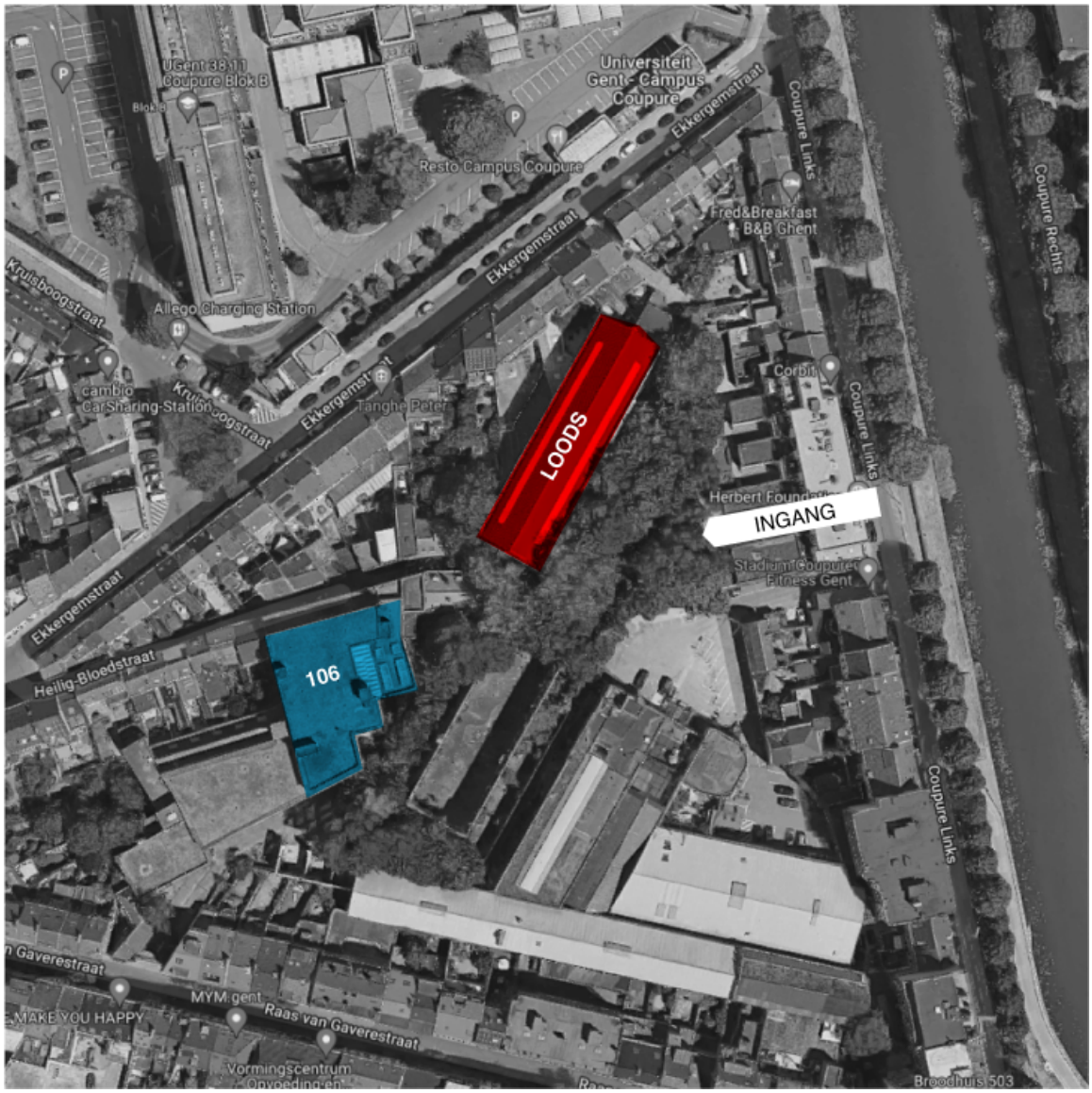
Terms and conditions for group visits Herbert Foundation

Location
The Herbert Foundation site comprises two buildings where exhibitions take place.

- The **Herbert Foundation-Loods** building hosts our temporary exhibitions.
- The **Herbert Foundation-106** building houses a substantial selection of works from the collection of Anton and Annick Herbert.



Definition of a group visit
A group visit is understood to mean (1) any guided visit upon request to Herbert Foundation-106, Herbert Foundation-Loods, or a combination of both buildings, regardless of the size of the group, or (2) any unguided visit to Herbert Foundation-Loods, outside our regular opening hours, with 10 or more participants. School visits are always considered a group visit.

Guided group visit

Herbert Foundation-Loods

- Duration: 90 min.
- Max. 20 visitors per guide
- Rate
    - Fixed fee for guide & supervisor(s) + based on the number of visitors: admission tickets at group or school rate
    - If the group, or participants of the group, wish to finish earlier, we do not provide a refund or compensation. The rates remain valid.
    - For current prices, please consult our website

Herbert Foundation-106

- Duration: 120 min.
- Max. 15 visitors per guide
- Minimum age: 10 years old
- Rate
    - Fixed fee for guide & supervisor(s) + based on the number of visitors: admission tickets at group or school rate
    - If the group, or participants of the group, wish to finish earlier, we do not provide a refund or compensation. The rates remain valid.
    - For current prices, please consult our website

Herbert Foundation-Loods + Herbert Foundation-106

- Duration: 120 min.
- Max. 15 visitors per guide
- Minimum age: 10 years old
- Rate
    - Fixed fee for guide & supervisor(s) + based on the number of visitors: admission tickets at group or school rate
    - If the group, or participants of the group, wish to finish earlier, we do not provide a refund or compensation. The rates remain valid.
    - For current prices, please consult our website

Unguided group visit

From 10 participants and only Herbert Foundation-Loods

- Duration by mutual agreement
- Rate
    - 10-15 visitors: fixed fee for 1 supervisor + based on the number of visitors: admission tickets at group or school rate
    - When the group exceeds 15 visitors, 2 (or more) supervisors will be provided and charged

General provisions

Requesting a group visit

A group visit can be scheduled weekly from Monday to Friday between 10 a.m. and 5 p.m. or on Saturday and Sunday between 2 p.m. and 6 p.m.. A supplement of €100 will be charged

for a visit at a different moment.
Group visits must be requested via reservation@herbertfoundation.org at least 3 weeks prior to the date of the visit.

Submitting the final number of visitors
To guarantee the correct deployment of guides and supervisors, the final number of visitors must be submitted at least 7 days prior to the visit.

If you still wish to register extra visitors after this deadline, this is only possible provided that the guide or supervisor quotas are not exceeded. If this is the case, an additional fee will be charged after the visit.

Arrival
For a group visit, we request that you arrive at least 15 minutes before the start of the visit.

Delay
If the group will arrive later than the agreed time, you must notify Herbert Foundation by phone as soon as possible via +32 (0)456 21 63 57.

The guide and/or supervisor(s) will wait for a maximum of half an hour. After that, an additional waiting fee of 30 euros will be charged, increased by 10 euros per 15 minutes of further delay. We strive to maintain the duration of the visit. Should this not be practically possible, the visit will be shortened.

If the guide arrives late due to unforeseen circumstances, we respect the full duration of the visit. If this is not feasible, the visit will be shortened and the final invoice will be adjusted accordingly.

Payment
Payment for a group visit is made via invoice. The invoice will be sent after the visit, based on the actual number of participants and must be paid within the specified payment term.

Cancellation
- Up to 5 days before the visit: free of charge.
- Between 5 and 2 days before the visit: you pay 50% of the original value. Rescheduling to a later date free of charge is still possible.
- Within 2 days before the visit or in case of a no-show: you pay 100% of the original value. Rescheduling is no longer possible.