

# GENERAL TERMS AND CONDITIONS

**All guided tours are carried out by official guides acting on behalf of the Regional Tourist Office of the Mullerthal Region – Luxembourg's Little Switzerland (ORT).** The ORT will handle all the administrative booking steps and will not assume any guarantee for contractual agreements between groups and tour guides.

**Languages:** German, French, English, Dutch, Luxembourgish.

**Extras:** An additional fee of 25 € will be added in the following cases:

- » In case of delay of the group of more than 10 minutes. The group should inform the guide immediately if it is late; his mobile number is written on the reservation form. If the guide has not been informed by the group of any delay after a 10-minute waiting period, he or she is entitled to leave the meeting point.
- » When a tour is extended.
- » For bus tours and hikes, if the tour starts and ends on different places.
- » For bus day tours or hikes that require the permanent presence of the guide. For full-day bus tours, the costs for the guide's lunch will be also added.
- » If the group size is exceeded.

**Payment:** The group pays by invoice until 14 days before the tour. The group can also pay cash to the guide. Guided tours that are booked on short notice (less than 14 days before the date) are to be paid cash to the guide. In that case, the group leader will get a receipt for the amount paid. If the group pays by invoice for guided visits to museums and castles, the group gets a voucher for the entrance fees.

**Cancellation of visits:** The cancellation is free of charge if it has been done at least seven days prior to the tour. Late cancellations (less than a week before the tour) entail an additional fee of

10 € for administrative costs. If the group does not show up without prior notice, the ORT will charge the full price of the tour.

**Maximum capacity:** The maximum number of persons is always stated and varies according to the type of visit. At least two adult supervisors are needed for children groups. Larger groups pay an extra charge of 25 € or will be spread over several guides.

Please wear appropriate footwear on guided **hikes** as trails mostly lead over natural ground with stone or wooden steps. The guide has the right to refuse participants who are in a critical state of health or who do not wear appropriate shoes. The guide can cancel a planned hiking tour if the weather does not allow the tour to be carried out without any risk.

On guided **bike tours**, each participant has to be in possession of an adequate bike. If groups need to rent bikes, the ORT may forward the request to Rent-a-bike Mëllerdall but is not liable for the delivery of bikes. Each participant is required to behave in accordance with traffic regulations. The guide may refuse participants who are in a critical state of health, whose driving experience is not sufficient for the selected tour or who do not have an adequate bike. You have to wear a helmet if you want to participate in our tours. You can also rent helmets at Rent-a-bike Mëllerdall.

**Everyone takes part at his own risk.** Neither the guide nor the ORT are liable for any material damage or personal injury happening before, during or after the visit.

## RESERVATION

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