

General terms and conditions

Guided tours and workshops on demand

Casino Luxembourg offers guided tours and workshops for different target groups (adults, children, young folks, school classes, etc.) on request. In addition, Casino Luxembourg organises birthday parties for its youngest visitors. The organisation and coordination of these activities within the framework of the ongoing exhibitions are taken care of by Casino Luxembourg's art mediators.

All guided tours and workshops are adapted to the age, knowledge and interests of the participants. Visitors can choose between the activities listed in the cultural programme or customised guided tours or workshops. Casino Luxembourg offers guided tours and workshops in Luxembourgish, German, French, English and, depending on availability, in Dutch, Italian, Portuguese and Spanish.

1. Organisation

The official opening hours of Casino Luxembourg are as follows:

Monday, Wednesday, Friday, Saturday and Sunday: 11 am – 7 pm

Thursdays: 11 am – 11 pm

Closing days: Tuesdays, November 1st, December 25th, January 1st

Guided tours and workshops can be booked daily from 8 am until 6 pm. Birthday parties can be organised from Monday to Sunday during the official opening hours and only during exhibition periods. A maximum of three groups can be welcomed simultaneously.

2. Participants

Due to safety reasons and in order to assure the proper functioning of the guided tours, the number of participants is limited to 20 adults. Regarding guided tours and workshops for young people, the number of participants can range between 8 and 15 persons per group, depending on the subject and the technical needs of the workshop. The number of children participating in specific guided tours or birthday parties is limited to 12 participants.

Any change in the number of participants for a booked tour must be notified beforehand. Casino Luxembourg only accept groups that do not exceed the limited number of participants.

3. Registration/Booking

The booking/registration of a guided tour must take place at least five business days in advance of the effective date, otherwise Casino Luxembourg will not be able to guarantee the organisation of the tour at the requested date. Registrations can be made from Monday to Friday from 9 am to 5 pm by telephone: (+352) 22 50 45 or by e-mail: visites@casino-luxembourg.lu.

The following information has to be provided when signing up: date and time of the tour, specific interests of the group, number of participants, language of the guide, contact details.

4. Delays

The groups are greeted in the entrance hall of Casino Luxembourg on the agreed day at the agreed time. In the event of any delay, the group is requested to notify the Casino Luxembourg staff by calling (+352) 22 50 45 (see also cancellation of the tour due to lateness). If Casino Luxembourg is notified of the delay, the tour will be shortened or extended depending on the availability of the exhibition guide. A delay of 30 minutes or more will be invoiced.

5. Prices

Prices for guided tours include VAT. Admission is free for all visitors.

6. Registration confirmation and payment

The booking of the event is binding upon receipt of the confirmation letter from Casino Luxembourg. The letter will be sent by e-mail. Cash payment is possible at the reception desk on the day of the tour, or else by bank transfer upon receipt of the invoice. Bank checks are not accepted.

7. Cancellation

7.1 If, 20 minutes after the agreed time, the visitors haven't shown up and the delay has not been notified by phone, the tour will be cancelled. However, the price for the guided tour will be charged in full.

7.2 In case of late cancellation (less than 24 hours before the beginning of the guided tour), the full price of the guided tour will be due.

7.3 If a guided tour or workshop is cancelled by Casino Luxembourg, nothing will be charged.

8. Liability

During the guided tours or workshops, the mediator stays with the group during the entire tour and takes no responsibility for the participants. Adult visitors are liable for all damages caused by intent or negligence on their part and/or that of their minor children they are responsible for, as well as for damages caused by objects which they carry with them.

Casino Luxembourg is liable neither for any lost items or items stored in the wardrobe, nor for any damages to clothing or personal belongings during the workshops.

9. Complaints

Complaints must be brought to the attention of Casino Luxembourg within 8 days after rendered a service.

10. General terms

It is forbidden to touch the artworks and to run in the exhibition spaces.

It is permitted to take photographs in the exhibitions without flash and without tripods, unless the staff at the reception desk has given other instructions.

Piñatas are not allowed at birthday parties.