

FAQ Schiphol Experience

How can I reach you?

You can call us from Monday till Sunday from 08.30 – 16.00. You can also send an email to schipholexperience@lovers.nl

I bought a voucher at an discount website, what do I do now?

All vouchers must be redeemed through our website. On the page where you fill in your information you find a place for promotion code, this is where you fill in the voucher/ticket number. If all goes well at the end, you see a link where you can print out your boarding pass.

Where do I check in?

Schiphol Plaza, in the Planes@Plaza store. Here you check in with your ID

What happens if I forgot my ID?

We can't let you go on the tour without an ID.

Can I bring my pet on the bus?

Pets are not allowed on the bus.

Is the bus wheelchair friendly?

No, the bus is not fitted to accommodate wheelchairs. You must be able to walk in and out of the bus via the stairs. You can go as far as the bus with the chair if the chair is a folding version we can store it in the baggage department of the bus.

Is there a toilet in the bus?

There is no toilet on the bus, but there is one close to the departure point that is available for you before and after the tour.

May I leave the bus during the tour?

You have to remain on the bus during the tour.

Is there a senior discount?

No, we do not offer any senior discount. We do offer a child discount.

Is there a special child price?

Yes, children from 0-12 pay the child price. Children aged 13+ pay the full adult fare.

From what age is the tour suitable?

We advise the tour for children of 4 years and older. Children must be able to sit independently and are required to wear a seat belt.

Children and babies are not allowed to sit on the parents' lap. If a baby is on the tour, we ask you to take into account that a baby in a MaxiCosi must be secured with the straps.

We also ask you to take into account that other guests need to be able to follow the tour as well.

What language is the tour in?

The spoken language on the tour is Dutch.

Can I eat or drink on the bus?

At Planes @ Plaza you can buy a bottle of water at a discount. These bottles are allowed in the bus. Food is not allowed in the bus.

How many passengers can you accommodate?

There are 54 seats.

Where is the departure point of the tour?

The bus departs from platform 15 outside of Schiphol Plaza. The driver picks everyone up from the check-in counter.

Can I check in with my Dutch driver's license?

Yes, a Dutch driver's license is sufficient. You must have your own ID on the tour.

Can I smoke on the bus?

No, smoking is not allowed on the bus.

Does the tour always depart?

Unplanned situations can always occur. We try to post them on the website as soon as we know.

Where can I park my car?

You can park on P1 visitors.

I have a voucher/ticket/coupon for the Schiphol Experience. Can I trade this in at the airport?

No, you cannot trade it in at the airport.

How early do I need to check-in?

We ask that you check in at least 30 minutes beforehand at our counter at Schiphol plaza in the Planes@Plaza store. If you are not on time, it is possible you may not be able to take part at the reserved time.

Can I take pictures during the tour?

Yes! Please do and feel free to post them on our Facebook page
<https://www.facebook.com/pages/Schiphol-behind-the-Scenes/241911915897185>

Follow the advice of the driver. There is one point where taking photos is prohibited.