1. Formation of the Agreement

The agreement is concluded when the booking is confirmed in writing by Sandeshoved BV to the customer, either by post or by email.

2. Composition of the Stay Price

a) The agreed price includes:

- Accommodation
- Meals as specified in the quotation

b)

The agreed price includes taxes and service charges and may be automatically adjusted in accordance with government decisions, such as increases in the consumer price index, VAT, or other taxes.

3. Unforeseen Price Increases

Sandeshoved BV reserves the right to adjust the agreed prices for accommodation and meals in the event of unexpected increases in the costs of raw materials, energy, food supplies, or personnel. Such increases shall not exceed the proportional increase of the health index applicable at that time.

Sandeshoved BV will inform the relevant group in writing no later than 15 days before the commencement of the stay.

4. Confirmation of the Stay

For every written and/or verbal reservation, the customer will receive a written confirmation, which must be signed and returned upon approval.

The reservation shall be considered final once the deposit, payable within two weeks of receiving the confirmation, has been received.

5. Payment of the Stay

a)

After the stay, an invoice will be issued and sent to the customer.

The invoice will include:

- The accommodation costs
- Any supplements or additional services

All additional charges will be invoiced.

The invoice must be paid no later than 15 days after the invoice date.

Any deposits already paid will be deducted from the final invoice amount.

b)

Sandeshoved BV reserves the right to refuse future reservations from customers who fail to comply with the stated invoice payment deadlines.

6. Payment Conditions

a)

By making payment, the customer fully accepts these terms and conditions.

b)

Complaints regarding the stay and/or invoicing will only be considered if they are reported on-site to the group leader during the stay.

c)

This agreement shall be governed by Belgian law.

Any dispute that cannot be settled amicably shall be submitted exclusively to the competent courts of Veurne.

7. Cancellation Conditions

a) Cancellation by the Customer

If the customer terminates the agreement, he or she shall compensate Sandeshoved BV for the resulting damages in accordance with the cancellation provisions set out in Article 7(c).

b) Cancellation by Sandeshoved BV

If Sandeshoved BV cancels the reservation due to force majeure, meaning abnormal and/or unforeseeable circumstances beyond its control whose consequences could not have been avoided despite all reasonable precautions, the customer shall be informed as soon as possible.

In such a case, the customer shall only be entitled to reimbursement of amounts already paid.

c) Cancellation Fees Prior to and During the Stay

- More than 4 months before the arrival date: no cancellation fee.
- More than 2 months before arrival: 20% of the reservation value will be charged.
- More than 1 month before arrival: 35% of the reservation value will be charged.
- More than 7 days before arrival: 85% of the reservation value will be charged.
- 7 days or fewer before the arrival date: 100% of the reservation value will be charged.

No-show and early departure: 100% of the reservation value will be charged.*

*The reservation value is calculated as the confirmed price multiplied by the number of reserved nights.

The final number of participants must be communicated no later than 7 days before the arrival date.

Once a stay has commenced, the entire stay will be invoiced.

9. Meal Arrangements

a) Medical Diets

With regard to food allergies and food intolerances, Sandeshoved BV will always endeavour to provide a suitable alternative meal.

Where necessary or requested, this will be arranged in consultation with the group leader.

b) Delivery of Meals and Products

If issues arise with suppliers or with ordered products, Sandeshoved BV reserves the right to modify the planned menus at any time without prior notice to the customer.

c) Meal Times

- Breakfast: 08:00 - 10:00
- Lunch: 11:45 or 13:00
- Dinner: 18:00 or 19:00

10. Room Arrangements

a) Use of Rooms

- Rooms are available from 16:00 on the day of arrival.
- On the day of departure, rooms must be vacated by 10:00.

Rooms must be left in a tidy and clean condition. In cases of excessive negligence, a cleaning fee may be charged.

Any damage caused to a room will be invoiced according to the repair estimate provided by the relevant contractor.

b) Room Allocation

- All rooms are equipped with a bathroom including a shower, toilet, and washbasin.
- The room allocation and assigned room list will be provided no later than one week before arrival.

11. Function Rooms

Function rooms must be returned in their original condition.

Tables and chairs must be placed back in their original locations.

12. Liability

Sandeshoved BV shall not be liable for accidents suffered by customers upon arrival, during their stay, or upon departure.

Any damage and/or shortages caused by the group, its members, or its visitors shall be charged to the relevant group at replacement value or according to the applicable repair costs.