

General terms and conditions

1. Agreement

Subject to special written provisions based on a person authorized to do so, the current terms and conditions apply to all the commitments of The Lodge Group bvba. These conditions are listed on the website www.lodge-hotels.be. As a result, they have been adequately notified. The tacit acceptance appears to be sufficient from visiting our premises or receiving our documents or achievements.

2. Terms of payment

Our invoices are payable on the invoice date without discount. Individual customers shall, subject to automatic cancellation, provide a credit card guarantee when the reservation is made. During race weekends the reserved services shall be paid at least 2 months in advance, subject to automatic cancellation. In case the invoice is not or not fully paid after 30 days, the customer will have to pay legal damages of 15% amounting to a minimum of EUR 50 and a maximum of EUR 1,250. Interests and damages will become due by the sole fact of failing to pay. Payments after delays in payments will first be settled on the interests and damages, then on the invoice price. A non-occupation of the accommodation made available, an incomplete and/or disputed stay and/or reservation and/or service can never be used by the customer as an excuse for late payments. Every delay entitles the hotel unilaterally and without damages to the buyer to cancel all existing and non-implemented agreements, as well as to terminate the implementation of any ongoing agreements.

For group reservations (from 4 rooms) a 50% deposit of 50% of the booking value is always required, payable upon confirmation of reservation. The remaining 50% must be paid upon check out.

3. Description

The descriptions, sizes and colours, as well as details of photos and/or drawings in the quotations, catalogues, booking sites, websites and social media are purely informative and never binding.

4. Check-in and check-out

The reserved accommodation will be available to the customer from 2 pm on the day of arrival and needs to be cleared by the customer at the latest by 11 am on the day of departure. If a customer with a guaranteed reservation does not show up before 11 am on the day after the scheduled arrival date, the hotel is legally entitled to charge damages equal to the price of the first night including any services which were additionally requested, on the one hand, and to consider any ongoing contract as terminated, on the other hand.

5. Complaints

Every complaint concerning the accommodation, goods and/or invoice shall be reported to the hotel as soon as possible during the customer's stay, in order to give the hotel the chance to remedy the complaint immediately.

In any case the complaint shall be filed, subject to inadmissibility, within eight days after the delivery, service and/or invoice, by registered letter against receipt of the hotel.

6. Force majeure

In case of force majeure, unforeseeable events beyond its control and/or exceptional circumstances, the hotel reserves the right to cancel the reservation without any form of compensation.

7. Prices

In case of obvious errors in the pricing, the hotel reserves the right to cancel the reservation without any form of compensation.

8. Damage

All damage caused by the customer, both to the rooms, furniture and fittings, and/or other items belonging to the hotel or third parties related to the hotel will be paid by the customer upon presentation of a statement of damage by the hotel and without dispute, at the latest before the customer leaves the hotel. With regard to parking vehicles at the car park and in the garages of the hotel, as well as at premises belonging to third parties related to the hotel, it is agreed that the hotel will not accept any responsibility, whatever the cause is, such as, without being exhaustive, damage, theft and/or disappearance of the vehicle and/or any objects attached to the vehicle and/or lying in the vehicle, as well as physical injury to customers or third parties which would have been caused by whoever/whatever in these locations.

9. Disputes

Only the courts of Leuven have jurisdiction for disputes, no matter where the act, service or agreement takes place. Disputes are governed exclusively by Belgian law. This authority is not changed by bills of exchange or other payment stipulations. The customer accepts these general terms and conditions at the time of reservation or at the latest at the time of arrival. The customer declares to know, understand and agree with these terms and conditions, and promises to adhere to the usual household rules of the hotel facility and the instruction provided by the hotel staff. The hotel is entitled to terminate the provision of catering services to a guest at any time and without notice when the guest has repeatedly violated the household rules, or behaves in such a manner that the peace and quiet of the catering company and/or normal operations can or have become disrupted. In that case, the guest needs to leave the hotel on first request.

10. Conditions of cancellation

Individual customers (1 to 3 rooms)

Free cancellation up to 2 days before arrival (until 23:59 3 days before arrival). If canceled less than 2 days before arrival, we will charge the first night. The total reservation will be charged in case of a no show.

Groups (from 4 rooms)

In case of cancellation:

- More than 2 months before arrival date: no cancellation fee
- More than 1 month before arrival date: 25% of the reservation value (confirmed price multiplied by the number of nights)
- More than 2 weeks before arrival date: 50% of the reservation value
- More than 1 week before arrival date: 75% of the reservation value
- Less than 1 week: 100% of the reservation value
- No show and earlier departure date: 100% of the reservation value

During Rock Werchter the cancellation terms for groups also apply to individual customers.

11. Credit Card Warranty

The customer will provide a credit card upon check-in, the information of which The Lodge Hotel will record. If the customer does not make payment within the agreed timeframe, or uses facilities (eg minibar, wellness, bar, restaurant, etc.) that are not indicated at check out, the hotel will be entitled to use this creditcard for the payment, on the sole condition that the details of the settlement are delivered to the customer, either electronically or by mail. In any case, the customer must object to the payment within 8 days if he considers that this has not been properly done.

Art. 1152 Civil Code applies.