

# GENERAL BOOKING CONDITIONS

The customer acknowledges having read all the information relating to prices, content and other elements relating to the services provided by the tourist office and its service providers. Booking automatically implies acceptance of the general conditions.

## RESERVATIONS

All booking requests should reach us at least 15 days in advance. All service orders are subject to an option, which becomes effective upon payment.

To ensure that the day runs smoothly, the time and place where the group will be picked up, the mobile phone number of the person in charge and the billing address must be given when making the reservation. The Tourist Office reserves the right to adapt the programme to suit the time constraints.

**5 euros handling fee per new application.**

## PAYMENT

### Deposit

A deposit of 50% of the total amount is required for all day packages with restaurant. The remaining amount is due no later than 10 days before the visit.

All payments must be made by bank transfer following the details in the option letter.

For any booking including individual prices (restaurants, coffee reception, boat, visit of the delights...) any modification will not be possible from 5 days before the service. If payment is not made within the prescribed period, the Tourist Office reserves the right to cancel the booking without refund of the deposit, compensation or indemnity.

**Any change to the initial contract will be charged at €10 for change fees.**

## CANCELLATION WITHOUT CHARGE

Cancellations notified by e-mail to the Tourist Office Reservations Department(reservation.tourisme@liege.be) at latest 10 days before the date of the booked service will not incur any charges for the customer, except for the booking fee, which will be retained by the Tourist Office.

## CANCELLATION OUTSIDE THE DEADLINE

In case of cancellation less than 10 days before the date of the booked service, the Tourist Office reserves the right to retain the full amount as a cancellation fee. In case of cancellation by the Tourist Office for reasons not attributable to the customer, the amount received for the cancelled service will be refunded to the customer, except for handling and modification fees.

## DEPARTURE

The person responsible for the booking or the group is asked to arrive ten minutes before the start time of the service to settle any practical or administrative details, at the meeting place previously announced to the customer by the Tourist Office or its service provider.

## DELAY

If you are late for your appointment, the guide will wait for a maximum of one hour and the tour will be shortened by the time you are late.

You may, however, extend your visit beyond the scheduled time, subject to the guide's availability and in agreement with him or her. In this case, a surcharge of €40 per hour per guide will be billed to the customer and is immediately payable.

## VISIT DURATION

The stated duration of the tours takes into account the mobility of the group. When booking, the group leader is required to provide all necessary information to ensure a smooth visit (e.g. visitors with special needs). Guided tours are planned for a maximum of 25 people per guide in order to ensure a comfortable listening experience.

On certain sites, in particular museums, the number of people per guide may be lower. No claims can be made regarding any complaints relating to the comfort of the tour from an overcrowded group. The guide's phone number is given on the travel document and should only be used to communicate last-minute delays. For all other requests, please contact the tourist office directly.

## RESPONSIBILITIES

In the event of force majeure, the tourist office reserves the right to modify the programme or to replace establishments with others of the same type.

The Tourist Office cannot be held responsible for weather conditions, accidents, transport delays, strikes, exceptional or sudden closures, or for any damage, loss or theft that may occur during visits or stays.

The Tourist Office cannot be held responsible for any price increase attributable to one of its service providers. The interpretation, validity and execution of this contract are subject to Belgian law. In the event of a dispute, only the courts of Liège shall have jurisdiction.

### CONTACTS

#### Office du tourisme de Liège – Service Réservation

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### LEGAL INFORMATION

#### Manifestations liégeoises asbl

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BIC BBRUBEBB  
TVA BE 4101 999 34



In the case of participation by persons with limited mobility in a guided tour, it is essential to inform the reservations department.

As regards access to the museums of Liège for people with reduced mobility, we invite you to consult the brochure Liège accessible to all.

**This brochure is available at the tourist office or on [visitezliege.be](http://visitezliege.be)**