

tiny melon

Terms & conditions

Last updated: 11 August 2026

These terms apply to ordering and playing tiny melon. tiny melon is a product of Tiny Melon, based in Muiden and registered with the Dutch Chamber of Commerce (KvK) under 56258380.

What you're buying

With tiny melon you buy access to a walking tour you play as a group through the city, via an app. After your order you receive an access code with which you play the tour in the app.

Ordering and payment

You order through this website. Payment is handled by Mollie. As soon as your payment goes through, we send your access code by email. If something's wrong, or the email doesn't arrive, get in touch at hi@tinymelon.nl.

Validity of your code

A code is valid for 12 months after purchase. You use it once to start the tour; after that you can play the tour again, as long as at least one player joins who played it with this code before. As long as a code hasn't been used, you can give it away or pass it on.

Withdrawal and refunds

You have a 14-day cooling-off period after your purchase. If you'd like to withdraw your purchase within that period, email hi@tinymelon.nl or use the model withdrawal form at the bottom of these terms; we'll refund you within 14 days.

The same idea holds after those 14 days: as long as you haven't started the tour, you get a full refund when you cancel. Just email hi@tinymelon.nl.

Two-stop guarantee

Not enjoying the tour? Our two-stop guarantee applies: stop within the first two stops and let us know at hi@tinymelon.nl or on WhatsApp at +31 6 44611309, and you get a full refund. We check how many stops were played; once you've been refunded, the code stops working.

Playing safely

You play tiny melon in the real city. Watch the traffic and each other along the way, and follow the usual rules in public spaces. You play at your own risk.

Liability

We do our best to keep tiny melon working well, but we can't guarantee it's always and everywhere available without faults. To the extent permitted by law, we're not liable for damage arising from use of the tour or the app. If you can't start the tour for a reason on our side — for instance because your code doesn't work — you get a new code or your money back.

Complaints

Have a complaint? Email hi@tinymelon.nl. We respond within five working days and will try to work it out together.

Governing law

Dutch law applies to these terms.

Contact

tiny melon — Tiny Melon, Muyderban 6, 1398 DG Muiden, KvK 56258380, hi@tinymelon.nl, tel. +31 6 44611309.

Annex: model withdrawal form

(Complete and return this form only if you wish to withdraw from the contract.)

- To: Tiny Melon, Muyderban 6, 1398 DG Muiden, the Netherlands, hi@tinymelon.nl
- I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract of sale of the following goods (*)/for the provision of the following service (*):
- Ordered on (*)/received on (*):
- Name of consumer(s):
- Address of consumer(s):
- Signature of consumer(s) (only if this form is notified on paper):
- Date:

(*) Delete as appropriate.