



# FAQ

## Visit

Below you will find a list of frequently asked questions in connection with your reservation. Please read these through carefully.

### *Why am I not able to make a booking?*

Perhaps you have too few registrations? Fewer than 15? 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 **20** 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 cancel a visit?*

It is only possible to cancel by contacting the visits coordinator directly by mail at [brouwerijbezoek@liefmans.be](mailto:brouwerijbezoek@liefmans.be) and entering "CANCELLATION LIEFMANS + [reservation number]" in the subject line.

### *Can we have a meal in the Liefmans Brewery?*

On every tour we provide each visitor with 2 drinks. Please do not bring any food or drinks with you, as these cannot be consumed on the premises.

If you wish to order some catering, in combination with a brewery visit, you can contact our partner Coeur d'Artichaut who is in charge of the rental possibilities of the Feestzaal Liefmans location within the brewery.

Coeur d'Artichaut  
[www.artichaut.be](http://www.artichaut.be)  
0473/70 44 08  
[catering@artichaut.be](mailto:catering@artichaut.be)

If you made a reservation with Coeur d'Artichaut for catering and you wish to combine this with a brewery visit, the brewery visit will be arranged by Coeur d'Artichaut. You don't have to make a separated reservation for this purpose. The coordinator of the brewery visits and your contact at Coeur d'Artichaut will arrange everything and you will receive only one invoice for catering as well as for your brewery visit.



### *How can I pay?*

You can only pay online via our website [www.liefmans.be](http://www.liefmans.be). After you booked a visit you will be redirected towards the Ogone payment module. There, you can pay with bancontact or credit card or bank transfer. You can also pay online by clicking the link in your confirmation e-mail.

### *What guidelines do I follow to pay by banktransfer?*

You want to pay by bank transfer, please use following accountnumber BE61 016 6065 1417 with BIC code GEBABEBB.

In the description you mention clearly: "Liefmans - reservation number".

You must enter the payment by bank transfer not later than 17 days before your visit date. The reservation will be cancelled if the payment does not reach us in time.

### *Extra information concerning the Ogone online payment module.*

Extra information can be found on <http://www.mijnkaart.be/>

### *Can I rent a space within the Liefmans brewery for events?*

The reception pub is only available for brewery visits and tasting packages. Catering and hire options are possible in the Feestzaal Liefmans. Exploitation of the Feestzaal Liefmans is in hands of our partner Coeur d'Artichaut.

For seminars, press conferences, weddings or other events, please contact Coeur d'Artichaut who will undoubtedly offer you a delicious proposal of opportunities within the walls of the brewery.

[www.artichaut.be](http://www.artichaut.be)

0473/70 44 08

[catering@artichaut.be](mailto:catering@artichaut.be)

### *What can I do if I have any questions?*

If, after reading the General Terms and Conditions, the practical tips and the FAQ, you still have questions, please e-mail us at [brouwerijbezoek@liefmans.be](mailto:brouwerijbezoek@liefmans.be)