Fishing Guide directly. The Fishing Guide is your contracting party for the Trip and must handle complaints about their performance.

17.2 For a complaint about a payment through CatchSpotter, the booking function or another of its own platform services, you can email info@catchspotter.com. CatchSpotter handles the complaint carefully and responds within a reasonable period.

17.3 CatchSpotter may help resolve a dispute with a Fishing Guide, but does not thereby become a party to your agreement. CatchSpotter may refund a Deposit that is still available where the booking or cancellation rules require it or the facts are sufficiently clear. A voluntary refund does not constitute an acknowledgement that CatchSpotter is responsible for carrying out the Trip.

17.4 If you disagree with a decision about prohibited content or an account measure, you can use the objection procedures specified with that decision.

17.5 If your complaint concerns a safety incident, seriously misleading information or repeated failures by a Fishing Guide, you can notify us. We may investigate the relevant listing and restrict or remove it where necessary, without thereby deciding all claims for damages between you.

18. Amendments and final provisions

18.1 CatchSpotter may amend these general terms and conditions for future use of the Platform. The agreed version continues to apply to an existing Booking, unless an amendment is expressly agreed with you. The current terms and conditions are available on the website.

18.2 The agreement with CatchSpotter is governed by Dutch law. You can submit a dispute to the court that has jurisdiction under the law.

18.3 If a provision proves invalid, the other provisions remain applicable to the extent that they can stand independently.