

General Terms and Conditions

- 1 **Validity:** These general conditions apply to all the activities booked with Promoting 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.toerismemechelen.be.
- 3 **Binding agreement:** The reservation is final once we have received the *Confirmation of Programme* signed by both parties.
- 4 **Promoting 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 Promoting Mechelen and should not make direct contact with the partners.
- 5 **Availability:** Promoting Mechelen checks each request with the partner(s) for availability.
- 6 **Appointment:** Activities start from Toerisme Mechelen, Toerismehuis De Gulden Arent, Hallestraat 2-4-6, Mechelen, 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 minimum of 2 hours. Shorter guided tours can be booked at the same rate. Longer guided tours are charged at €30 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:** Promoting Mechelen must receive the request at least 14 days before the day of the planned visit. The reservation will only be final once the *Confirmation of Programme* has been signed. This document must be returned, duly signed, no later than 5 days after the date it was drawn up.
For requests made between 13 and 7 days before the visit, Promoting Mechelen can only offer the Historical City Walk, subject to the availability of guides. In this case the *Confirmation of Programme* must be signed and returned on the date of the request.
If Promoting Mechelen does not receive the signed copy by the allocated date, Promoting Mechelen has the right to cancel the request.
- 10 **Changes:** Changes to the programme or the number of participants must be communicated in writing to Promoting 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*. We must receive this document, duly signed, no later than 2 days after it has been drawn up. No changes can be made fewer than 7 days before the visit.
If Promoting Mechelen does not receive the signed *Confirmation of Programme* by the allocated date, Promoting Mechelen has the right to cancel the request.
- 11 **Payments:** The total sum must be transferred to Promoting 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 Promoting Mechelen does not receive the payment by the allocated date, Promoting Mechelen has the right to cancel the reservation.
- 12 **Vouchers:** Upon receipt of the payment, Promoting 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, Promoting 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:** Promoting Mechelen must be notified in writing of any complete cancellation. An e-mail, fax or letter is acceptable. Promoting 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 Promoting 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:** Promoting Mechelen accepts no responsibility for any accidents or for any shortcomings on the part of the partner.
- 16 **Privacy:** Promoting Mechelen respects personal privacy. Consequently customer's details will only be stored with Promoting 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 Promoting Mechelen, Hallestraat 2-4-6, 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

Reservation	Payment	Change	Cancellation
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