

**Booking conditions**  
**Non-profit organisation "gîte d'Etape d'Ottignies-Louvain-la-Neuve"**

**Aims**

1. The gîte offers accommodation, catering facilities and entertainment. The gîte is a communal living space which requires all guests to be mindful and responsible, in order in particular to ensure the property remains well cared for.
2. The services, benefits and booking schedule are standard. Special requests must be made in advance in writing and may be subject to a price adjustment.

**Booking conditions**

3. Access to the gîte is reserved for active members or affiliates of the Kaleo network.
4. One *option* guarantees priority booking. It is granted for a period of seven working days.
5. A reservation is confirmed within a period of 10 working days once the deposit and booking forms have been received, and the terms and conditions have been signed.
6. In the event of the client's non-compliance with the payment schedule without specific notice, the gîte reserves the right to cancel the booking.
7. A minimum number of nights may be specified at certain times of the year.

**Payment method**

8. A deposit is required once the contract has been made.
9. A deposit of 40% of the total price of the stay (**excluding food and drink**) is required no earlier than 12 months before the start of the stay.
10. The balance of the booking (excluding food and drink) may be requested prior to the start of the stay.
11. A final statement is drawn up after the stay, including any food and drink costs, additional expenses and deductions taken from deposits, as well as any reductions.
12. All charges are to be paid to the gîte's bank account within 10 days. Any bank charges are borne by the customer.
13. Prices are applied according to the tariff in force at the start of the stay.

**Cancellation**

14. Any cancellation, whether full or partial, must be communicated in writing.
15. In the event of a full cancellation of the booking, the following fees must be paid by the client:

<b>Period before the start of the stay</b>	<b>Costs to be paid by the client:</b>
<i>Between 52 and 24 weeks</i>	10%
<i>Between 24 and 13 weeks</i>	50%
<i>Between 13 and 4 weeks</i>	60%
<i>Between 4 and 1 weeks</i>	75%
<i>Less than 1 week</i>	90%
<i>From the date of arrival</i>	100%

16. The same fees are applied for the cancellation of any particular service booked at the gîte (catering, function room hire, activities and other services).
17. In the event of a cancellation where a deposit in excess of the cancellation fee has been paid, the difference will be reimbursed, less bank transfer fees, which are borne by the customer.
18. Reimbursements can only be made by bank transfer.
19. Any reduction in the number of guests in relation to the number indicated on the contract must be communicated in writing. In this case, the following costs are borne by the client.

	Reduction in the number of participants by			
	≤ 10%	> 11% à 20%	> 21% à 40%	> 41%
<b>Date of change</b>				
<i>Between 52 and 24 weeks</i>	0%	0%	10%	10%
<i>Between 24 and 13 weeks</i>	0%	10%	30%	50%
<i>Between 13 and 4 weeks</i>	10%	30%	30%	50%
<i>Between 4 and 1 weeks</i>	60%	60%	75%	75%
<i>Less than 1 week</i>	90%	90%	90%	90%
<i>From the date of arrival</i>	100%	100%	100%	100%

In the event of successive cancellations, fees are calculated at the time of each reduction in comparison with the number of participants indicated on the contract.

#### **Early departure**

20. In the event of an early departure, no refund will be given.

#### **Accidents, theft and all other damage**

21. The property is deemed in good and complete condition at the beginning of the stay. The client is obliged to directly communicate any malfunction or damage to the manager or to their representative.
22. Damage caused to buildings and equipment by guests of the gîte are to be paid for by the customer and will be invoiced to the group.
23. To do this, the gîte will charge the customer the total cost of damages caused, based on an estimate, plus a penalty fine of 20% of the cost of the damage.
24. The gîte is not responsible for any cases of theft or damage to personal belongings during the stay.
25. The gîte cannot under any circumstances be held responsible for accidents or damage outside of its legal liability. More specifically, the gîte cannot be held responsible for services provided by third parties, inside or outside its property, ordered by the gîte on behalf of its customers.

#### **Changes to price or to terms and conditions**

26. In the event of a change in the price or terms and conditions, the customer has the right to request a cancellation of their stay free of charge, by sending a registered letter within 7 calendar days of notification of the change.
27. In the event of such a cancellation request, the gîte has the right to refuse by maintaining the old rates and terms & conditions for the stay in question.

#### **Disagreement**

28. Any amount not paid at the due date produces interest, automatically and without notice, at the contractual rate of 12% per annum and is increased, automatically and without notice, by a flat-rate penalty of 15% to cover administrative costs, with a minimum fee of €50.
29. In the event of non-compliance with the terms and conditions of the booking contract, a penalty fee of between €100-€250 can be invoiced to the client.
30. In cases of dispute, only the court Nivelles is competent.

#### **Conditions of the stay**

31. For reservations concerning a group (over 9 people), they must be represented by a responsible party living on site during the stay. The responsible party must contact the manager or his representative before the stay, to communicate his arrival time among other things.
32. The group leader must provide the group with appropriate supervision, taking into account the age of participants and the city location of the property, as well as the diverse range of people who may be staying at the gîte.

33. A preliminary visit by the group leader to the accommodation is advised in order to ensure it is satisfactory in meeting the needs of the group. If the responsible party does not wish to visit the gîte in advance, under no circumstances do they have right of recourse against the gîte for the services provided.
34. In accordance with the law of 1st March 2007 and its Royal Decree of 27th April 2007 regulating the registration and verification of travellers, it is necessary to complete a booking form in advance of the stay. The following details must be indicated on the booking form for every participant: Surname, forename, place and date of birth, nationality, number of an official identity document (ID card or passport).

#### **Maintenance and cleaning**

35. Guests are asked to carry out a number of tasks to ensure the property is kept clean and tidy:
- The premises are kept in a state of overall cleanliness. Cleaning materials are made available for this purpose.
  - Instructions regarding the sorting of waste and the region's specific rules on this subject must be strictly adhered to.
  - The available spaces are kept tidy.
  - At the end of the stay, the sheets should be put into the wash bins available on each floor, and blankets should be folded and left on the beds.
36. For hygiene reasons:
- A protective cover, duvet cover and pillowcase are supplied for each bed and must always be used.
  - It is strictly forbidden to smoke inside the gîte, in accordance with the Royal Decree of 19th January 2005.
  - Animals are not allowed, with the exception of guide dogs.
37. The size of the group can in no case exceed the number of beds available. The furniture cannot be moved under any circumstances.
38. Misuse of fire alarms will result in a fine of €250. In the event of an unnecessary call-out of the emergency services, the costs will be charged to the group. Any modification to the security measures of the building or its occupants (obstruction of fire doors, changes to the alarm system, etc.) will result in the immediate eviction of the group, without compensation.

#### **Surroundings of the gîte**

39. So as to be respectful towards our neighbours, a quiet period operates in and around the gîte between 10pm and 7am.
40. Any use of amplified sound systems is subject to the gîte's authorisation and must comply with the Royal Decree of 24th February 1977 (announced 26th April 1997). In cases of non-compliance with this clause, the gîte reserves the right to evict guests without compensation.
41. Out of respect for neighbours, excessive noise during the night is not tolerated. In cases where intervention of the manager, their representative or the police is required due to excessive noise during the night, a fixed penalty of €250 per intervention will be invoiced to the client.

#### **Membership conditions**

42. Affiliate membership of the Kaleo Network is available following:
- The relaying of contact details (or for minors, those of their guardian).
  - Respect of the corporate aim of the non-profit organisation Kaleo.
  - Respect of the status of the non-profit organisation and the house rules of the gîte.
  - Defence and promotion of the corporate aim of the non-profit organisation Kaleo.
  - Respect of the terms and conditions of booking.
  - Payment for a membership card by the person who makes the reservation; the card is valid for one year.