

TERMS AND CONDITIONS GROUPS 2024

Centre
Historique
MINIER



RESERVATION

An option is made as soon as possible with the reservations department, by email or by telephone, based on the maximum number of participants expected (approximate). The reservation option is retained until the deadline indicated on the contract.

CONFIRMATION

The reservation becomes firm and the services are validated when the reservations department receives a signed copy of the contract and the payment of a 30% deposit before the indicated deadline. Otherwise, the reservation option is automatically canceled; the reserved visit slots (and any covers) will be released, without any recourse.

- For communities and tourism professionals: purchase orders/commitment forms/administrative mandates/exchange vouchers/vouchers serve as a deposit.
- For school groups: school group leaders are reminded that it is not possible for the Mining Historical Center to change the theme of the guided tour on the day of the visit.

CONSTITUTION OF VISIT GROUPS

For the management and comfort of the visit, the Mining History Center constitutes subgroups whose final number is only established on the day of the visit, depending on the actual number of participants.

MINI-GROUPS

Mini-groups (15 to 19 people) benefit from the group rate provided they have reserved their visit with the reservations department. For "mini-group" visits, the Mining Historical Centre supplements the staff with individual visitors on the day of the visit. If the mini-group does not wish to include other visitors, it can pay the group supplement -20 people. Visits for "mini-groups" are only possible during opening hours of the ticket office for individuals.

RESPONSIBILITY

Children are placed under the full responsibility of their chaperones. The presence of cultural mediators does not exempt the guides from their authority. In the event of disrespectful behavior towards visitors, staff and premises, the Mining History Centre reserves the right to interrupt services and exclude all or part of the group.

ARRIVAL TIME AND DELAY

It is imperative to arrive at the ticket office 15 minutes before the start time of the accompanied services indicated on the contract.

In the event of a delay, the Mining History Centre will shorten the duration of the cultural services equivalent to the delay. Not all services can be provided and the end of visit time will remain unchanged.

Subject to the agreement of the Mining History Centre ; possibility of retaining one or more of the services in full, upon payment of a supplement of €10 per half-hour of service and per sub-group of visit.

RESTAURANT

The expected number of guests must be communicated to the reservations department 15 days before the date of the meal. It will be retained as the minimum billing basis, even if, on the day of the services, the number of guests is lower. Conversely, if the number of guests is greater, the restaurant will endeavor to accommodate the additional guests in the best conditions, without guaranteeing the availability of additional place settings and the selected menu; invoicing will then be based on the actual number of meals served.

Any change in staff must be sent by email to the reservations department.

Group menu pricing is applicable from 15 people for catering. Any reduction in staff results in a minimum billing of 15 guests. Likewise for evenings, possible from 30 people, any group less than this number will be invoiced on the basis of 30 seats. The composition of the menu must be identical for the entire group (same starter, same main course, same dessert and same drinks option for each guest) and must reach the reservations department 15 days before the date of the meal. Failing this, it will be chosen by us.

PICNIC AREAS

The Mining Historical Center provides picnic areas free of charge, including a covered and heated area with around fifty seats. For obvious safety reasons, the maximum capacity of this covered space must be scrupulously respected. These spaces are freely accessible, without reservation.

PRICING CONDITIONS

The prices attached to these general conditions of sale are expressed all taxes included (TTC) and are calculated on the basis of the VAT rates in force.

FREE OF CHARGE

The coach driver(s) benefit from a free visit, a hot drink or a soft drink and a meal, upon presentation of the itinerary.

Adult groups/higher education students/"accessibility"

Visit: 1 free entry for 30 paid entries

Catering: no free

School groups/leisure centers

Visit: 1 free "companion" entry for 10 paying "student" entries (from 20 paying students)

- For nursery school children (3-5 years old): free for 8 instead of free for 10

- Additional chaperones: 3 chaperones at the school rate then the other chaperones at the current adult group rate

Catering: no free

- All adults supervising the group, including teachers, are considered "accompanists"

CANCELLATION

In the event of cancellation 15 days or more before the date of the services, no penalty will be withheld and the deposit will be returned.

In the event of cancellation between 14 and 3 days before the date of the services, the 30% deposit paid will be retained.

In the event of cancellation 48 hours before the date of the services, 100% of the price including tax will be required.

Special provisions: the Mining History Centre reserves the right to cancel in the event of force majeure (power outage, gas outage, fire,

water damage, supply difficulties, demonstrations, riots, strikes, pandemic). In this case, the deposit will be returned.

The cancellation conditions also apply in the event of one or more cases of COVID 19 declared among participants.

In the event of cancellation of a visit by the group, it is obligatory to inform the reservations department 72 hours before the visit by e-mail to the following address: reservations@chm-lewarde.com

Any withdrawal, without prior information by e-mail 72 hours before the visit (and excluding cases of force majeure: bad weather, accident, etc.), will result in invoicing for the visit and/or meal on the basis of the number communicated at the time. of the reservation.

PAYMENT AND BILLING

The balance must be paid on site or deferred (upon receipt of an invoice sent after the group has visited). The method of payment must be communicated in advance to the reservations department via the contract.

SHIPPING FEES

Price 6€

Exemption from postage for at least 30 tickets purchased

Free in case of direct collection at the Mining History Centre