



**DESTELHEIDE**

**Destelheide – vzw ADJ**

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## **RESERVATION CONDITIONS**

### **Booking application**

1. After having received a booking application, Destelheide will send a status report of the booking as well as an advance invoice. The client must pay the advance invoice within thirty days, otherwise the booking is annulled. Booking a stay is only possible if all matured invoices of Destelheide have been paid.

### **Advance**

2. The advance amounts to 25% of the total booking amount. The advance is deducted from the lodging invoice.

### **Rates**

3. The rates in the status report are valid up to 31 December of the year in which the status report is drawn up and apply subject to changes in the rates applying for the year of the actual stay. The rates are established per calendar year. The client provides information on the composition and activities of the group. Based on this information, Destelheide will establish the rate according to the corresponding price category. This is mentioned in the status report. If the composition of the group or the nature of its activities during its stay appear not to correspond with this established price category, Destelheide is entitled to charge unilaterally the rate corresponding with the actual price category. The client can lodge an appeal against this decision with the board of directors of vzw ADJ (General Agency for Youth Tourism) within 10 days after the corresponding notification.

### **Status report**

4. Upon arrival, the group coordinator signs the status report of the booking. The keys of the rooms and bedrooms are handed over after the undersigning of the status report. If the group coordinator refuses to sign the status report, the whole invoice amount remains due but the client will be denied access and Destelheide will preserve all rights to claim compensation for damage.

### **House rules**

5. Everyone is compelled to respect the house rules. By paying the advance, the client confirms to know and accept the booking conditions and house rules.

### Foreign groups

6. Foreign groups must pay the advance at the established date and the balance one month prior to the start of their stay.

### Additional reservations

7. Additional reservations are only possible after their confirmation by Education Centre Destelheide.

### Reservation terms

8.
  - Training of youth work monitors:  
as from 36 months prior to the actual stay
  - Youth work training, education and social care groups :  
as from 30 months prior to the actual stay
  - Sociocultural organisations and foreign youth and school groups:  
as from 24 months prior to the actual
  - Companies and foreign adult groups:  
as from 18 months prior to the actual

### Rooms

9. Depending on the size of the group and the nature of its activities, Destelheide will make available one or more basic rooms per group. For additional rooms, prior consultation with the booking supervisor of Destelheide is required; these rooms are made available at pre-set rates.

### Sports fields

10. The sports field can be used (free of charge) by groups staying on the domain. Non-residents can use the sports field at pre-set rates. Booking is possible.

### Annulment

11. The annulment of the entire or partial booking is possible free of costs up to nine months prior to the intended start of the stay. For later annulments, Education Centre Destelheide charges the following costs for the annulled number of participants.

Annulment between 9 and 6 months prior to the activity: 60% of the overnight rate.  
Annulment between 6 and 3 months prior to the activity: 100% of the overnight rate.  
Annulment between 3 and 1 months prior to the activity: 100% of the overnight rate  
+ 20% of the price for meals.  
Annulment between 1 and 2 weeks prior to the activity: 100% of the overnight rate  
+ 40% of the price for meals.

Annulment up to 3 days prior to the activity: 100% of the overnight rate + 80% of the price for meals.

Destelheide allows for a deviation of 10% (to be rounded to a whole figure) on the booked numbers with a maximum of 5 persons before charging annulment costs.

In all other cases (later annulment or the group doesn't show up): 100% of the overnight rate + 100% of the price for meals.

If Destelheide is fully occupied, no costs are charged if another group compensates the annulment.

Each annulment must be made in writing (registered letter and e-mail are valid). The above-mentioned annulment costs are fully receivable as from the annulment.

### Cleaning

12. Destelheide makes sure that the rooms are in a decent state when groups arrive. The group coordinator can report shortcomings or damage, if any, within one hour after the group's arrival. Groups must make sure that upon their departure the rooms and bedrooms used by them are handed over in the state as they were upon their arrival and that everything is re-placed in its original position. If they don't do this or don't do it adequately, Destelheide will charge (cleaning) costs. If so, the group in question will accept the number of working hours indicated by Destelheide. The rates can be consulted at the secretariat. Education Centre Destelheide may charge laundry costs for mattress covers, blankets and extra laundry.

### Damage

13. Upon arrival, the group coordinator reports missing, damaged or defective material or equipment as soon as possible to a representative of Destelheide. The users are liable for all damage caused by them to persons, equipment, plants or buildings. Upon the group's departure, a supervisor from Destelheide inspects the rooms. Damage or shortages, if any, are charged by Destelheide at their full purchasing or repair costs.

### Contradictory inventory

14. Groups may ask that a representative of Destelheide and a representative of the group draw up a contradictory inventory in which the state of the room and shortages or damage, if any, are described. Because of the extra administrative and operational costs caused by such contradictory inventory, Destelheide charges a fixed fee for drawing up this inventory (as listed in the rates). If the group did not ask for a contradictory inventory, this implies that the group agrees with the cleaning hours and the costs for damage and shortages that, as the case may be, are charged by Destelheide.

### Miscellaneous

15. If a person or group shows manifest intolerant behaviour, infringes the law or does not respect the house rules, the management of Destelheide is entitled to make an end to the stay. The costs for the booked period will in this event remain due. Destelheide will pay the same compensation if a stay is terminated wrongfully.

16. Group coordinators must be adult and are responsible for the observance of the house rules and the payment of invoices. Lodging invoices must be paid within 30 days after the invoice date.  
Once this payment term has expired, post-maturity interests will be due automatically and legally without any prior notice being required. These post-maturity interests are equal to the legal interests. If the invoice, raised with post-maturity interests, is not paid within 10 calendar days after its mailing by registered mail, the amount due will be legally raised with a compensation for damage amounting to 12% of the invoice amount with a minimum of € 50, which is hereby explicitly agreed upon and accepted. This amount covers the administrative and financial costs caused to Destelheide by the untimely payment of the invoice. For invoices amounting between 2,500 and 5,000 €, the increase amounts to 10 %. For invoices above 5,000 €, the increase amounts to 7 % with a maximum of 1,250 €.
17. Group coordinators must make sure that both the liability of their group and the individual liability of their members towards vzw ADJ – Destelheide are sufficiently insured. Upon a reservation, Destelheide may ask that the insurance policies as well as the receipt of the paid insurance premiums are submitted.
18. Destelheide cannot be made liable for accidents on the domain, nor for accidents or damage caused by installations or equipment of Destelheide or by third parties. Destelheide cannot be held liable either for the theft or loss of goods.
19. All disputes will be settled by the competent court of the legal district of Brussels and be subject to Belgian law.

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