Twence B.V. Tour Conditions

During your visit to Twence, you will be a guest at a company where industrial activity goes on 24 hours a day, 365 days a year. To ensure your safety and ours during your visit, you must comply with the following conditions and guidelines.

- You must always follow the instructions of the tour guide and Twence staff. Every visitor is liable for damage that they cause. Failure to follow directions, instructions, safety, traffic and 'normal' rules of conduct may result in removal from Twence's premises.
- Lifts will be used during your visit to the waste-to-energy plant. People who have a fear of lifts or claustrophobia cannot take part in the tours.
- If a visit to the waste-to-energy plant (facility) is part of your schedule at Twence, you can only join if you are able to climb stairs. This is because the lifts cannot be used in emergency situations. Twence will not allow you to wait outside the building and skip this part of the tour.
- Individuals with pacemakers or ICDs cannot participate in the tour. Certain locations—including the area near the turbine in the waste-to-energy plant's turbine hall—feature strong magnetic fields that could interfere with the functioning of pacemakers and ICDs.
- Visitors should stick to the designated route and stay with the group. Touching equipment or machinery is strictly prohibited. In view of the industrial environment, visitors should always wear sturdy footwear, long trousers and long sleeves.
- Each visitor must follow the tour guide's instructions regarding PPE requirements. Required PPE, such as a helmet or safety glasses, will be issued by the tour guide.
- The waste-to-energy plant can only be visited by people over the age of 12, or as part of a guided tour for Year 8 primary school pupils.
- Pets are not allowed.
- Taking photographs and filming are not allowed on the Twence site. If you need any materials, for example, for a study project, Twence's Communications Department will be happy to provide them (communicatie@twence.nl).
- Pregnant women cannot take part in tours.
- In certain circumstances, Twence may cancel a planned tour.
- Under certain circumstances, Twence may end a tour early and ask participants to leave the site. Any costs incurred in this respect will not be reimbursed by Twence.

By signing up for a tour, you agree that you and all other tour participants have read and agree to abide by our tour conditions.

We hope that your visit to Twence will be both enjoyable and educational!