

## 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). All administrative booking steps have to be done with the ORT which will not assume any guarantee for contractual agreements between groups and tour guides.

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

**If the group has a delay**, please inform the guide immediately; his mobile number is marked on the reservation sheet. If the visit starts with a delay of more than 10 minutes, the group will be charged 20 € extra. The guide waits for 10 minutes. If after this time he has no notice of a delay of the group, he has the right to leave.

**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 which case, the group leader will receive a receipt for the amount paid. If the group pays by invoice for guided visits to museums and castles, the group receives 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 seven days before the tour) entail an additional fee of 10 € for administrative costs. In case of non-appearance of the group without prior notice, the ORT will charge the full price of the tour.

**Maximum capacity:** The maximum number of participants varies according to the type of visit and is indicated for each visit. On children tours, at least two adult supervisors are necessary. Larger groups entail additional costs or the group will be split.

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 have appropriate footwear.

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 this 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 rent helmets for free at Rent-a-bike Mëllerdall.

If the presence of the guide is required the whole day during **day programs or bus tours**, the group will have to pay for the guide's lunch as well as the time needed for lunch.

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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