

General conditions relating to group visits

- 1 **Application:** These general conditions apply to all activities booked through Visit Mechelen, unless otherwise agreed in writing in the *Confirmation of group visit*.
- 2 **Number of participants:** The prices apply to groups of 15 people or more. Though we do not specify a minimum number of people for guided tours with a city guide or with a carillonneur, we do specify a maximum number of 25 people per guide, unless otherwise stated on our website www.visitmechelen.be.
A maximum of 15 people per guide are allowed on a guided tour of the Hof van Busleyden Museum and Het Predikheren, unless otherwise stated in writing in the *Confirmation of group visit*.
- 3 **Binding agreement:** The reservation is final 5 days after receipt of the *Confirmation of group visit*. That document does not require a signature.
- 4 **Visit Mechelen** makes the necessary reservations, alterations and cancellations for each activity with the partner organizations. The partners are the organizers of the booked activities. The client always pays Visit Mechelen and makes no direct contact with the partners.
- 5 **Availability:** Visit Mechelen checks availability for each inquiry with its partners.
- 6 **Appointment:** An activity starts at Visit Mechelen, Schepenhuis, Vleeshouwersstraat 6, Mechelen (south-west corner Grote Markt), unless otherwise stated in the *Confirmation of group visit*. The services provided by the guide begin at the time of the appointment. The guide will wait a maximum of 30 minutes for the group.
- 7 **Prices:** The prices stated in the *Confirmation of group visit* apply.
The prices charged for guided tours with a city guide are set by the City of Mechelen. They relate to an uninterrupted, 2-hour guided tour. Shorter guided tours can be booked at the same price. Longer guided tours with a city guide are charged at a different price. Mechelen schools and schools from Sint-Katelijne-Waver enjoy a discount on the prices for guided tours with a city guide.
Different prices and maximum numbers of participants apply to guided tours of the Hof van Busleyden Museum and Het Predikheren.
- 8 **Administrative charge:** An administrative charge is added to each reservation. The charge may differ for online reservations.
Reservations: Visit Mechelen must receive the inquiry at least 14 days before the day of the visit. The reservation is only final 5 days after delivery of the *Confirmation of group visit*. For inquiries received 13 to 7 days before the visit, Visit Mechelen can only offer a classic city walk, subject to the availability of guides.
- 9 **Alterations:** Visit Mechelen must be informed in writing of any alterations to the programme or to the number of participants. An email or letter is acceptable. To avoid unnecessary administration, Visit Mechelen must be informed of the definitive number of participants just before payment of the total amount.
Alterations can be made up and including 7 days before the day of the visit.
If the alteration affects the programme or the price, we will send a new *Confirmation of group visit*. No alterations can be accepted fewer than 7 days before the visit.
- 10 **Payments:** No later than 7 days before the visit, the total amount must be transferred to Visit Mechelen's BELFIUS account number: IBAN: BE 80 0682 0791 4877 – BIC: GK CC BE BB.

If Visit Mechelen does not receive the payment within this time frame, Visit Mechelen has the right to cancel the reservation. However, to avoid any misunderstandings, Visit Mechelen will always first try to make contact with the client.

- 11 **Vouchers:** Once the payment has been received, Visit Mechelen will send the client a receipt. The client must show this receipt to our partner organizations on the day of the activity. There can be no participation in the activities without the receipt. Manual corrections on the vouchers are NOT accepted by our partners.
- 12 **Cancellations:** Should a client wish to cancel the entire reservation, this must be done in writing to Visit Mechelen. An email or a letter is acceptable. Visit Mechelen will always send the client a confirmation of the cancellation.
Cancellations can be made without charge up to and including 7 days before the visit. 10% of the total amount will be charged for cancellations made 6 to 3 days before the visit. The total amount will be charged for cancellations made between 2 days before the visit and the day of the visit or for no-shows. For partial cancellations (=alterations) see point 10.
- 13 **Breakdown of costs:** When making the inquiry, the client should specify if he or she wishes to receive an expense report and provide the necessary details. To avoid unnecessary administration, breakdown of costs are not sent until 7 days before the visit.
- 14 **Liability:** Visit Mechelen cannot be held responsible for any shortcomings on the part of the partner organization or for any accidents.
- 15 **Privacy:** Visit Mechelen respects the privacy of its clients, so the data is only held by Visit Mechelen, where it can be inspected, amended or removed. The mobile phone number and the name of the contact person is passed on to our suppliers and guides so that they can quickly make contact should a problem arise. The reservation constitutes the client's acquaintance with and acceptance of the general conditions. If the client does not wish the name of the contact person and/or the mobile phone number to be passed on to our suppliers and guides, this should be specified at the outset.
- 16 **Complaints and disputes:** Any complaints should be communicated in writing to Visit Mechelen, Vleeshouwersstraat 6, 2800 Mechelen within 14 days of the visit. Any disputes will be subject to the exclusive jurisdiction of Mechelen's courts of law.

Summary of the above-mentioned time frames

Reservation	Payment	Alteration	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 to 7 days: a classic city walk only (subject to availability of guides)	Fewer than 7 days: right to cancel the reservation	Fewer than 7 days: no alterations possible	6 to 3 days: 10% of the total amount
Fewer than 7 days: no reservations accepted			Fewer than 3 days: total amount