

TERMS AND CONDITIONS

Reservation conditions - Visit and restaurant reservations

Provisional bookings should be made as early as possible, by telephone or in writing with approximate numbers.

Bookings will be considered firm once a deposit of 30% of the total price and a copy of the booking form signed by the client have been returned to the Mining History Centre, before the cut-off date specified on the booking form. If you do not return your booking form before the cut-off date your provisional booking will be cancelled automatically.

Exact numbers must be confirmed 10 days before the visit or meal. Failing this, if numbers have fallen the group will be invoiced based on the numbers initially booked.

One set menu must be chosen for the whole group (same starter, same main course and accompaniment, same dessert) and notified to the Mining History Centre 15 days in advance. If we do not receive your choice, we will set the menu.

Should you wish to make a change to the menu, please inform the reservations department, which will make the change with the restaurant's agreement.

Coach drivers' meals are provided free of charge on presentation of the itinerary (so long as a seat is available in the restaurant) and consist of either the day's special, a drink, dessert and coffee for groups not dining in the restaurant, or the menu selected by the group for groups dining in the restaurant.

Late bookings

If you reserve less than 15 days before the start of the service to be provided, full payment will be required at the time of booking.

Leaders are admitted free of charge as follows:

- school groups: 1 per group of 10 paying students. Groups of less than 20 students: no free places.
- adult groups: 1 per group of 30 paying visitors.

Group rates apply to the entire group (minimum 20 people) where a group booking has been made with the centre. In all other cases, individual prices apply.

Bookings and changes can be made by contacting the reservations department:

Tel: + 33 (0)3 27 95 82 96 Monday to Friday, 8.30am to 5pm

Email: reservations@chm-lewarde.com

Cancellation and modification conditions

Your deposit will be retained if you cancel your booking (visit and/or restaurant) within 10 days of the date booked.

Restaurant booking cancellations:

If you cancel your booking between 2 and 14 days before the date of the meal, we will be obliged to retain 50% of the value of the booking.

If you cancel less than 48 hours before the date of the meal, 100% of the value of the booking will be retained.

Late arrival

If the group arrives more than 15 minutes late, the centre will be unable to provide the complete visit. The visit will be shortened to finish at the time originally planned. However, subject to the availability of guides, you may wish to opt for a complete visit, for which a late arrival charge of €10 per half hour and per group will be invoiced.

Payment conditions - Visit and restaurant reservations

The group leader will be required to pay for the visit at the ticket office and the meal at the restaurant. (Please organise two separate payments.)

Deferred payment is only possible with prior agreement, on presentation of a voucher or order form

Specific information

Times given are visit start times: groups should plan to arrive on site 10 to 15 minutes in advance.

By signing the booking form, you accept the Mining History Centre's terms and conditions of sale.

The Mining History Centre reserves the absolute right to cancel in case of force majeure (cases of force majeure: failure of electricity or gas supply, fire, water damage, supply issue, demonstration, riot or strike of any kind). In such cases, deposits will be refunded in full.