



S L A P E N - G E N I E T E N

GENERAL CONDITIONS

TERMS AND CONDITIONS OF SALE OF TRUST HOTEL

1. RESERVATIONS

TRUST Hotel only accepts reservations made by people that are 18 or older. TRUST Hotel reserves the right to refuse a reservation at any time without having to give a reason. After making a reservation you will receive a confirmation by e-mail.

2. ROOM RATE

All prices are expressed in euros.

The price of the room includes the following:

- 6% VAT
- A stay in the booked room type
- Daily cleaning of your room and bathroom
- Use of the wireless internet
- Free use of parking space
- Grab&Go breakfast
- Access to the TRUST lounge

The price of the room does not include the following:

- Meals
- Conference facilities

When determining the number of people per reservation period the maximum number of people spending at least one night in the room shall apply. Leaving the hotel prematurely will not result in the reimbursement of any tourist taxes and other surcharges.

3. PAYMENTS

When booking your stay you must pay the total invoice amount (price of the room, tourist tax, environmental levies, service charges – if any – and additional charges). Your booking is confirmed after upon receipt of your payment.

4. MODIFICATION COSTS

When after making your reservation and you wish to alter your reservation, TRUST Hotel will not be obliged to comply with these modifications. It is at the sole discretion of TRUST Hotel whether and to what extent those modifications are accepted. In principle alterations within 48 hours of your arrival are not allowed and 100% of the total stay will be charged.

5. CANCELLATION

1. Upon the receipt of the reservation confirmation, you may renounce it within 24 hours, starting from the postage date.
2. If you cancel your stay less than 48 hours before the start of your stay, the 1st night of your stay shall be due.
3. If You cancel your stay within 48 hours of the start of your stay, the total invoice amount shall be due.
4. If you leave the hotel before the actual departure date, the total invoice amount shall be due.
5. When there is a discrepancy between 5.1. and 5.2. then 5.3. prevails.

The payment of the amounts determined under b and c must be received by TRUST within 7 days after the invoice date at the latest.

6. HOTEL REGULATIONS

In order to ensure that the stay in the hotel is as pleasant as possible for all of our guests, all guests need to observe the regulations (of conduct) as stipulated by the hotel. The regulations are available at the reception of the TRUST Hotel.

Pets are not allowed in the hotel. If you do bring pets in the hotel you will be evicted from the hotel, without any right to reimbursement of the invoice amount or any part thereof.

Smoking is not allowed in the hotel, the fine for smoking on site is €250,00.

If you infringe upon these rules and regulations you may be evicted from the hotel, without any right to reimbursement of the invoice amount or any part thereof. TRUST Hotel reserves the right to change the organisation and opening times of its facilities. We would also like to inform you that maintenance work may be carried out in the hotel during your stay. This will not give you any right to any compensation whatsoever.

7. FORCE MAJEURE

Force majeure on the part of TRUST Hotel exists in case the execution of the agreement is fully or partially, whether temporarily or not, prevented by circumstances outside of the control of TRUST Hotel, including but not limited to the threat of war, staff strikes, blockades, fire, floods and other disruptions or events.

8. LIABILITY

1. TRUST Hotel shall not be held liable for the following:
 - o theft, loss or damage, of any nature whatsoever, during or as result of your stay in the hotel. When you have broken or damaged something, you must report this to the reception desk and pay your debt. In this way you will avoid having the amount invoiced to You at a later date and additional administrative costs being charged to you;
 - o defective or inoperative technical equipment and the failure or closure of facilities in the hotel.
2. The person making the reservation and the person/people accompanying him/her are severally liable for any loss and/or damage caused to TRUST Hotel and/or any third party as a direct or indirect result of the former's stay, irrespective of whether this was caused by any action or negligence by them themselves or any third party staying in the hotel as a result of their invitation, as well as for any damage caused by an item whatsoever in their possession.
3. In the case of any incorrect use of the room and/or not leaving the room in the correct condition, additional (cleaning) costs shall be charged.

9. COMPLAINTS

Despite TRUST Hotel's best efforts, it may be possible that you have a justified complaint. This complaint must be discussed in the hotel and directly with the management, in order to give the management the opportunity to solve any problems immediately. If Your complaint is not solved to your satisfaction, You must submit your complaint in writing within 1 month after your date of departure from the hotel to info@trusthotel.be

10. PHOTOGRAPHS AND VIDEOS

When either a guest or a person accompanying him/her or present in the hotel by his/her doing, or a day visitor, accidentally appears in a photograph and/or video taken or recorded for inclusion in an TRUST Hotel publication and/or on an internet site of TRUST Hotel, it is presumed that he/she approves of the use of the photograph and/or video in the publication and/or on the internet site, even when he/she is recognisable in the respective photograph and/or video.
