

# 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. 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.



