



## FAQ

### Standard Visit

Below you will find a list of frequently asked questions in connection with your reservation Standard Visit. Please read these through carefully.

#### *Why am I not able to make a booking?*

Perhaps you have too few registrations? Fewer than 15? In that case you will have to wait until another group is scheduled for the same time. As soon as you can see that there are still a maximum of **55** available places, you can add bookings **in pairs**. You can add bookings until **14 calendar days** before the date.

Or perhaps you clicked a date that has not yet been released for visits or a day on which the brewery is closed? Or is your chosen date already fully booked? Follow the key to the calendar closely to help you.

#### *Why can't I book later in the year?*

You can book **4 months** in advance.

#### *How can I change my reservation?*

Return to the online reservations 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 booking module, where you can input the changes. You can also amend your reservation via the link in your confirmation e-mail. **Be careful**, from the moment you effectuated your payment, no more changes can be effectuated!

#### *How can I change the number of visitors?*

Return to the online reservations 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 booking module. You can change the number of visitors yourself. You can also amend your reservation via the link in your confirmation e-mail. **Be careful**, from the moment you effectuated your payment, no more changes can be effectuated!



### *How can I cancel a visit?*

It is only possible to cancel by contacting the visits coordinator directly by mail at [brouwerijbezoek@duvel.be](mailto:brouwerijbezoek@duvel.be) and entering "CANCELLATION DUVEL + [reservation number]" in the subject line.

### *Can we have a meal in Duvel Depot?*

On every tour we provide each visitor with 2 drinks and a snack. Therefore, please do not bring any food or drinks with you, as these cannot be consumed on the premises.

If you wish to order sandwiches, you can do so via our permanent partner, Snackbar Everything. The sandwiches must be ordered directly from them and paid for, and can be delivered to Duvel Depot. The sandwiches must be consumed during the drinks period. We are unfortunately unable to allow any extra time for eating, as the next group will be waiting.

If you decide to have sandwiches delivered to Duvel Depot, please mention this in the COMMENTS section of your reservation.

Snackbar Everything  
Kerkhofstraat 86  
1840 Londerzeel  
052/31 12 14

Order online via [www.snackbareverything.be](http://www.snackbareverything.be)

### *How can I pay?*

You can only pay online via our website [www.duvel.be](http://www.duvel.be). Return to the online reservations 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 Ogone payment module. There, you can pay with bancontact or credit card or bank transfer. You can also pay online by clicking the link in your confirmation e-mail.

### *What guidelines do I follow to pay by banktransfer?*

You want to pay by bank transfer, please use following accountnumber BE61 0016 6065 1417 with BIC code GEBABEBB. In the description you mention clearly: "Duvel - reservation number".

You must enter the payment by bank transfer not later than 17 days before your visit date. The reservation will be cancelled if the payment does not reach us in time.



*Extra information concerning the Ogone online payment module.*

Extra information can be found on <http://www.mijnkaart.be/>

*Can I rent the Duvel Depot visitors centre for events?*

Duvel Depot is only available for brewery visits and tasting packages. Catering and hire options do not therefore apply.

*What can I do if I have any questions?*

If, after reading the General Terms and Conditions, the practical tips and the FAQ, you still have questions, please e-mail us at [brouwerijbezoek@duvel.be](mailto:brouwerijbezoek@duvel.be)