



# GUIDED TOURS

## GENERAL TERMS AND CONDITIONS & PRICES 2024

Visit Éislek





# General Terms and Conditions 2024

## Prices & Group Sizes

Duration	Customer price
1 h	<b>80 €</b>
1 ½	<b>95 €</b>
2 h	<b>110 €</b>
3 h	<b>145 €</b>
4 h	<b>180 €</b>
5 h	<b>210 €</b>
6 h	<b>245 €</b>
7 h	<b>275 €</b>
8 h	<b>310 €</b>
9 h	<b>345 €</b>

### Additional charge 30€

- More than 15 minutes delay of the group
- Extension of a tour
- "One-Way" for hikes and bus tours
- Lunch/accompanying a group
- "No Show" of the group
- If the maximum group size per tour guide is exceeded, without prior notice

### Group size

- Group up to 20 persons: Normal rate
- Group from 21 to 25 persons: Additional charge of 30€
- Group over 25 persons: 2 guides needed

### Group size exceptions

- Bus tours: Maximum 50 pax in the bus. When getting off the bus, the group will be divided among several guides.

### Guided hikes & mountain bike tours

- Group of up to 15 people: Normal rate
- Over 15 pax, second guide required

### Cancellation

- Cancellation free of charge up to 7 days before the date of the tour at the latest
- Cancellation 6 - 1 working day(s) prior to the date of the tour will be charged €30 administration fee
- Less than one working day before the date of the tour or no-show of the group, the full rate will be charged

## Practical information 2024

All guided tours are conducted by official guides on behalf of the Regional Tourism Board Éislek (ORT). The ORT takes care of all booking procedures and is not liable for any side agreements between the group and the guide.

Each person taking part in a guided tour or hiking tour does so at his or her own risk. Neither the tour guide nor the ORT is liable for any bodily injury or property damage before, during or after the tour.

### Languages

The guided tours are offered in different languages:

- Luxembourgish
- German
- French
- English
- Dutch (is not possible for all tours)

### Individual requests

- At least 7 working days before the desired date of the guided tour, the request must be sent to the ORT by e-mail ([tours@visit-eislek.lu](mailto:tours@visit-eislek.lu)).

### Payment for Individual Requests

- Payment will be made up to 10 working days after the date of the tour to the bank account indicated on the confirmation.

### Delay

- In case of cancellation of less than one working day or a group delay, please inform the tour guide immediately and, as soon as possible, the ORT. The tour guide's mobile phone number is noted on the booking confirmation.
- In case of an announced/unannounced delay, the tour guide is obliged to wait for the group for 15 minutes. After 15 minutes of waiting, the tour guide has the right to leave the meeting point. The customer will be charged the full price.
- If the tour takes place despite a delay, the tour guide reserves the right to shorten the duration of the tour so that it corresponds to the originally agreed duration and price. If the originally agreed duration is exceeded, the price of the tour will be increased by an additional hour (30 €). The ORT must be informed as soon as possible.

## Hiking Tours

- Please provide sturdy shoes as the paths are natural
- Provide drinks and clothing suitable for the weather.
- Dogs may accompany hiking tours if they are kept on a leash.

The tour guide reserves the right to refuse participation in hikes to persons who are in a critical state of health or who do not have sturdy footwear.

The Regional Tourism Board has the right to cancel a planned tour if the weather conditions do not allow the tour to be undertaken without risk.

## Mountain bike tours

- Each participant must be in possession of a roadworthy mountain bike.
- Wearing a helmet is compulsory for participation in the mountain bike tours.
- Provide drinks & clothing suitable for the weather.
- If rental bikes are needed, the request can be forwarded by the ORT to a regional rental agency.
- However, the ORT assumes no liability for the organisation and provision of rental bikes.
- Every participant is obliged to behave in accordance with the StVO.

It is the responsibility of the tour guide to refuse participation in the tour to participants who are in a critical state of health, whose riding experience is insufficient for the chosen tour or whose bike has significant defects.

The Regional Tourism Board has the right to cancel a planned tour if the weather conditions do not allow the tour to be undertaken without risk.

## Children

- Children under 16 years of age may only participate if accompanied by an adult.

*Pricing and possible changes are the responsibility of the Regional Tourism Board Éislek a.s.b.l.  
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