

# ACHOUFFE BREWERY

## FAQ

Below you will find a list of frequently asked questions in connection with your visit.  
Please read these through carefully.



### **Why am I not able to make a booking?**

Perhaps you have too few registrations? Fewer than 4? In that case you will have to wait until another group is scheduled for the same time. As soon as you can see that there are still a maximum of 21 available places, you can add bookings in pairs. You can add bookings until 14 calendar days before the date. Or perhaps you clicked a date that has not yet been released for visits or a day on which the brewery is closed? Or is your chosen date already fully booked? Follow the key to the calendar closely to help you.

### **Why can't I book later in the year?**

You can book 4 months in advance.

### **How can I change my reservation?**

Return to the online reservations module. Click "log in" at the bottom of the screen and re-enter your username and password. By entering your reservation number you will access the booking module, where you can input the changes. You can also amend your reservation via the link in your confirmation e-mail. Be careful, after payment is effectuated, no changes can be added!

### **How can I change the number of visitors?**

Return to the online reservations module. Click "log in" at the bottom of the screen and re-enter your username and password. By entering your reservation number you will access the booking module. You can change the number of visitors yourself. You can also amend your reservation via the link in your confirmation e-mail. Be careful, after payment is effectuated, no changes can be added!

### **How can I cancel a visit?**

It is only possible to cancel by contacting the visits coordinator directly by mail at [visite.brasserie@achouffe.be](mailto:visite.brasserie@achouffe.be) and entering "CANCELLATION ACHOUFFE + booking number" in the subject line.



# ACHOUFFE BREWERY

## Can we have a meal at Auberge des Lutins?

On every tour we provide each visitor with drinks. Therefore, please do not bring any food or drinks with you, as these cannot be consumed on the premises.

## How can I pay?

You can only pay online via our website [www.chouffe.com/en](http://www.chouffe.com/en). Return to the online reservations module. Click "log in" at the bottom of the screen and re-enter your username and password. By entering your reservation number you will access the Ogone payment module. There, you can pay with bancontact or credit card. You can also pay online by clicking the link in your confirmation e-mail.

If you need more extra information about the Ogone online payment module, you can find it on the following webpage: <https://ingenico.be/epayments>.

## Can I pay by bank transfer?

We strongly advise you to pay your reservation online as the payment terms are more flexible and changes to your reservation are easy to make. If you do want to pay by bank transfer, payment should be effectuated 17 calendar days before the visiting date. Please note the following description: Achouffe/bookingnumber - visit date. The given amount should be transferred to the following account: BE65 2670 0858 2596 - BIC code GEBABEBB.

## I didn't have the opportunity to make a reservation in advance, can I still have a chance at visiting the brewery?

If you didn't make a reservation in advance and you do want to visit the brewery, you have two more options:

- Get to the CHOUFFE-Shop and inquire if there are availabilities in a reservation made by another group. If the total of 25 persons hasn't been reached, you can join the group and you pay 12€ at the CHOUFFE-Shop.
- You can apply for a DAY VISIT on one of the given schedules of the day visits. Please check the website to know the day visit schedules. The 25 first attendees, will be able to visit the brewery (see the general informations about the DAY VISIT on our website: [www.chouffe.com/en/visit/discover-the-brewery/](http://www.chouffe.com/en/visit/discover-the-brewery/)).

## Can I rent the Auberge des Lutins for events?

The Auberge des Lutins is only available for brewery visits. Catering and hire options do not therefore apply.

## What can I do if I have any questions?

If, after reading the General Terms and Conditions, the practical tips and the FAQ, you still have questions, please e-mail us at [visite.brasserie@achouffe.be](mailto:visite.brasserie@achouffe.be)