

Terms and conditions – Brewery visits

The general terms and conditions for visiting the Alfa Brewery apply to all individual visitors and groups. These conditions have been drawn up for both organisational and safety reasons.

Please read them carefully to ensure you can enjoy your visit to the fullest.

Article 1. Booking

1. Admission to the brewery tour is €18.70 per person. Children aged 0 to 5 may visit free of charge and do not need to be included in the booking. For children aged 6 to 17, admission is €12.95 per person. All visitors under the age of 18 must be accompanied by an adult.
2. Bookings may be made via the website, in the shop, or on-site using a QR code, subject to availability for the next scheduled tour.
3. You may book as an individual or as part of a group. Please note that the maximum group size is 28 people. The minimum group size is 4 people. If this number is not met, we reserve the right to reschedule your booking in consultation with you.
4. Online bookings via the website must be paid in advance using the provided online payment form. If you book in the shop or on-site using a QR code, payment must be completed before the start of the tour.
5. If you wish to make changes to your booking, please contact our office team by phone on +31 (0)46-4432888 or by email at info@alfabier.nl. The office is closed at weekends. For urgent matters, you can reach the Alfa Brouwerijcafé on +31 (0)46-4436112.
6. Bookings may be cancelled with a full refund or rescheduled free of charge up to 48 hours prior to the scheduled visit. If you cancel less than 48 hours before the scheduled date, no refund will be issued.
7. To book a group of at least 10 people for a date or time not shown on the website, please contact us by phone to discuss the options.
8. The standard brewery tour is conducted in Dutch. Tours in English or German are available for groups of 10 or more. Please contact our office to schedule the appropriate tour guide. German-language tours take place every Sunday at 3:00 PM.
9. Alcohol will **not** be served to anyone under the age of 18. Proof of age may be requested.

Article 2. Organisation

1. Visitors are responsible for arriving on time. If you are up to 15 minutes late, you may still join the tour. If you arrive more than 15 minutes late, participation is unfortunately no longer possible and no refund will be given. Joining a later tour may be possible depending on availability and at the discretion of the guide.
2. Participation in the Alfa Brewery tour is at your own risk. Parents and guardians are responsible for the behaviour of their children.

3. For safety reasons, please follow the instructions of our guides at all times and remain with your group.
4. If you display disruptive behaviour, refuse to follow the house rules, appear to be under the influence of alcohol or pose a risk to the safety of the group, you may be denied access to the brewery and the Alfa Brouwerijcafé.
5. Consumption of your own food or drink is not permitted. Each tour includes a drink and a small snack. If you have any allergies, please let us know in advance.
6. Consumption of food (for medical reasons) or of medication is **not permitted** inside the brewery premises. Please take this into consideration when planning your visit.

Article 3. Accessibility

1. Open-toed footwear is **not** permitted.
2. The Alfa beer tasting room is accessible for people with reduced mobility and for prams. The brewery production areas, however, are **not** accessible for wheelchair users or prams.
3. Pets are **not** permitted in the brewery areas.
4. Tours are available from Wednesday to Sunday, depending on availability as shown on the calendar on our website.
5. Brewing activity during the tour cannot be guaranteed. The likelihood of seeing live brewing is greatest on tours from Wednesday to Friday.
6. On-site parking is available at the Alfa Brewery.

2. Safety regulations for Brewery visits

1. Wearing open-toed footwear is not allowed, as indicated on our website.
2. Visitors must follow the designated route. Please keep a safe distance from forklifts and delivery vehicles.
3. Always use the handrail when using stairs.
4. The brewery grounds and buildings are under CCTV surveillance.
5. The fireplace may only be operated by authorised personnel.
6. A short safety briefing and house rules will be given: do not walk around on your own, follow the guide, and stay with your group. If you fail to comply with these rules, you may be asked to leave the tour (see also Article 2).