

GENERAL CONDITIONS

Brussels City Tours

Last update: October 2024

Pricing – Inclusions & Exclusions

The inclusions for each tour are clearly detailed in the description of each excursion. Unless otherwise specified, prices do not include meals, entrance fees, local taxes, or additional charges. Gratuities are not included and are entirely at your discretion.

High-quality audio devices will be provided on all tours with a minimum of 15 participants. An exception applies to children under the age of 8, who will not receive an audio device.

Special Requirements

At Brussels City Tours, we are committed to providing exceptional service to all our customers. To ensure we meet your needs, please notify us at the time of booking if you have any special requirements. For any medical conditions, we recommend consulting your doctor if you have concerns about your suitability to travel.

Mobility:

Please note that our tours involve a significant amount of walking. Participants are responsible for keeping pace with the group. The guide will not be able to wait for those who are unable to catch up. However, guests can stay in contact with the guide to agree on a meeting point or where to rejoin the group.

Language on Our Tours

We take your preferred language into account when organizing the tour. However, based on the languages chosen by other customers, your tour may be conducted in two languages.

Lost and Found

All personal belongings left on the coach or any vehicle are the responsibility of the owner. Brussels City Tours cannot be held liable for the loss or damage of such items.

Tour Information

We reserve the right to remove any individual from a tour if their behavior is considered disruptive or offensive to other passengers. In such instances, Brussels City Tours assumes no further liability.

Tours may be canceled in the event of low demand, and vehicle types may be adjusted to meet tour requirements. We also reserve the right to amend itineraries or destinations due to unforeseen circumstances, public holidays, or local events.

Seat assignment: Our seats are not numbered and cannot be pre-assigned.

Please note that all tours will depart as scheduled. If a passenger arrives late or fails to show up at the designated starting point or any subsequent stop during the tour, the tour will proceed as planned, and no liability will be accepted for missed participation.

Brussels City Tours accepts no responsibility for any loss, damage, delays, inconvenience, or any direct or consequential losses incurred.

Tour Descriptions

Our tour descriptions are indicative, and the order of places visited may change. Additionally, we are not responsible for any closures of places of interest due to restoration or local events without prior notification.

Cancellation & Refund Policy

We offer a flexible cancellation policy that allows clients to cancel their booking up to 24 hours before the tour starts, with a full refund provided. However, if you arrive late at the meeting point, either at the start or during the excursion, no refund will be granted.

