General Terms and Conditions

Standard Visit

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

Some of these guidelines are for safety reasons while others are for organisational reasons. Both sets of guidelines are just as important as each other.

Bookings

1. Bookings for the Standard Visit can be made for a minimum of **12 people**. If a group of 12 has already booked a time slot, you can join the group either **alone or with a smaller group**. In other words, you can book **for a smaller group** as soon as you see that **a maximum of 58** places are available.
Guided tours in **French** or **English** are available from a minimum of **six people**.
If a group of six has already booked a time slot, you can join the group either **alone or with a smaller group**.
2. When you book your visit, you will be assigned a **booking number** and automatically receive a booking confirmation by email.
You will also receive a payment confirmation by email once you have paid for your booking (no later than **14 calender days** before your visit).
Please bring this **confirmation email** with you when you visit, as this will serve as your **admission ticket**.
3. Your booking must be paid no later than **14 calender days** before your visit. If we have not received your payment **14 calender days** before the date of your visit, your booking will be considered void and you will receive a **cancellation confirmation**.
For organisational reasons, you will only receive the cancellation confirmation by email, so please check your inbox regularly.
4. If you would like to **modify** your booking, please contact our booking team at **brouwerijbezoek@duvel.be**.
You can modify your booking up to **14 calender days** **before** your visit.
You can also create an account in our booking module and amend your booking yourself.
Click on “**Log In**” at the bottom of the screen and enter your username and password. Enter your **booking number** to be directed to your booking in the booking module. You can then make any changes if you wish to do so. You can also amend your booking using the link in your confirmation email. Note: You **cannot make any changes** to your booking once payment has been made.
5. If you wish to cancel your visit and would like a refund, you must inform us of your cancellation **no later than 14 calender days** before you are due to visit. Refunds processed up until the agreed 14 calender days prior to the visit will be subject to an **administration** **fee of €10.00**. Cancellations may only be processed by contacting the visitor centre manager directly by email at breweryvisit@duvel.be, stating the subject: “**CANCELLATION OF BREWERY VISIT + booking number**”.
6. If you cancel your visit **less than 14 calender days** before you are due to visit, any amounts already paid **cannot be refunded**. Furthermore, any amounts already paid by **people** who **fail to join the visit cannot be refunded**. They will, however, still be offered a **gift**. For safety reasons, drinks made available for people who fail to attend cannot be offered to third parties.
7. If you wish to receive an **invoice** after you have paid for your booking, this is **subject to** an **administration fee of €5 per booking**. Please indicate that you **wish to receive an invoice when making your booking**, stating the correct **invoice details** and **payment method**. The invoice will be sent to you at the **end of the month following your visit**. Note: If you do not tick the box to indicate that you wish to receive an invoice and/or fail to mention the invoice details, but nevertheless choose the payment method with invoice, you will neither receive an invoice nor have the €5 refunded.
8. Please observe the **maximum number of registrations**. For organisational reasons, no more than **70 registrations** can be accepted for Dutch-speaking groups and **35** for English- or French-speaking groups. Exceptions are only granted upon consultation with the visitor centre manager by sending an email to breweryvisit@duvel.be or calling **+32 (0)3 866 95 21**.
9. For organisational reasons, we also kindly ask you to observe the **predetermined hours** for visiting the brewery. **Exceptions** are only granted upon consultation with the visitor centre manager by sending an email to breweryvisit@duvel.be or calling **+32 (0)3 866 95 21**.
10. Do not forget to indicate whether your group contains **minors** (under-16s) before you arrive at the brewery. This will allow us to make sure non-alcoholic drinks are available during the tasting session after the guided tour, as we are **not permitted to offer beer to minors** (under-16s).
11. For **organised bus tours**, the **bus driver** and tour guide are **waived** from the registration fee and therefore do not need to register online. (In the context of **Food Defence**, however, we will need their names if they intend to join the guided tour.)The **maximum** number of bus drivers or tour guides that can go on tour free of charge is **two**. Both the tour guide and the bus driver will be offered a **gift**. The tour guide will also be offered two drinks. For safety reasons, the bus driver will be offered two non-alcoholic drinks.
12. Children up to the **age of five** may visit the brewery **free of charge** and therefore are **not** required to register online.
Please indicate this when making your booking.

Organisation

1. In the context of **Food Defence**, which is imposed on us by the **Belgian Federal Agency for the Safety of the Food Chain (FASFC)**, we require **each visitor's name and date** **of birth**. This information can be provided **in advance** or will be requested **upon arrival** at the brewery.
2. We continue to observe the **Covid-19** measures set out by our government. We will always communicate these measures through our website and booking emails.
3. Please arrive **on time**. Guided tours can still be amended in the event that you arrive up to 20 minutes after your agreed starting time. If you are more than 20 minutes late, the visit will have already begun. In this case, we regret that we will **not** be able to offer you a **guided tour (only the drinks and souvenirs)**.
Please **contact us by phone** if you know you are going to be **late**.

You can reach us on **+32 (0)3 866 95 21**.

1. Visitors who appear to be **under the influence** of **alcohol**, **drugs** or any other hallucinogens or similar substances will not be admitted, nor will **troublemakers** or anyone reluctant to abide by the **house rules**.
The safety of our staff and Duvel lovers remains **our top priority**.
2. Please appoint one member of your group as **group leader**. They will be our **fixed contact person** if we have any questions. It is important that all participants follow the **tour guide’s instructions** and stay together as a group during the guided tour
for safety reasons.
3. After the guided tour, every visitor will receive **two drinks** and a **gift**. Bringing your own drinks is not permitted.
Food may be available from the Duvel Depot. Be sure to check in advance whether this will be the case (the bar is closed on weekdays).
4. The Duvel Depot café is open to the public on **Fridays and Saturdays** only. Other drinks may be purchased or consumed upon consultation with the guide.