



General terms and conditions

Standard Conditions for visiting Bosteels Brewery

The general terms and conditions below apply to every visitor to Bosteels Brewery. We kindly ask you to read the terms and conditions below. This way we can avoid discussions.

By confirming and/or making a reservation you acknowledge that you have read these terms and conditions and accept them.

Reservations:

1. A brewery visit in Dutch is possible for a minimum of 10 people. If a group of 10 people has already been booked, you can join this group as an individual.

If you wish to make a French or English speaking tour, this is possible as from a minimum of 6 persons. If a group of 6 people has already been booked, you can join this group per individual. The first group to make a reservation determines the language of the tour: Dutch, French or English.

2. Reservations are made via our (partner) portal. After reservation and payment, you will automatically receive confirmation of your booking via the e-mail address provided. On arrival we will have the list of reservations. You identify yourself using the name used during the reservation. Think about the environment. Printed tickets are not necessary.

3. Reservations are final after payment. Your reservation must be paid via our online reservation system. You will automatically be directed to the payment procedure. Do you have a gift voucher? When booking, the code / codes can be entered.

4. If you wish to make changes to your reservation, please pass on these changes as soon as possible via visit@kwak.karmeliet.be. Possible extra costs will be charged.

5. Cancellations

A cancellation with refund is possible up to 14 calendar days before the date of your planned visit. The refunded amount will be reduced by €10,00 administration costs. Cancellation is only possible by contacting the coordinator of the visitor centre directly by email.

Note that if you cancel your reservation yourself via our portal, this action will not automatically result in a refund.

Please always contact us via: visit@kwak.karmeliet.be.

Cancellations can only be made by contacting the coordinator of the visitor centre directly by e-mail.



6. If you cancel your visit less than 14 calendar days before the booked visit date, the paid contributions will not be refunded.

In case of force majeure due to family circumstances, the visit can be postponed, in consultation.

Please notify us as soon as possible: visit@kwak.karmeliet.be

6.b If one or more persons of your party do not show up at the visit, they will not be reimbursed either in cash or in kind. We also apply a responsible alcohol policy. The consumptions of the absentees are therefore not passed on or given to third parties.

7. Invoices are not possible.

Your proof of payment can be found via the reservation portal.

8. Please respect the maximum number of registrations. For safety reasons, it is not possible for us to accept more than 40 registrations per group.

If you want to come with a larger group, please contact us at visit@kwak.karmeliet.be, and we will look for a tailor-made solution.

9. Due to organisational and safety reasons, it is not possible to plan a visit at other times than those proposed on the website. After all, we are visiting an active production environment.

We therefore ask you to respect the proposed hours of visit.

10. Bosteels Brewery reserves the right to cancel or postpone the brewery visit at any time.

Organisation:

1.a Arrive on time, not too late, nor extremely early.

We keep a tight schedule and try to avoid overlap with other groups.

It is also not possible to consume any extras before or after the visit.

Address: Kerkstraat 96; 9255 Buggenhout.

Please do not park on the brewery premises. Parking is available around the brewery.

If you arrive 15 minutes after the agreed time we can still be flexible. After this academic quarter it is possible that the guide will no longer be physically present. In the best case, a second guide will let you in and we can still offer you the consumptions.

Our guide will be present at the time of the visit. We work independently from the brewery. Please note: At times when the brewery is not in operation, we are difficult to reach.

2. The contact person mentioned through our portal is considered by us as the person responsible for the group. Please therefore indicate your presence by name upon arrival.



If it turns out that there are more people present than the number reserved, this need not necessarily be a problem. However, the extra amount will be charged immediately upon arrival at €15/person. (cash or by card)

ATTENTION! The maximum number of extra persons allowed is limited in function of the number of persons already present and the number of available guides. Bosteels Brewery reserves the right to refuse extra visitors.

3. A brewery visit lasts 120 minutes, including tasting time. Please take this into account. This way we can keep the timing comfortable for the (possible) next group.

4. An external guide/bus driver or professional third parties who do not benefit from the brewery visit and/or consumptions do not have to be counted. These people can wait in our tasting room. We will provide a free soft drink if desired.

5. Persons who are obviously under the influence - either of alcohol, narcotics or other hallucinogens or similar substances - will not be admitted in any case. Neither will rioters or persons who do not wish to obey the rules of the house be admitted. As this is related to safety, we reserve the right to make a sovereign decision without the possibility of recourse.

6.a The price of the tour includes 2 tastings.

Beer brewed carefully, to be consumed with care. We assume that our beers are consumed sensibly

In function of our operation it is not possible to buy extra consumptions. For this reason it is not allowed to bring your own drinks.

b. Nobody is obliged to consume alcohol. We have a small selection of soft drinks available. Persons under 16 years only non-alcoholic beverages are served. Persons between 16 and 18 years old can have one of our beers, provided they are accompanied by a parent or adult guardian.

7. Neither our brewery nor the visitor centre are open to the public, except for work-related visits, visits by invitation or private brewery visitors with a reservation. Giftpacks can be purchased after a brewery visit or during office hours at our reception desk.

8. Accessibility

a. Our brewery is located in a historical context. There are a lot of stairs throughout the brewery.

The visit is not suitable for wheelchair users or people with mobility problems. Please note that our degustation room is also located on the first floor!

b. The visit takes place in a production environment. Floors may be wet, a small chance of obstacles such as a hose or glass fragments exists. Please wear sturdy, closed but easy shoes.

For your own safety, and due to possible heavy traffic on the site, it is compulsory to wear a fluorescent jacket during production. These are provided by our brewery.



c. We are a food producing company. With the exception of guide dogs, pets are therefore strictly prohibited!

If you wish to visit with a guide dog, please report this in advance via: visit@kwak.karmeliet.be. We will be happy to adapt your visit accordingly!

d. There is a general smoking ban on our brewery. Both in the buildings and on the grounds. During the visit there is no possibility to smoke. Should a person nevertheless have an urgent need to do so, the guide will immediately stop the visit for the entire group.

Smoking is allowed before or after the guided tour and/or during the tasting session in the smoking area: on the pillar of the canopy. Cigarette butts must be deposited in the ashtray attached to the pillar.

e. For reasons of hygiene, it is not allowed to bring your own food or drink. No food or drink is allowed in the production area during the brewery tour. Please note that we are not able to provide snacks after the tour.

10. a. Taking photographs or filming is allowed, but these photographs/recordings may not be used for commercial purposes.

We reserve the right to refuse to take a photo if it appears that an explicit attempt is being made to record sensitive or non-recreational information.

b. For reasons of privacy, we ask that no employees be photographed without explicit prior permission. Neither recognisable nor unrecognisable.

It is possible that you, as a visitor, will be filmed or photographed. The brewery always reserves the right to use this material for publication.