

Conditions of sale

"Historical tour in a vintage vehicle"

1. PROCEDURES AND CONDITIONS FOR BOOKING A TOUR

1.1 General information

The Bastogne War Museum works on a subcontracting basis with owners of vintage vehicles organized in the form of private companies or NPOs. Each tour is subject to the availability of the driver-guides and their vehicles.

1.2 Prices

The price is fixed at €310 including Tax. An historic tour in a vintage vehicle traditionally lasts 2h00, but at the customer's request it can be extended for a higher fee, which will be decided on an individual basis.

In the event that the client books a tour in vintage vehicles for more than 20 people, the price per vehicle no longer applies. In this case, the rate per visitor is applied. This last is €50 excl. Tax per person.

1.3. Reservations

The Bastogne War Museum only accepts bookings made in advance via the museum's website. The customer must reserve at least 10 working days before the date of the tour (From Monday to Friday, excluding public holidays).

The reservation will be confirmed by the online payment. If the booking has been successful, the customer will receive confirmation in the form of tickets with a QR code, sent by email from the Bastogne War Museum's online ticketing system. On the day of the tour, the customer must present their ticket at the Welcome Desk of the Bastogne War Museum 15 minutes before the start of the activity. Any customer who has not received the ticket confirming their booking at least two working days (Monday to Friday, excluding public holidays) before their tour must contact the Bastogne War Museum's booking service on 061/210.220.

2. GROUPS SMALLER OR LARGER THAN ANTICIPATED

For logistical and safety reasons, the actual number of people on site will not lead to a change in the vehicle agreed at the time of booking.

In the case of a smaller group than expected, the vehicle previously defined will remain the same.

If the group is larger than expected, the driver-guide will not accept more people than the capacity of his vehicle allows, for obvious safety reasons. For the agreed amount of money, the driver-guide will not organize a second tour for the people left behind.

In the event of participation by persons with reduced mobility (PRM) and/or the elderly, the

customer must inform the Bastogne War Museum at the time of booking.

3. CANCELLATION AND MODIFICATION

3.1. Cancellations must be sent to the Bastogne War Museum by email to info@bastognewarmuseum.be at least 5 administrative working days (Monday to Friday, excluding public holidays) before the tour date.

3.2 Tour modification Modification of a tour (date, time and number of people) must be received by the Bastogne War Museum at least 5 working days (Monday to Friday, excluding public holidays) before the actual date of the tour. The Bastogne War Museum cannot guarantee that the change request will be fully implemented but undertakes to make all possible modifications.

3.3. Delay In the event of a delay on the day of the tour, the customer must notify the museum via phone (061 210 220). The Bastogne War Museum will not be held responsible for any delay on the part of the customer. Customers therefore undertake to be punctual. Should this not be the case, the Bastogne War Museum reserves the right to serve the next customer and is not obliged to reimburse the late customer.

3.4. Vehicle condition It is possible that a tour may have to be canceled on the same day due to mechanical problems caused by the advanced age of vintage vehicles. In this case, the booking department will take all necessary steps to inform the customer. A postponement of the tour to a later date will be agreed with the customer.

4. PAYMENT TERMS

Tickets for the tour in a historical vehicle can only be purchased online via the Bastogne War Museum's website. The customer pays the agreed amount before the tour. On the day of the tour, the customer must present proof of payment at the cash desk. With advance payments, no refunds will be made. The specified number of customers (adults and children) cannot be changed less than 5 working days (Monday to Friday, excluding public holidays) before the actual date of the tour. No refunds will be made for lower numbers. No additional vehicles or driver-guides will be provided for larger numbers. Payment constitutes acceptance of the terms and conditions set out in this document.

5. INSURANCE

By paying for and participating in this activity, each person accepts de facto a declaration of waiver of recourse in favor of the following parties: "Tempora sa", "Bastogne War Museum", the NPO "Ardennes-White Star - US Army" and the company "Ets A. Colla Construction Métallique sarl - Produit Battle of the Bulge - Balade US".

The customer (as well as those in his or her charge) is and remains solely responsible for his or her actions during the entire activity. In the event of a claim during a tour (whether in respect of vehicles and/or persons and/or driverguides), a form must be completed by both parties and the details of

the customer's insurance company must be requested, together with a copy of the customer's identity card.

6. OBLIGATIONS & RESPONSIBILITIES OF CUSTOMERS

During the tour in a period vehicle and during stops at places of remembrance from the Battle of the Bulge, customers agree to adopt a respectful attitude towards these historic sites. The customer will behave as a "prudent and reasonable person" during the tour and will hold the other members of the group responsible for the condition of the vehicle, both inside and out, and for complying with safety measures during journeys and stops.