

## General Terms and Conditions

- 1 **Validity:** These general conditions apply to all the activities booked with Visit Mechelen, unless otherwise stated in the *Confirmation of Programme*.  
A reservation for a group of 15 people or more is referred to as a group visit. The group can choose from all the activities (a guided tour, a boat trip on the Inner Dyle, a guided tour of Het Anker brewery, etc.).  
A reservation for fewer than 15 people is referred to as a guided tour.
- 2 **Number of participants:** For group visits, the rates for a minimum of 15 people apply. For guided tours there is no minimum number of participants, but there is a maximum of 25 people per guide, unless otherwise stated on our website [www.visitmechelen.be](http://www.visitmechelen.be).
- 3 **Binding agreement:** The reservation is final 5 days after reception of the *Confirmation of Programme*. The document does not need to be signed.
- 4 **Visit Mechelen** makes the necessary reservations and any alterations or cancellations with the partners for each activity. The partners are the organizers of the activities booked. The customer always pays Visit Mechelen and should not make direct contact with the partners.
- 5 **Availability:** Visit Mechelen checks each request with the partner(s) for availability.
- 6 **Appointment:** Activities start from Visit Mechelen, Schepenhuis, Vleeshouwersstraat 6, Mechelen (South-West corner of Grote Markt) unless otherwise stated in the *Confirmation of Programme*. The guide's services begin at the time of the appointment. The guide will wait a maximum of 30 minutes for the group.
- 7 **Rates:** The rates are those set out in the *Confirmation of Programme*. The rates for guided tours are dictated by the fees calculated by the City of Mechelen. They apply to an uninterrupted guided tour of a maximum of 2 hours. Shorter guided tours can be booked at the same rate. Longer guided tours are charged at €33 per extra hour. Mechelen schools and schools from Sint-Katelijne-Waver enjoy a 50% discount on the rates for guided tours.
- 8 **Administration charge:** A €5 administration charge is added to each reservation.
- 9 **Reservations:** Visit Mechelen must receive the request at least 14 days before the day of the planned visit. The reservation will be 5 days after the *Confirmation of Programme* has been sent.  
For requests made between 13 and 7 days before the visit, Visit Mechelen can only offer the Historical City Walk, subject to the availability of guides.
- 10 **Changes:** Changes to the programme or the number of participants must be communicated in writing to Visit Mechelen. An e-mail, fax or letter is acceptable. To avoid unnecessary administration, the final number of participants should be communicated just before the total sum is paid.  
Changes can be made up to and including 7 days before the day of the visit.  
If the change affects the price, we will send you a new *Confirmation of Programme*.  
No changes can be made fewer than 7 days before the visit.
- 11 **Payments:** The total sum must be transferred to Visit Mechelen's account with BELFIUS no later than 7 days before the visit: IBAN: BE 80 0682 0791 4877 – BIC: GK CC BE BB.  
If Visit Mechelen does not receive the payment by the allocated date, Visit Mechelen has the right to cancel the reservation.
- 12 **Vouchers:** Upon receipt of the payment, Visit Mechelen will post the vouchers. The customer must hand over the vouchers to our partners on the day of the activity. Without vouchers no one will be allowed to participate in the activity/activities. With every change to the booking, Visit Mechelen will dispatch new vouchers. Handwritten corrections on the vouchers will invalidate the vouchers and they will NOT be accepted by our partners.
- 13 **Cancellations:** Visit Mechelen must be notified in writing of any complete cancellation. An e-mail, fax or letter is acceptable. Visit Mechelen always sends the organizer a confirmation of the cancellation.  
No charge is made for a cancellation up to and including 7 days before the visit. For a cancellation between 6 and 3 days before the visit, 10% of the total sum will be charged. For a cancellation between 2 days before the visit and the day of the visit, the total sum will be charged. The total sum will also be charged if the party reneges on its visit without notifying Visit Mechelen. For partial cancellations or other changes, see item 10.
- 14 **Invoices:** If an invoice is required, the customer should specify this at the outset.
- 15 **Liability:** Visit Mechelen accepts no responsibility for any accidents or for any shortcomings on the part of the partner.
- 16 **Privacy:** Visit Mechelen respects personal privacy. Consequently customer's details will only be stored with Visit Mechelen, where they can be viewed, altered or deleted. Mobile phone number and the name of the contact person are disclosed to our suppliers and guides so that they can contact the customer quickly should a problem arise. The reservation implies that the customer has taken cognizance of the general terms and conditions and agreed to them. Should the customer not wish the name of the contact person and/or the mobile phone number to be disclosed to our suppliers and guides, he/she must make this absolutely clear.
- 17 **Complaints and disputes:** Any complaints must be passed on in writing to Visit Mechelen, Vleeshouwersstraat 6, 2800 Mechelen, within 14 days of the visit. Any legal disputes will be dealt with exclusively by the Mechelen court of law.

**Summary of the above-mentioned booking and payment periods**

<b>Reservation</b>	<b>Payment</b>	<b>Change</b>	<b>Cancellation</b>
Up to and including 14 days before the visit	Up to and including 7 days before the visit	Up to and including 7 days before the visit: no charge	Up to and including 7 days before the visit: no charge
13 up to and including 7 days: only the Historical City Walk (depending on availability of guides)	Fewer than 7 days: cancellation of the reservation	Fewer than 7 days: not possible	6 to 3 days: 10% of the total sum
Fewer than 7 days: not possible	Fewer than 7 days: not possible	Fewer than 7 days: not possible	Fewer than 3 days: total sum