Standard Visit

*Why can’t I book a visit?*

Check the symbols in the booking module. The chosen date may **already be full** or **not available** (i.e. Sundays and holidays).

Another possibility is that the number of people you are trying to book for is insufficient.
If there are **fewer than 12 people** in your **group**,
you should wait until another group registers for the same time slot
or send an email to the visitor centre manager at breweryvisit@duvel.be.

If you see “70 available places left”, a **minimum of 12 people** is required to be able to **open** the visit.

If you see “58 available places left” (or less), you can make a booking for yourself or groups of fewer than 12 people.
A **minimum** of 12 paying visitors is required to **compensate our guide**.

*How many months in advance can I book?*

You can book your visit up to **four months** in advance of the date you wish to visit.
You can also make bookings further ahead of time by contacting the visitor centre manager by sending an email to breweryvisit@duvel.be or calling the number **+32 (0)3 866 95 21**.

*How can I amend my booking?*

Create an **account** on our website.
You will receive a **confirmation email** after you have booked your visit.
This email will contain a **link** allowing you to amend your booking.
Bookings can be amended as long as payment has not yet been made.
Naturally, your visit can only be guaranteed upon payment,
so please make sure you make the payment in good time.

If you have not created an account, you can still make changes in consultation with the visitor centre manager by sending an email to breweryvisit@duvel.be or calling **+32 (0)3 866 95 21**.

*Will food be available at the Duvel Depot?*

**Two drinks and a gift** are included with each visit, but **food is not**.
The **café is open** to the public on Fridays and Saturdays. Small snacks are available then, too.

If you are visiting the brewery on a weekday, snacks may not always be available. Please check this with your guide.
Bringing a **packed lunch** with you is also an option that can be arranged.

*We won’t be able to come after all. What now?*

We would appreciate it if you could notify us by sending an email to breweryvisit@duvel.be or calling **+32 (0)3 866 95 21**.Please remember to include your **booking number**.

Unfortunately, we cannot refund any amounts paid unless you are unable to attend due to **force majeure**. In that case, we kindly ask you to send us proof. Thank you for your understanding!

*This right of renunciation is, however, not applicable under certain circumstances to purchases of services in connection with leisure activities, inter alia, where booking within a certain period is required. This is due to the necessity to protect the service provider, particularly when a booking is cancelled shortly before the agreed execution date.*

*How can I pay?*

Payments can be made **online** via our booking module. You will be redirected to the **Ogone** payment module on the payment page. You can pay by **Bancontact**, **credit card** or **bank transfer**. If you choose to pay by **bank transfer**, you can find the necessary details in **your inbox**.
You will receive an email containing the payment details as soon as you have made your booking.

While payments through **Ogone** are **processed instantly**, payments by bank transfer take **a few days** to go through. Please take this into account and try to make your payment on time!

Each booking **must** be paid for **in advance**. If the payment has not been completed **14 days** before you are due to visit, the booking will be **cancelled**.

***Additional information:***

* The Duvel Depot is available to rent for events or seminars. Please send an email to breweryvisit@duvel.be.
* The Duvel Depot is not available to rent for private events such as weddings, communions, birthdays and so on.
* Do not hesitate to send us an email (breweryvisit@duvel.be) should you still have any questions in this regard.