



## **Belgium and More**

### **General Terms and Conditions of Sale.**

*This is in addition to the conditions provided by Belgium and More in each offer and in each booking document.*

Booking services with Belgium and More presupposes acceptance of the following terms and conditions of sale.

#### **1. Purpose of the Contract**

These general terms and conditions of sale govern the relationship between Belgium and More and the Client for organizing group stays in Belgium. Services include, among other things, planning, booking, and managing accommodation, restaurants, transfers, and guided tours.

If the Client has their own general terms and conditions of sale, these will be deemed inapplicable in favour of the present general terms and conditions.

#### **2. Confidentiality**

The Client and Belgium and More commit to protecting the confidentiality of any data exchanged and ensure that sensitive information will not be disclosed unless it is already public.

#### **3. Prices**

In all offers and booking documents, the prices are quoted in Euros.

Unless otherwise stated, the prices are net of any commission and are valid only for the dates and number of people specified in each offer or booking document.

To benefit from group prices, a minimum number of participants is required. The minimum number of participants is specified in each offer/booking document.

Unless otherwise stated, the prices quoted for guestrooms are for standard rooms. They generally include VAT, service charges, breakfast, and Belgium and More's booking fees.

Unless otherwise stated, the additional fee for the tourist tax is stated separately. In some Belgian cities, this fee is per person per night; in others, this fee is per room per night.

For groups, the tourist tax is automatically charged to the Client to streamline check-in and prevent some participants from leaving the hotel without paying this tax.

#### **4. Variation of VAT rates, tourist tax and entrance fees**

Any changes to the current taxes (such as VAT rates, tourist tax, etc.) imposed by Belgian or local authorities will result in adjustments to the rates quoted to the client.

Any changes to entry fees for certain museums or attractions will also lead to adjustments to the rates quoted to the Client.

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#### **5. Option date deadline**

In each offer, an option date is generally clearly communicated.

If the Client does not confirm the offer within the allotted time or does not request a longer reflection period before the deadline, the block of rooms held on option will be automatically released. The same applies if an option has been taken on a restaurant, meeting room, or any other service.

Belgium and More is not obliged to remind the Client that their option is approaching its expiration. The Client is solely responsible for monitoring and adhering to the option date deadline.

If the Client comes back after the option date deadline, Belgium and More will attempt to recover the rooms, the proposed restaurant, the offered meeting room, or any other service under the same conditions. If it is impossible, Belgium and More cannot be held responsible in any way but will nevertheless make every effort to offer alternative options to the client as far as possible.

#### **6. Hotel Category and Hotel Services**

The hotel category indicated in each offer and booking document corresponds to the official category assigned by the competent Belgian authorities.

It is possible that the services associated with a hotel category in Belgium do not correspond to the services of a hotel of the same category in another country.

Some services offered by the hotel may not be available at the time of travel, and certain facilities (restaurant, bar, spa, pool, etc.) may be closed or have restricted opening hours depending on the season. These elements are at the discretion of the management of each establishment based on construction works, occupancy rate, or safety requirements; hence, no refund will be granted by Belgium and More for this reason.

#### **7. Rooms**

In its initial request, the Client must specify to Belgium and More the number of people and/or the number and type of rooms needed for their group. The availability searches, offers and booking documents will be based on the information provided by the Client.

In general, for leisure groups, a maximum of 10 to 20% (depending on the hotels) of the number of participants registered for the trip can be reserved in single rooms. These rooms may have a single bed and be smaller than double rooms. To address this issue, double rooms for single use can be reserved upon request for an additional charge.



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#### **(7. Rooms)**

Belgium and More cannot guarantee the availability of twin bedded rooms, as some hotels have a limited number of such types of rooms. In some cases, the room configuration may require participants to be accommodated in a double bed with two separate duvet covers. There shall be no compensation for being lodged in this manner. If some participants do not agree, they can be accommodated, upon request and subject to availability, in separate rooms at an additional cost.

Not all hotels have triple or family rooms. If the Client needs triple or family rooms for their group, they must request them at the stage of the offer or at the time of booking so that Belgium and More can check availability and inform the Client. If the Client makes their request after receiving the offer or after booking, Belgium and More will check availability but will not be held responsible if the offered or reserved hotel does not have such rooms. In this case, alternative solutions will be offered to the Client as far as possible.

The availability of rooms adapted for people with reduced mobility is highly limited in hotels in Belgium. Such rooms must be specifically requested by the Client, preferably at the initial request stage. If, after the offer or booking, the Client requests one or more rooms for people with reduced mobility, Belgium and More will check their availability but will not be held responsible if the offered or reserved hotel does not have such rooms. In this case, alternative solutions will be offered to the Client as far as possible.

At the offer stage and/or at the time of booking, the blocked room allocation will be based on the number of people and the type of rooms communicated by the Client.

If additional rooms are needed for a group (either still on hold or already booked), their availability and prices will always be subject to request. Belgium and More will do its best to satisfy the Client but cannot guarantee the availability of additional rooms or that their prices will be the same as those for the rooms already proposed or booked.

#### **8. Meals**

For group meals, Belgium and More complies with the hotel and the restaurant(s) with pre-defined menus according to the Client's budget. These menus are communicated to the Client upon request.

For groups staying for a long period, Belgium and More will do its best to offer a variety of menus. However, the choice of restaurants and menus will depend on the budget allocated by the client. The higher the budget allocated for meals, the broader the selection of restaurants and menus will be.

Any allergies or intolerances that may affect the dietary regime or health of certain participants in the trip must be communicated to Belgium and More at the time of booking or, at the latest, when submitting the list of participants. Belgium and More will forward the information to the relevant hotel and/or restaurant(s).



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#### **(8. Meals)**

On-site, participants suffering from allergies or food intolerances must also inform the waiters. Belgium and More will not be held responsible in any case in the event of a problem.

Any potential additional costs incurred from creating adapted menus must be settled in advance by the participant(s) and/or on-site if changes are made at the last minute.

If, at the time of the meal, some participants wish to order something other than the planned menu, they should make the request directly to the waiters on site. If changes are possible, participants will need to pay any additional costs directly on site. Belgium and More will only cover the agreed-upon menu and will not provide any refunds for changes.

If no drinks package is included during the meals, any drinks consumed must be paid directly on-site by the participants at the prices set by the establishment.

If a drinks package has been agreed upon and some participants consume more than what is included in the package, they will need to pay on-site at the prices set by the establishment for any drinks consumed beyond what was included in the package.

#### **9. Additional Services (restaurants, coaches, tourist guides, ...)**

At the offer stage, Belgium and More provides the Client with prices for restaurant meals, coach transportation services, guides, etc. However, except in special cases, Belgium and More does not control the availability or hold options for restaurants, coaches, guides, or any other services. Additional services are generally booked once the Client accepts the offer related to the proposed hotel and confirms the arrival of their group in Belgium.

It is recommended that the Client requests additional services as early as possible.

During peak season, major events, or at the last minute, the availability of restaurants, coaches and tourist guides (especially those who speak Italian) cannot be guaranteed. Belgium and More will specify this in its offer to the Client and will not be responsible if, at the time of the request for additional services, there are no tourist guides speaking the group's language, restaurants or coaches available for the requested dates and services. In such cases, Belgium and More will inform the Client as soon as possible and will propose alternative solutions if available.

Except in rare cases, restaurants, coaches, tourist guides, and any other services are reserved only for groups that book their accommodation through Belgium and More.

#### **10. Booking Conditions**

The Client must send their booking request in writing to Belgium and More.

The Client's reservation must reach Belgium and More before the deadline of the option date (**see point 5. Option date deadline**).

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#### (10. Booking Conditions)

The reservation will be considered effective only after the Client has received written confirmation from Belgium and More.

For each group booking, a block of rooms will be reserved for the Client.

The block of rooms may be modified or reduced without charge up to -- weeks before the group's arrival. *(The number of weeks varies from one hotel to another and will be communicated in the confirmation sent to the Client by Belgium and More.)*

In order for the Client to benefit from the agreed group prices, the number of participants on the trip must not fall below the agreed minimum number of people or rooms. If the minimum number is not reached, the prices may be revised upwards.

#### 11. Deposits and balance payment

Payment conditions vary from one establishment to another.

At the offer stage, Belgium and More will communicate to the Client the specific payment conditions of the proposed hotel. These conditions will also be mentioned in the reservation document sent to the Client.

To guarantee the reservation of a block of rooms, the Client must pay a deposit within the timeframe specified by Belgium and More. The amount of the deposits as well as the due date for their payment will be communicated to the Client on a case-by-case basis.

In due course, a pro forma invoice will be sent to the Client, which will provide the payment terms and the bank details of Belgium and More.

In order to simplify transactions, Belgium and More gives preference to payments by bank transfer. Any other payment method may be subject to different pricing conditions, which will be communicated to the Client in advance.

In the event of non-receipt of deposits within the allotted time, the hotelier and any other supplier of Belgium and More reserve the right to cancel the reservation without prior notice. The hotelier even reserves the right to resell the rooms to other guests.

The Client will nonetheless remain liable for the cancellation fees, even if the cancellation was made by the hotel or any other supplier due to non-payment. These cancellation fees will be calculated based on the total amount of the reservation and may include, according to the establishment's policy, a fixed percentage or a flat fee.

Belgium and More will not be held responsible if the Client does not pay the requested deposits within the specified deadlines. The same applies to the payment of the balance.



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#### **(11. Deposits and balance payment)**

If the Client fails to pay the deposits or the balance on time, they will be solely responsible for any resulting issues, such as additional fees, service interruptions, or even the cancellation of their reservation.

All transfers must be made in net amount and without charges for Belgium and More.

Belgium and More does not grant credit. Therefore, all services booked with Belgium and More must be fully prepaid by the Client prior to the arrival of their group in Belgium.

In the exceptional case where the Client is authorized to settle a balance, payment must be made within 14 days from the date of issue of the final invoice.

In the event of late payment, a first reminder will be sent 7 days after the due date, with an administrative fee of €50.00 to cover management costs.

If payment is still not received within 14 days of the reminder, a late payment fee of 5% of the amount due will be applied once. Belgium and More also reserves the right to charge statutory interest on any unpaid amount and to refer the matter to a collection agency, with all costs being borne by the Client, in order to recover the outstanding amount, without prejudice to any other legal or contractual rights.

#### **12. Cancellation Conditions**

Cancellation conditions for group bookings vary from one establishment to another.

At the offer stage, Belgium and More will inform the Client of the specific cancellation conditions applicable to the proposed hotel. These conditions will also be mentioned in the reservation document sent to the Client.

The Client must communicate in writing to Belgium and More any partial or total cancellation of the reserved services as well as any partial or total reduction of the block of rooms reserved for their group.

To avoid cancellation fees, the Client must respect the deadline communicated in the reservation document sent by Belgium and More. This deadline is specific to each booking.

After the deadline, cancellation fees will increase as the group's arrival date approaches. The percentage and amount of cancellation fees will depend on the date the Client cancels the reserved services relative to the group's arrival date in Belgium, as well as the establishments reserved.

If the Client has paid a deposit, it will be used to cover the cancellation fees. If the Client has paid more than the cancellation fees, the excess amount will be refunded by Belgium and More. Conversely, if the deposit does not cover the full cancellation fees, the Client will need to pay the remaining balance to Belgium and More.



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#### **(12. Cancellation Conditions)**

In the event of non-payment of the full cancellation fees, a collection agency will be appointed to recover the owed amounts, which will result in additional costs for the Client.

#### **13. Relocation in case of overbooking or force majeure**

In the event of overbooking, force majeure, or any other exceptional situation, the hotelier reserves the right to relocate the booked group to an establishment of equivalent or higher category, without entitling them to any refund or compensation from the hotel or Belgium and More.

Belgium and More commits to informing the Client of any potential relocation as soon as possible, providing all necessary information regarding the new accommodation, and will do its best to minimize any inconveniences caused to the group.

If relocation is necessary, Belgium and More will offer compensation options, such as transportation to the new establishment or additional services, depending on the circumstances.

The Client agrees that, in such cases, relocation does not constitute a breach of contract and waives any further claims for compensation or refunds.

#### **14. Amendments to the program and the order of visits**

Belgium and More reserves the right to modify the program of services and the order of planned visits for logistical, meteorological, security, or any other exceptional reasons.

Belgium and More commits to informing the Client as soon as possible of any substantial changes to the initial program.

In the event of a change, Belgium and More will make every effort to ensure that the experience remains in line with the participants' expectations.

Certain attractions or places of visit may be temporarily closed or unavailable without prior notice. In such cases, alternatives will be offered if available.

By accepting our General Terms and Conditions of Sale, the Client acknowledges and accepts these potential modifications and agrees to demonstrate understanding and flexibility to ensure the smooth conduct of the group's stay.

Participants who, on-site, for any reason renounce one of the reserved services, will not be entitled to any refund or compensation from Belgium and More.



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#### **15. Responsibilities and Obligations**

Belgium and More commits to providing the services described in the booking document with a level of quality corresponding to professional standards.

The Client is responsible for complying with local laws and safety regulations during the duration of the services. Any fault or negligence on the part of the Client that may lead to damages or additional costs will be borne by the Client.

The liability of Belgium and More cannot replace that of the service providers, although Belgium and More is responsible for their selection.

In the event that one of the service providers fails to perform the service, Belgium and More will do everything possible to assist the Client in asserting their rights for any justified claims.

Belgium and More cannot be held responsible for non-performance or improper performance of the service if the cause is attributable to:

- the Client;
- an unforeseen event caused by a third party unrelated to the provision of the services specified in the contract;
- a case of force majeure, such as natural disasters, strikes, or armed conflicts.

In such cases, Belgium and More will strive to propose alternative solutions or a partial refund depending on the possibilities.

The liability of Belgium and More for direct damages is limited to the amount paid by the Client for the services concerned, except in cases of gross negligence or intentional misconduct.

Belgium and More is not responsible for indirect damages, such as loss of profits or personal belongings.

#### **16. Complaint Procedures**

If, during their stay in Belgium, travellers encounter a problem or are not fully satisfied with a service provided by Belgium and More, they must report it immediately so that Belgium and More can find a solution.

If the problem has not been resolved, a written complaint may be submitted to Belgium and More no later than 15 days after the service was provided.

Any request for compensation must be accompanied by evidence (certificate, photos, etc.). Failure to comply with this deadline may affect the quality of the handling of the complaint.

Belgium and More commits to responding within 30 days and to finding an amicable solution for any complaint.



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#### **17. Disputes and Jurisdiction**

These general terms and conditions of sale are governed by Belgian law.

Any dispute arising from the execution or interpretation of the contract shall be submitted to the competent courts at the registered office of Belgium and More.

Any dispute that could not be settled amicably shall be exclusively brought before the competent courts in Belgium.

The applicable provisions are those provided by Belgian law.

#### **18. Insurance**

Belgium and More recommends that travellers purchase travel insurance covering cancellations, travel interruptions, and personal incidents.

Belgium and More has professional liability insurance for the services provided but does not cover individual risks of travellers.

#### **19. Contractual Documents**

The contractual documents include the offer, the booking confirmation, and any additional documents such as itineraries or vouchers. These documents are considered an integral part of the contract.

#### **20. Common sense**

Anything not expressly mentioned in these general terms and conditions of sale, in the offers or booking documents sent to the Client, but which is considered common sense or standard practice is deemed to be included.

#### **21. Intellectual Property**

All content provided by Belgium and More or published on the website, such as texts, photos, and programs, is protected by copyright. Their reproduction is strictly prohibited without prior authorization.

#### **22. Modification of the General Terms and Conditions**

Belgium and More reserves the right to modify these general terms and conditions of sale.

Any modifications will take effect upon publication on our website or inclusion in the offers or booking documents sent to the Client.

It is the Client's responsibility to regularly consult our website and check the received documents for any changes.



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#### **23. Confidentiality and Data Protection**

The personal information collected during the booking process is intended solely for the management of the services offered. It will be processed in accordance with our privacy policy and will not be disclosed to third parties without the Client's consent, unless required by law.