



## General Terms and Conditions of Sale (valid for activities from 1 January 2026)

### Recitals:

The Luxembourg City Tourist Office a.s.b.l. (hereinafter LCTO) as the organiser of guided (city) tours and manager of the Bock Casemates as well as the Petrusse Casemates offers the following products and services:

- entrance tickets for the Bock and Petrusse Casemates for individual visitors,
- tickets for scheduled guided tours for individual visitors,
- guided tours with personal guides for individuals or groups.

Individual tickets are available in the LCTO points of sale as part of the available allocations:

- Luxembourg City Tourist Office, Place Guillaume II, L-1648 Luxembourg,
- Bock Casemates, Montée de Clausen, L-1343 Luxembourg,
- Petrusse Casemates, Place de la Constitution, L-2450 Luxembourg

and also in the web-shop under [www.luxembourg-city.com](http://www.luxembourg-city.com).

Quotes for guided (city) tours with a personal guide can be inquired at the "Guided Tours" office (E-mail: [guides@lcto.lu](mailto:guides@lcto.lu)) and via the contact form at <https://www.luxembourg-city.com/en/tours-activities/tours>. Advice is available via the hotline under +352 22 28 09-79.

The following terms and conditions govern the booking, participation, payment and cancellation conditions for the various activities and sales channels. They define the warranties and liability. Services in which partners are involved (Court of Justice of the European Union, Luxembourg Stadium, Grand Ducal Palace) may be subject to deviating agreements.

**Information for travel companies, other institutions or enterprises:** The Luxembourg City Tourist Office does not accept terms and conditions from third parties if their reservation, participation, payment or cancellation conditions deviate from those below. Third parties' terms and conditions sent to the LCTO in connection with a reservation are not taken into account and not acknowledged as being valid insofar as the LCTO does not expressly confirm this in writing.

### **1. Sale of tickets (entrance to the Casemates and tickets for scheduled guided tours for individual visitors)**

#### **1.1 Reservation and participation conditions: choice of ticket, minimum age and number of participants**

Any customer entitled to do so by law who possesses the permitted electronic means of payment and – for a purchase in the web-shop – possesses a valid e-mail address and states his contact data may conclude a purchase. In the web-shop, the customer is responsible for choosing the correct tickets for himself and the people with him, that is to say the date, the time, the language and the categories of tickets must be checked precisely before buying them. Discounted tickets can only be used together with a document which entitles the bearer to the discount (e.g. a student's card).

Reservations are only accepted within the framework of the available allocations. Apart from a few exceptions, tours are limited to 20 people per group. Participants under 16 years of age must be accompanied by an adult on a guided tour or a visit to the Casemates. Guided tours of the Bock or the Petrusse Casemates may only be done by the official tourist guides of the City of Luxembourg, who have been given a specific training by the LCTO. Groups buying tickets from the LCTO are requested not to bring their own tourist guides with them but to book their guide with the LCTO (see 2. "Guided tours with personal guides").

The participants must arrive at the meeting point no later than 10 minutes before the start of the activity. The meeting point is stated on the ticket. In the event of a delay, the claim to participation in the tour or the visit to the Casemates is forfeited and the tickets cannot be transferred to a later service.

### **1.2 Payment terms: only electronic payment possible**

The points of sale and the web-shop exclusively take electronic means of payment. Payments in the web-shop can only be made with VISA or MASTERCARD credit cards. The prices stated on the website are in Euros, including all the taxes and fees due in Luxembourg (Luxembourg value added tax and possibly others).

### **1.3 Cancellation terms: no claim to return, exchange or re-booking**

Tickets acquired at the point of sale and in the web-shop for fixed-time activities cannot be reimbursed or exchanged against other appointments or products/services with reference to Article L.222-9(7) of the Luxembourg Consumer Protection Act. Customers are therefore asked to check precisely whether the date, time, number of tickets chosen and the ticket categories match their intention before concluding the purchase. The tickets received are to be checked immediately after receipt and the LCTO must be contacted as quickly as possible if there are mistakes.

Tickets not used by the date stated on them become invalid. Tickets are not replaced if they are lost or stolen. The LCTO does not reimburse a customer who is not able to attend the booked activity for unforeseen reasons.

## **2. Tours with personal guides for individuals or groups**

### **2.1 Reservation and participation conditions: reservation modalities and maximum group sizes**

Any customer entitled to do so by law and in possession of a valid e-mail address can make a reservation. Reservation inquiries are accepted by e-mail to [guides@lcto.lu](mailto:guides@lcto.lu) or via the contact form on <https://www.luxembourg-city.com/en/tours-activities/tours>. The LCTO checks each inquiry for availability of a guide. If this availability is guaranteed and the reservation can be concluded in advance, reservations can also be processed at short notice up to one working day before the scheduled guided tour. Conclusion of a reservation implies receipt of a proof of payment by no later than 4 p.m. on the working day prior to the guided tour. For guided tours in certain buildings (Court of Justice of the European Union or Luxembourg Stadium), earlier reservation periods and specific terms and conditions apply. Such inquiries are examined relative to the individual case.

The Luxembourg City Tourist Office needs complete contact data for each customer. Documents (quotation, invoice) are dispatched by e-mail.

The following terms and conditions also apply:

- Entrance tickets are not included in the price for the tour guide
  - For guided tours in the Bock or Petrusse Casemates, each member of a group must possess his own entrance ticket. They are charged to the customer either together with the tour guide and have then been firmly reserved for the group, or the customer must

buy the tickets in advance in the LCTO web-shop and ensure that there are enough tickets available for the group. For security reasons, the number of visitors in the Casemates has been limited and tickets can only be issued within the framework of the available allocations. There is no possibility of buying missing tickets on site if the allocations have already been used up.

- Group size
  - For guided tours by bus: 1 tour guide per bus, regardless of the capacity of the bus; the explanations are given exclusively in the bus via the on-board microphone; for requested photo stops (vantage points etc.), the tour guide takes a break or limits himself to accompanying the group from the bus to the vantage point.
  - For guided tours on foot: no more than 20 guests per guide, insofar as no local restrictions limiting the size of the group exist. From 21 participants upwards, the group is split up to two or more tour guides (holiday guides or people responsible for the group are not counted, but the LCTO must be informed about their participation).
  - Exceptions: school classes are not split up. Groups bringing their own audio system with them can have up to a maximum of 25 participants. If local limitations apply, the size of the group can be adjusted downwards.
  - If the admissible or agreed group sizes per tour guide are exceeded by the customer, the LCTO or its tour guides reserve the right to reject participants without the customer having a right to indemnification.
- Service times
  - The reservation of one or more tour guide(s) applies exclusively to the timeframe booked. A subsequent change of the timeframe at short notice is only possible up to one day before the scheduled guided tour for a surcharge. No changes are possible on the day of the guided tour.
  - The guided tours start during the opening hours of the Luxembourg City Tourist Office (Monday to Saturday 9 to 18 hrs, Sunday 11 to 16 hrs, exceptions: 25 December, 1 January). If a guided tour starts outside these opening hours by express request of a customer, the telephone numbers of all the people involved are shared on site, so that the customer and the tour guide can contact one another in the event of unforeseen incidents (e.g. delays). In such a case, an additional fee is due for payment. Both partners also agree to delete the data of the other party without delay after the service, no later than the following day. The customer is expressly informed that no replacement can be provided in the event of unforeseen absence of the tour guide (e.g. illness) outside the opening hours of the LCTO and that the amount for the tour guide will be completely reimbursed to the customer. If a number of tour guides are involved due to the size of the group and only one of them is missing, the guests will be split up into larger groups as an exception.
- Starting point
  - As a rule, the guided tours start either at the Luxembourg City Tourist Office (Place Guillaume II, L-1648 Luxembourg) or – for certain thematic guided tours – at an official starting point or a spot on the thematic tour. Guided tours on buses start at the coach stop (Boulevard de la Pétrusse). If the bus stop is not available due to road work or road blocks, the LCTO offers the customers an alternative.
  - An additional fee is due for personalised starting points at the customer's request.
- Validity of the quotations, dispatch of invoices and subsequent changes to the commission
  - Quotations are valid up to and including the 10th working day before the date of the scheduled guided tour and can be confirmed by the customer up to this day. If the customer comes back to the quotation less than 10 days before or makes his application for a reservation less than 10 days in advance, a processing fee for short-term bookings becomes due for payment.
  - Customers are nevertheless expressly asked only to confirm a quotation when they no longer wish to change the date, time, duration, subject, number of participants and – for visits to the Casemates – the number and category of the entrance tickets. The invoice is automatically dispatched to the customer after receipt of the written confirmation of the

last quotation dispatched. A processing fee becomes due for all subsequent changes, which have to be identified on the invoice.

- Customer's delay on the day of the guided tour
  - The LCTO is to be informed without delay in the event of a delay. If there is no contact within the first 15 minutes after the scheduled start of the guided tour and if the customer cannot be reached in this time for queries by the LCTO, the tour guides leave the meeting point and the claim to a guided tour is forfeited.
  - With delays notified to the LCTO within the first 15 minutes after the scheduled starting time, the tour guide can wait for the group if the customer wishes. The delay in such a case is then deducted from the time scheduled for the guided tour.
  - If the guided tour of the City of Luxembourg is part of a supraregional programme in which the arrival in Luxembourg is dependent on factors such as the traffic situation, we advise that you book the tour guide for an extended timeframe, in order to rule out the risk of a shorter tour. However, it is then also necessary to inform the LCTO about the delay within the first 15 minutes after the scheduled starting time (see quotation with details of the tour).

## **2.2 Payment terms: advance payment with transfer or electronic payment in the customer's account**

Payments can be made to the account of the Luxembourg City Tourist Office by bank transfer (BIC/SWIFT: BCEELULL, IBAN: LU13 0019 1100 2160 4000) or online with a credit card (VISA or MASTERCARD) via a link which the "Guided Tours" office can provide.

The proof of payment must be rendered by 4 p.m. on a working day prior to the guided tour. If this period is not complied with, the guided tour will be cancelled. When buying, the customer accepts that further fees will be due to the extent that quotations already confirmed are changed again by his request. Likewise, a surcharge will be demanded for short-term reservations received by the LCTO 10 working days or less before a requested guided tour.

## **2.3 Cancellation terms: complete repayment only if the cancellation is in good time**

A complete or partial cancellation of a guided (city) tour programme with one or more tour guide(s) is only possible for organisational reasons up to 3 working days before the guided (city) tour during the opening hours of the "Guided Tours" office (Monday to Friday from 9.00 to 18.00 hrs Central European Time). The "Guided Tours" office is closed on the following public holidays in Luxembourg: 1 January, Easter Monday, 1 May, 9 May, Ascension Day, Whit Monday, 23 June, 15 August, 1 November, 25 and 26 December.

In the event of a punctual cancellation, the amounts already paid will be completely reimbursed. If the cancellation is not in good time, no reimbursements are possible and amounts already paid cannot be offset against future services.

## **3. General information**

The above general terms and conditions regulate the relationship between the LCTO and the customer and are binding for the parties. However, some of the terms and conditions defined herein can be suspended for an indefinite period as a result of cogent decisions by the government or the local boroughs.

### **3.1 Possible changes to the terms and conditions**

For reasons beyond the control of the LCTO, the conditions of participation in guided tours and visits to the Petrusse or Bock Casemates may be adapted. This may be connected with public measures to combat pandemics, a state of emergency or cases of force majeure. To protect all those involved, the LCTO strictly complies with the instructions given by the Luxembourg government and the city administration. If the

conditions of participation temporarily deviate from the terms and conditions above, the LCTO shall inform the customers about this or publish a corresponding reference on its website. If customers or groups of customers are affected by changes which only occur after their booking, the LCTO will get in touch with the customers without delay in order to inform them about the changes to the participation conditions. In such a case, the customer has the right to terminate the contract free of charge.

### **3.2 General safety instructions**

The safety instructions for guided tours organised by the LCTO can be seen:

- at an online purchase of entrance tickets,
- at <https://www.luxembourg-city.com/de/practical-information>,
- on site before the start of the visit,
- by a simple inquiry to the LCTO staff when buying tickets in the tourist welcoming office or by e-mail: [touristinfo@lcto.lu](mailto:touristinfo@lcto.lu).

Each participant undertakes to strict compliance with these instructions during the entire term of the guided tour. Any breach can lead to an interruption of the visit or the guided tour without demanding reimbursement or indemnification being possible.

In the event of a breach of these duties by the customer, the latter knows and accepts that he is acting under his own responsibility and at his own risk. He bears the consequences and assumes responsibility. The LCTO is under no circumstances liable for personal and/or property damage suffered by a customer breaching the safety rules and instructions prescribed by the LCTO. Further, the LCTO is under no circumstances liable for personal and/or property damage which a customer causes to a third party or an object. Further, reference is made to the fact that suitcases, large bags, backpacks or other bulky objects may not be left at the starting point of the guided tour or in the Luxembourg City Tourist Office.

By buying a ticket at the LCTO, the customer declares that he has taken note of the safety instructions above, accepts them and will strictly obey the safety instructions of the tour guide and the staff on site.

### **3.3 Explanations on guarantees and liability**

#### **3.3.1 Cancellation of or change to a guided tour or a visit to the Casemates by the LCTO**

If a guided tour or a visit to the Casemates is cancelled by the LCTO or if temporary changes to the participation conditions as described in point 3.a become necessary, the customer shall be informed without delay by e-mail, telephone or post. In such a case, the LCTO shall state how the reimbursement or the exchange, as the case may be, will take place.

If a guided tour or a visit to the Casemates is cancelled, only the price of the ticket/the tour guide will be reimbursed. Reimbursement of further costs has been ruled out. The customer has no claim to damages.

#### **3.3.2 Theft, loss and damage**

The LCTO rejects any liability in the event of theft and/or loss of objects which a customer suffers during a guided tour or a visit to the Casemates.

Over and above this, the LCTO is not liable for damage to the customer's clothing or shoes during a visit or a guided tour.

The LCTO recommends that customers wear weatherproof clothing and sturdy shoes for guided tours and visits to the Casemates.

### **3.3.2 Data protection**

The customer agrees to collection and processing of his data and is informed that he can make use of his right to revocation or deletion at any time.

### **3.3.3 Valid law and place of jurisdiction**

The present terms and conditions of sale are governed by Luxembourg law. All disputes shall be subject to the competence of Luxembourg courts.

If the existing French-language version deviates from the German and the English version, the French-language version shall be decisive.