

Glossary of Terms

Term	Definition
Tender Guideline	The tender guideline drawn up by the Minister of Infrastructure and Water Management on @@, including all related Annexes and Standard Forms, for the European tender procedure for the Frisian Wadden Ferries. Any changes and additions pursuant to the Summaries of Additional Information and Changes will be incorporated in the Tender Guideline.
Transfer	The transfer of the Regular Services and Express Services to adjacent public transport services. Waddenveren Oost [Eastern Wadden Ferries] concession: Adjacent transfers refers to: • On the islands: transfer to all local bus services in the bus concession (and subsequent concessions) for Fryslân. • From Holwert: transfer to/from bus services to/from Leeuwarden in the bus concession (and subsequent concessions) for Fryslân. • From Lauwersoog: transfers to/from bus services to/from Groningen in the bus concession (and subsequent concessions) for Groningen-Drenthe and bus services to/from Leeuwarden in the bus concession (and subsequent concessions) for Fryslân. Waddenveren West [Western Wadden Ferries] concession: Adjacent transfers refers to: • On the islands: transfer to all local bus services in the bus concession (and subsequent concessions) for Fryslân. • Harlingen: transfers to/from train services to/from Leeuwarden in the regional railway concession (and subsequent concessions) for Noord Nederland and bus services to/from Zurich, Kop Afsluitdijk in the bus concession (and subsequent concessions) for Fryslân.
Docking Facilities	A location that is equipped specifically for docking Vessels (Regular Services and Express Services).
Departure	The journey, designated with a departure number, of a Vessel designed for Passenger Transport between a docking location on the mainland and a docking location on a Wadden Island or between a docking location on one

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	Wadden Island and a docking location on another Wadden Island (e.g. Terschelling and Vlieland).
Battery-Powered Vessel	A vessel that runs on electricity and is charged on land.
Policy Priority letter	A letter in which the Contracting Authority states its priorities (in part on the basis of the current performance of the Concession Holder), which are aimed at meeting the requirements of the Concession and which contribute to the implementation of the policy goals described in the introduction of the Schedule of Requirements.
Protected Travel Rights	Certain Travel Products, selected by the Contracting Authority, for which maximum prices are specified during the first year of the new Concession.
Annex	An annex to the Tender Guideline, the (draft) Concession Decision, the Schedule of Requirements or the Financial Provisions.
Fine	An amount of money the Concession Holder must pay the Contracting Authority in accordance with the provisions in Annex D1 (Fine Schedule) to the Financial Provisions, if the Concession Holder fails to comply with requirements pursuant to the Concession Decision, including the Schedule of Requirements.
Business Case	A study which weighs the costs and benefits, including risks, of a plan or measure in accordance with article XX of the Financial Provisions.
Emergency	An unforeseen event, regardless of whether it is within the Concession Holder's sphere of influence, during the operation of the Timetable, including (natural) disasters or an unexpected event that may cause severe damage, such as fire, an explosion or flooding.
Circularity Plan	A plan which addresses, at a minimum, the elements described in article 7.3.1 of the Schedule of Requirements.
Compensation scheme	An arrangement to compensate Passengers in conformity with the provisions in the articles in "Chapter III Obligations of Carriers and Terminal Operators in the Event of Interrupted Travel" from European Regulation 1177/2010.
Waddenveren Oost Concession	The Concession Holder's exclusive right to provide public passenger transport services via ferries or passenger vessels for the connections Holwert-Ameland and Lauwersoog-Schiermonnikoog within the meaning of article 7a of the Bp2000 and as described in further detail in the Concession Decision and the Schedule of Requirements.

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Waddenveren West Concession	The Concession Holder's exclusive right to provide public passenger transport services via ferries or passenger vessels for the connections Harlingen-Vlieland and Harlingen-Terschelling within the meaning of article 7a of the Bp2000 and as described in further detail in the Concession Decision and the Schedule of Requirements.
Concession Decision	The decision, with Annexes, of the Contracting Authority dated [date] and titled "Concession Decision regarding @@@".
Concession Holder	Waddenveren Oost Concession: The operator of the Concession, i.e. [name]. Waddenveren West Concession: The operator of the Concession, i.e. [name].
Concession Year	The period from 1 January to 31 December inclusive, except for the first Concession Year, which runs from 9 January 2029 to 31 December 2029 inclusive, and the last Concession Year, which runs from 1 January 2044 to the first Tuesday after the Christmas vacation in January 2044.
Concession Period	The period from 9 January 2029 to the first Tuesday after the Christmas vacation in January 2044.
Contracting Authority	The Minister of Infrastructure and Water Management.
Consumer Organisation	The consumer organisations referred to in article 31 of the Wp2000 and the island representatives appointed by the island municipalities, acting jointly on the Consumer Platform for the Waddenveren West Concession and the Consumer Platform for the Waddenveren Oost Concession.
Shift	Part of a Business Day, Saturday, Sunday or Holiday as described in section 4.2 of the Schedule of Requirements.
Local and Regional Authorities	Waddenveren Oost Concession: Contracting Authorities within the meaning of article 20, sections 2 and 3 of the Wp2000, the municipalities of Het Hogeland, Noardeast-Fryslân, Ameland and Schiermonnikoog and the provinces of Groningen and Fryslân, acting jointly on the Government Platform for the Waddenveren Oost Concession and the municipalities of Harlingen, Terschelling and Vlieland, acting jointly on the Government Platform for the Waddenveren West Concession;
Third party	A person or organisation other than the Contracting Authority or the Concession Holder.
Timetable	A publicly accessible schedule of travel options which specifies the docking locations of the

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	Vessels and the times at which Passenger Transport is provided, in conformity with the approved Transport Plan.
Sustainability Reporting	Reporting within the meaning of section 7.4.1 of the Schedule of Requirements.
Island Resident	a. A person who is registered in the Municipal Personal Records Database of one of the four Frisian Wadden municipalities at a permanent address, or b. A child or individual up to 21 years of age with at least one parent who meets the requirement in section a.
Financial Provisions	An annex to the Concession Decision with financial provisions for the Concession.
Suitability Condition	A minimum requirement specified in the Tender Guideline regarding financial strength or technical expertise which Bidders must meet in order to be eligible for the contract.
Port	The docking facilities and shore facilities that are used to provide Ferry Services.
Revision (of the Concession)	Changes to (parts of) the contract in response to a Major Development that does not require a new European Tender Procedure.
Implementation	Any activities performed by the Concession Holder after being awarded the Concession for the purpose of being able to operate the Concession without any problems from the first day of the Concession.
Implementation Period	The period between the Concession being awarded and the start of the Concession that is used by the Concession Holder to get ready for the operation the Concession.
Implementation Plan	The Concession Holder's plan which specifies the actions that will be performed by the Concession Holder between the awarding of the Concession and the start date of the Concession in order to be able to operate the Concession without any problems in a timely manner in conformity with the requirements from the Concession (including the Schedule of Requirements and the items offered by the Concession Holder in its Bid).
Infrastructure	The fairways made available for the operation of the Concession by the Public Works and Water Management and the Operating Assets made available for the operation of the Concession by the Central Government Real Estate Agency.
Tender	The bid, including all relevant documents, submitted by a bidder (company) in the context of the European Tender Procedure for the Concession.
Annual Report	An explanation of the operational performance of the Concession Holder during the previous year, including the financial accounts.

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Journey	A consecutive series of trips and/or routes completed by a Passenger from starting point to final destination using a Ferry Service plus other forms of transportation such as public transport, other mobility services or the person's own means of transportation.
Customer Panel	A consultation body representing a broad range of stakeholders in the Ferry Services, for the purpose of improving the services of the Concession Holder. The Customer Panel does this by collecting ideas and suggestions for future services and by evaluating the current services.
Customer Satisfaction Survey	Annual survey to assess the quality of the ferry services and the level of Passenger satisfaction. The tool that is currently used for this (2025) is the Public Transport Customer Barometer.
Charging Infrastructure	The necessary provisions throughout the chain, starting at the connection point of the network manager, to charge the batteries of Battery-Powered Vessels,
Lease (Agreement)	An agreement for the lease or lease-to-purchase of an Operating Asset or related legal concept, as well as different types of credit with a purchase option where the lessor or creditor, not the Concession Holder, is the legal owner, or any other right of use the Concession Holder may have with regard to an Operating Asset without being the legal owner of the Operating Asset.
Major Development	An abnormal circumstance beyond the Concession Holder's sphere of influence with a (financial) impact that is so severe that the Concession Holder cannot be expected to absorb this impact within the context of the existing agreements. See also Annex B12 Process for Major Developments.
Environmental Impact	The emission of harmful substances in the Wadden region as a result of the Concession activities.
Environmental Plan	A plan which addresses, at a minimum, the elements described in article 7.3.4 of the Schedule of Requirements.
Motor Vehicle	A motor vehicle within the meaning of article 1, section 1(c) of the Road Traffic Act 1994, with the exception of Trucks.
Nature Impact	The negative impact of the Concession activities on Nature.
Net Asset Value	The balance of all operating assets and operating liabilities that are required to operate the Concession, debts and total assets for the year in question.

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New Vessel	A newly built vessel that is purchased or leased by the Concessions Holder and is not one of the vessels acquired from the current concession(s) (2014-2029).
Revenue	The Revenue from all activities that are directly or indirectly related to the operation of the Concession, regardless of which (legal) entity performs these activities. This includes at a minimum the following revenue: - Revenue from ticket sales for passengers and passenger vehicles; - Revenue from catering on board; - Revenue from catering ashore; - Revenue from shops on board/ashore; - Revenue from parking; - Revenue from combination tickets (travel and overnight accommodations); - Revenue from goods transport; - Revenue from the deployment/leasing of Vessels outside the Concession.
Public Transport Customer Barometer	Annual survey commissioned by the CROW [information and technology centre for transport and infrastructure] on the opinion of passengers about relevant quality-related aspects of Dutch public transport with regard to bus, tram, metro, train (HRN), regional train, public transport over water and the Frisian Wadden ferries.
Force majeure	An event or situation that makes it difficult or impossible for the Concession Holder, in the opinion of the Contracting Authority, to fulfil its obligations regarding the Concessions and for which he is not at fault [Note: more details to be provided in the Concession Decision].
Personnel	Anyone who is employed by the Concession Holder, or who works for or has been assigned to the Concession Holder on a temporary basis for the purpose of operating the Concession.
National passenger transport	The transport of individuals in traffic, in this case over water via Ferry Services.
Operating Assets	Operating assets made available by the Central Government Real Estate Agency at the ferry port for Concession activities, as described in Annex B7 (Overview of Operating Assets).
Schedule of Requirements	The Schedule of Requirements for "Transport Concessions Waddenveren Oost and West" specified by the Contracting Authority on [date], including the related Annexes, which describes the changes in response to the Summary of Additional Information and Changes.
Regular Services	Ferry services that are not Express Services.
Travel Information System	A system or platform which provides up-to-date and relevant information to Passengers to help them plan, execute and modify their trip.

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Relevant Communication Channels	This includes, at a minimum, the website of the Concession Holder and the national travel information systems.
Travel Product	Travel right or discount right granted by the Concession Holder.
Passenger	A person who uses or plans to use the Ferry Services.
Passengers with Limited Mobility	Anyone with a permanent or temporary physical, mental, intellectual or sensory limitation that may prevent him or her, in combination with other obstacles, from fully and effectively making use of transport services on a basis of equality with other passengers, or whose limited mobility regarding the use of transport services is age-related.
Back-Up Vessel	A vessel that must be available as a back-up vessel for deployment in the event of Emergencies or scheduled maintenance activities or if the demand for passenger transport services requires additional Departures.
Direction	This refers to direction of travel: where the ship is headed (from island to mainland or from mainland to island).
Express Services	Waddenveren West Concession: Ferry Services whose travel time between Harlingen — Vlieland and Harlingen — Terschelling (non-stop) does not exceed 1 hour, and whose travel time between Harlingen — Vlieland via Terschelling and Harlingen — Terschelling via Vlieland does not exceed 1:40 hours; Waddenveren Oost Concession: Ferry Services whose travel time between Holwert — Ameland and Lauwersoog — Schiermonnikoog does not exceed 30 min.
Vessel	A ship that is used to provide Ferry Services.
Social Safety	The extent to which Passengers and Personnel are protected and feel protected against incidents on the platforms, in waiting areas and on vessels, including harassment, bullying, threats, theft and abuse.
Social Return	SROI 2.0 “Maatwerk voor mensen” [Tailored Solutions for People]. The focus is on its impact. There are various ways to implement the SROI.
Home Base	Docking facility where Vessels are moored at night.
Shortcoming	A situation where the Concession Holder fails to meet the requirements and conditions related to and pursuant to the Concession as specified in the Concession Decision, the Schedule of Requirements, Summaries of Additional Information and Changes, the Bid and the

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	Annexes and Standard Forms related to those documents.
Time Block	A consecutive period of time comprising several hours as specified in Annex B3 (Minimum Timetable) of the Schedule of Requirements.
Ground for exclusion	A ground listed in the Tender Guideline which, if applicable to a bidder, leads to the exclusion of this bidder.
Cancellations	The total number of Departures that did not take place or were not completed during a particular period. Vessels that did not depart or that departed but did not reach their scheduled destination(s) are considered cancelled Departures.
Fairway	A designated part of the water that is suitable for maritime travel.
Ferry Service	The passenger transport by Vessel provided in the context of the Concession for the Connections listed in article 1 of the Concession Decision.
Safety Management System	A structured, documented system which enables personnel to implement the safety and environmental protection policies of the Concession Holder in an effective manner.
Improvement Plan	A plan prepared by the Concession Holder (at the request of the Contracting Authority) to remedy shortcomings in the operation of the Concession.
Connection	A connection between two or more docking locations on the Wadden Sea, including connections with the North Sea and with ports that have open connections with the Wadden Sea and that connect a Wadden Island with the mainland.
Transport Plan	Plan within the meaning of section 1.3. of the Schedule of Requirements.
Transport obligation	The Concession Holder's obligation to transport all Passengers who present a valid Travel Product, within the meaning of requirement 2.1.2.
Truck	A truck within the meaning of article 1.1 of the Carriage of Goods by Road Act.
Wadden Island	One of the Frisian Wadden Islands: Terschelling, Vlieland, Ameland and Schiermonnikoog.