

General Terms of Sales

FOR A PLEASANT STAY

Article 1: The 'General Terms of Sales' is intended for the exclusive use of the reservation of stays in guest rooms or in the apartment, approved by Villa St Hubert.

The owner, Mrs. Dominique Koolloos, will be present upon your arrival and will be welcoming you with all the desirable attentions to ensure your stay will be pleasant.

Article 2: duration of the stay – Upon agreement of the confirmation of the reservation for a determined period, you may under no circumstances claim any right to remain in the premises.

Article 3: confirmation of the reservation - The reservation is final when a deposit has been transferred and the confirmation has been approved by email.

The deposit is 30% of the total amount of the stay, with a minimum of one night per room reserved. The payment of the deposit has to be settled within 5 days from the date of the confirmation.

Article 4: cancellation – Because Villa St Hubert is a small company, any cancellation will have a significant effect.

For this reason, the following rules are in place.

- Any cancellation must be notified by letter or email addressed to the owner.
- Guest rooms: Cancellations up to 7 days before the date of arrival are free of charge (the paid deposit will be refunded). In case of cancellation within the period of 7 days before the date of arrival, the deposit remains with the owner who reserves the right to claim the remaining amount of the price of the reservation. In case of no-show, the total amount of the reservation will have to be paid to the owner.
- Apartment: Cancellations up to 4 weeks before the date of arrival are free of charge (the paid deposit will be refunded). Cancellation up to 2 weeks before arrival, 30% of the accommodation costs will be charged. After that, 100% of the accommodation costs will be charged. This also applies in case of early departure.
- If you do not show up before 7.00 p.m. on the day of arrival without prior notice, the owner can dispose of your accommodation(s). The deposit remains with the owner who reserves the right to claim the remaining amount of the price of the accommodation.
- In the event of a shortened stay, the price corresponding to the price of accommodation remains fully acquired by the owner. Unused additional services will be refunded.

You are advised to take out cancellation insurance.

Cancellation by the owner: If the owner cancels the reservation before the arrival date of the guest(s), she must inform the guest by e-mail. Any sums paid will be refunded to the guest.

Reasons for cancellation (non-exhaustive list):

- Degradation of the premises by fire or serious bad weather such as storms or other climatic phenomena affecting the safety of guests. Without notice with refund of the deposit.
- Rupture of water or electricity supplies over a given period making it impossible to perform our duties. Without notice with refund of the deposit.
- Sale of Villa St Hubert by the owner. With two months' cancellation notice, with refund of the deposit.
- Major strike movement or popular revolt affecting your safety. Without notice with refund of the deposit.
- Owner's serious illness or disability over a long period of time. With one month cancellation notice, with refund of the deposit.

Article 5: arrival & departure

- Arrival: Arrivals take place on the day and time specified in the confirmation. In case of late or delayed arrival, the customer must notify the owner by telephone.
- Departure: Departures take place before 10:00 a.m. on the day of departure.

Article 6: payment of the remaining balance - The remaining balance as well as other costs occurred during your stay are to be paid at the end of the stay. The owner accepts payment by cash or bank transfer.

Article 7: tourist tax - The tourist tax is a local tax that you have to pay to the owner who then transfers it to the Public Treasury.

Article 8: use of the premises - Respect for a certain way of living is required to guarantee the tranquility of the premises and the comfort of (other) guests. In addition, it is requested not to eat or smoke in the rooms, to leave the rooms in tidy condition at the end of the stay and to declare, and assume financially, any possible damage for which you are responsible. Children in the premises of Villa St Hubert, are under the sole responsibility of accompanying adults.

Article 9: capacity - The confirmation of the reservation is established for a specific number of people. If the number of people exceeds this number, the owner is entitled to refuse the additional people. This refusal can in no way be considered as a modification or a breach of agreement by the owner, so that in the event of a departure of a number of people higher than those who were refused, no refund will be given.

Article 10: animals - Animals are not allowed, their presence would result in an immediate termination of this agreement, no refund will have to be made by the owner.

Article 11: disputes – In case of default or in the event of a defect, you should inform the owner before the end of your stay.

These provisions do not prejudice any legal actions brought by you or the owner.