



# General Terms and Conditions

## Standard Visit

These are the General Terms and Conditions that apply to each visitor or group of visitors of the Standard Visit. We would ask that you read these through carefully, so that we can offer you an unforgettable brewery experience.

Some of these guidelines are given out of safety considerations, while others concern organisational matters, but are no less important.

## Reservations:

1. Reservations for the Standard Visit are possible for **15 people** or more. If a group of **15 people** has already booked, you can join this group **in pairs**. In other words, from the time you see that a maximum of **55 available** places remain, you can still book **for 2** people. If you would like a French- or English-language tour, this is possible for **6 people** or more. If a group of **6 people** has already booked, you can join this group **in pairs**. The group that books first determines the language of the tour, namely French or English.
2. When you make a valid booking for a visit, you will be assigned a booking number and will automatically receive an e-mail from us confirming your booking. When payment is made for your reservation (no later than **14 calendar days** before the reserved date) you will also receive an e-mail confirming payment. Bring this confirmation e-mail with you, as it is your access pass.
3. Your booking must be paid for no later than **14 calendar days** before your visit. If payment does not reach us **14 calendar days** before the visit, the reservation will automatically be considered null and void and you will receive confirmation of cancellation. For organisational reasons, you will only receive confirmation of this cancellation by e-mail, so please keep an eye on your inbox.
4. Should you wish to make changes to your reservation, please do so online. Changes can be made up to **14 calendar days** BEFORE your visit. You must return to the online reservation module. Click "log in" at the bottom of the screen and re-enter your username and password. By entering your reservation number you will access the reservation module, where you can



- input the changes. You can also amend your reservation via the link in your confirmation e-mail. **Be careful**, you will not be able to add any changes to your booking after payment is effectuated.
5. Bear in mind that you can only cancel your booking and obtain a refund of the amount paid up to **14 calendar days** before the date of your planned visit. An **administration fee of €10.00** will be deducted from the refunded amount. It is only possible to cancel by contacting the coordinator of the visitor centre directly by mail at [brouwerijbezoek@duvel.be](mailto:brouwerijbezoek@duvel.be) and entering "CANCELLATION DUVEL + [reservation number]" in the subject line.
  6. If you cancel your visit fewer than **14 calendar days** before the booked visit date, the amounts paid will not be refunded. Amounts paid by people who end up not going on the visit will not be repaid either. However, the gift for the reserved places will still be provided. Drinks for people that don't show during the visit, will not be given to the other present members of the group, this out of security reasons.
  7. If you would like an invoice **after** payment of your reservation, this is possible for an additional charge of **5 euros** per reservation. When registering, please indicate by checking the appropriate box that you would like an invoice and enter the correct invoicing details and payment method. The invoice will be sent out at the end of the month after your visit. **Be careful**, if you didn't check the appropriate box end/or didn't fill in the invoicing details, but you did choose the payment option WITH invoice, no invoice will be sent after all nor will the 5 euros be refunded.
  8. Please respect the maximum number of registrations. For safety reasons it is not possible to accept more than **70 registrations** for Dutch-speaking groups and **35 people** for English- or French-speaking groups. No exceptions are made to this rule, except for tour guide and coach driver (**max. 2** people), see below.
  9. Due to organisation related cause, it is not possible to make a reservation on other time schedules than mentioned on the website. Please respect the provided time schedules.
  10. On arrival at the brewery, do not forget to indicate whether the group consists of minors (below the age of 16). Because we are not allowed to give beer to minors (below the age of 16), this is so that we can provide them with non-alcoholic drinks during the tastings that follow the tour.
  11. In the case of organised coach tours, the coach driver and tour guide do **NOT** pay and therefore do not need to be registered online. This applies to a maximum of **2 people**. The coach driver and tour guide will receive a present as well. The tour guide will also receive 2 consumptions as for the coach driver will be offered 2 non alcoholic consumptions. This due to safety reasons.



12. Children up the age of **3** can visit the brewery **FREE OF CHARGE** and therefore also do **NOT** need to be registered online.

## Organisation:

13. Make sure you are on time. We can still adapt the tour if you arrive **20 minutes** after the appointed time. After that, we will regrettably no longer be able to offer you a tour, only a tasting. The brewery guide is aware of this rule, so you don't need to call in. If you arrive **45 minutes** late, the brewery guide will not be present anymore and the visit cannot take place. The doors will be opened to participants **15 minutes** before the start of the visit.
14. People who are obviously under the influence of alcohol, narcotics or other hallucinogens or similar substances will be refused entry, as will troublemakers or people who are not prepared to abide by the company rules. As this has to do with safety, we reserve the right to have the final say in such matters, without the possibility of appeal.
15. Try and appoint someone as leader of the group. This gives us a fixed contact person and point of contact should there be any questions. It is also important to know that everyone must follow the guide's instructions and that the group must stay together during the tour. This is for reasons of safety.
16. On every tour we provide each visitor with **two** drinks and a snack. Therefore, please do not bring any food or drinks with you, as these cannot be consumed on the premises.
17. The visitor centre is not open to the public, except for scheduled brewery visitors. It is therefore not possible to consume or buy other food or drink.