

GENERAL TERMS AND CONDITIONS

The present terms and conditions apply to all visitors or groups of visitors at the Brewery Chouffe. We ask you to read them carefully so that our organisation can offer you an unforgettable experience at the brewery. Some of these rules are dictated by safety imperatives and others relate more to organisational matters, but they are no less important.

RESERVATIONS

1. A classic English-speaking tour can be booked for groups of between one and 25 people (+max 5 children). If a group of 4 people has already booked, you can join them. In other words, if you see on our website that there are still 21 places available, you can still join the booking. If you would like to book a guided tour in Dutch or French, please consult the calendar in Dutch or French on our website: www.chouffe.com or contact us by e-mail at visite.brasserie@achouffe.be.
2. Once you have made a valid booking, you will be given a booking number and confirmation of your booking will be sent to you automatically by e-mail. When you pay for your booking (at least 14 calendar days before the date scheduled for the visit), you will also receive confirmation of payment by e-mail. Don't forget to take your confirmation number and/or confirmation e-mail with you on your mobile phone.
3. You must pay for your booking at least 14 calendar days before your visit. If the payment is not received 14 calendar days before the date of your visit, the reservation will automatically be considered as cancelled and you will receive a confirmation of cancellation. For organisational reasons, this cancellation will only be sent to you by email. Please keep an eye on your inbox / spam.
4. If you want to change your booking, please make the changes online. You can do this up to 14 calendar days before your visit, availability permitting. You must return to the online booking module. At the bottom of the screen, click on 'log in' and enter your password and user name. When you enter your reservation number, you will be taken to the reservation module, where you can make changes if availability permits. You can also change your booking via the link in the confirmation email. Please note that it is no longer possible to modify a booking once payment has been made.



5. Please note that you can only cancel your booking with a refund of the amount paid up to 14 calendar days before the planned date of the visit. Cancellations can only be made by contacting us directly by email at visite.brasserie@achouffe.be with 'CANCELLATION + booking number' in the subject line.
6. If you cancel your visit less than 14 calendar days before the scheduled visit date, the amounts paid will no longer be refunded. Likewise if only some visitors within a reservation are present the remainder of the tickets are not eligible for refund. However present visitors may still take the tickets of absentees to use the vouchers and take away the gift at the end of the tour. During the tasting beverages of absentees will not be served. Adults (in 16 y.o.) are entitled to a maximum 1 tasting ticket.
7. Please note that we reserve the right to cancel the visit (with a refund) in case of force majeure, insufficient participants, or any other unforeseen reason.
8. An invoice for the visit can only be issued for groups of 8 or more people, and a supplement of 5€ will be charged. If applicable, when registering, please check the option that you require an invoice and provide your billing information. The invoice will be sent to you no later than 45 days after your visit. Please note that if you did not check the box for requiring an invoice and/or did not provide the billing information, but selected the payment method with an invoice, you will not receive an invoice, nor will you recover the 5€.
9. The maximum number of participants per visit is fixed at 25. This number must be observed in all cases for organisational and safety reasons. This also applies to organised groups. For larger groups travelling by bus, please contact the office at visite.brasserie@achouffe.be. The group will then be split into two. The two groups will start the visit with a 15-minute difference. The maximum number of 25 people also applies to bus groups.
10. Serving alcoholic beverage to minors (under 16 years old) is prohibited. A non-alcoholic beverage will be served to the teenagers (12 – 15 years) and to any other visitor who don't want to drink alcohol.
11. For bus-organized excursions, the driver and the guide do not pay and therefore do not need to be registered online. In this case, there will be a maximum of 2 people. The guide and the driver will receive the small gift. To ensure the safety of everyone, the guide of the group will be served a max of 2 beers while the bus driver will only be served one non-alcoholic drink.



12. Children up to and including 11 years old visit the brewery for free. However, the number of children is limited to 5 per group of 25 paying people. Children aged 12 to 15 pay 8 €. Adults from 16 years old pay 16 €.
13. The purchase of ticket can be made either through the online platform during the booking process, or directly on-site (Chouffe Shop / Chouffe Chalet) in case of a last-minute booking. counter in case of a last-minute registration (subject to availability).

ORGANISATION

14. We kindly ask you to arrive 15 minutes before the visit scheduled time in order to proceed to the check-in. Visitors who arrive 15 minutes after the start of their booked visit, can still join the guided tour. After this time, unfortunately, you can only join the tasting, not the guided tour. If visitors are 45 minutes late, neither the tour nor the tasting will take place, as the guide will have left for the next tour.
15. People who are visibly under the influence of alcohol, drugs, other hallucinogens, or similar substances will be denied access, likewise any provocateur or anyone whose behavior doesn't comply with house rules and or is perceived by the guide as disruptive will be denied access to our activities. We reserve the right to make this decision in order to ensure the safety of other visitors as well as our staff.
16. Please, if possible, designate a responsible person within the group. This will give us a defined point of contact in case of any questions. It is also important to note that everyone must follow the guide's instructions, and group members must stay together throughout the visit for safety reasons.
17. Consumption of food or drinks others than those provided by us during the tasting is forbidden.
18. For safety reasons, every participant is required to wear a safety vest during the visit. This is especially important because the guided tours often take place during the working hours of the brewery staff.

