



## GUIDELINES FOR A SMOOTH VISIT TO LEUVEN AND CANCELLATION CONDITIONS

Pricing 2016 : a 2 hour guided tour costs 5 euro per participant, with a minimum of 75 euro in total. The rate for every extra hour is 37,50 euro per guide. The time starts at the given hour of appointment. Payment is done after reception of the invoice by bank transfer.

The tours 'Hapje-Stapje' and 'AuthentHip' are limited to 20 people. Any other tour is limited to 25 persons per guide.

When visiting the town hall, please keep the following in mind:

- Stay with your guide at all times.
- Please be as quiet as possible.
- Don't cross any barriers (ropes).
- Don't sit on the furniture.

Due to events, it's not always possible to visit all rooms of the town hall. To reach the gothic room, you'll need to climb 43 stairs and another 65 to the attic.

We charge one extra euro for a visit to the treasury room (normal price would be 4 euro). The person in charge of the group will pay this amount at the entrance of the treasury.

The extra fee for the tour 'Hapje-Stapje' is 6 euro per participant, to be paid in cash to the tour guide.

The tours can be subject to changes. Some buildings can be closed at unforeseen moments. In that case, the guide will take you on an alternative route.

Please inform us in advance of cancellations. No cancellation fee will be charged if cancelled up to 5 days before the tour. Later cancellations will be charged at 50 euros per guide. In case of less participants than booked, every foreseen guide will be charged.

You will recognise the tour guide at his 'Gids-Leuven-Plus' sign. Please be on time at the meeting point. Your guide will wait for you at the given spot. The guide will wait 30 minutes for you. In case of a no show, 50 euro will be charged per guide for the waiting time.

The tour ends at the given hour, even when you were late. If you still want to do the whole tour, an extra charge of 37,50 euro per hour started will be added to the invoice.

Leuven-Plus and Tourism Leuven are not responsible for any accidents during the tours. Every group has its own designated group leader.

When you want to visit Leuven by bus, the organiser is responsible for arranging a vehicle for his tour. We request a seat and microphone for the guide on the bus. The bus will leave after the right instructions of the guide.

If you have special requests or questions for the guide, please send an email in advance to [leuvenplus@gmail.com](mailto:leuvenplus@gmail.com). We will transfer the information to the guide.

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