



## Terms & conditions (version of 15.02.2019)

### Information concerning the Service Provider

Les Auberges de Jeunesse asbl  
Place des Martyrs 10, 1000 Brussels, Belgium  
Tel. +32 (0)2 219 56 76  
[info@lesaubergesdejeunesse.be](mailto:info@lesaubergesdejeunesse.be)  
[www.lesaubergesdejeunesse.be](http://www.lesaubergesdejeunesse.be)  
Company number: BE0406.568.273  
Travel Agency Licence: A 5176

### Scope of Application

These general terms and conditions apply to the Youth Hostels in Belgium managed by Les Auberges de Jeunesse asbl.

### Rates and Prices

The prices indicated on the site [www.lesaubergesdejeunesse.be](http://www.lesaubergesdejeunesse.be), in price offers and contracts are expressed in Euro, including all taxes.

Les Auberges de Jeunesse asbl reserves the right to modify its prices at any time. However, bookings confirmed by Les Auberges de Jeunesse asbl will be invoiced at the rates effective at the time the booking was made.

Reduced rates for annual members are available only by booking directly via Les Auberges de Jeunesse asbl or Hostelling International. If you make a booking at a member's price, you will be required to provide proof of your membership or to purchase membership on arrival. If you do not have, or purchase, annual membership, you will be required to pay the price advertised at the time of your booking.

### Making a Booking

Bookings are permitted for individuals (up to 9 persons) and groups (10 persons and more) for stays of a maximum duration of 6 consecutive nights.

All bookings are confirmed in writing by Les Auberges de Jeunesse asbl. The confirmation assures customers that the service has been reserved for them.

A group booking has a designated group leader who will be responsible for making and supervising the booking, and who will have financial and legal responsibility for the group's stay.

### **Payment Method and Security**

All amounts must be paid in Euro.

For online bookings, payment is made in full security via credit card or debit card via the intermediary of the payment system of Les Auberges de Jeunesse asbl. The debit/credit card must in the customer's name.

Les Auberges de Jeunesse asbl never has access to its customers' bank card numbers at any point during the payment process.

Cheques are not accepted as a method of payment.

All sums not paid by the time of their due date will bear interest at 5% per annum, as of right and without formal notice. Moreover, by the sole fact of non-payment of an invoice at its due date, the amount of this invoice will be automatically, and without formal notice, increased by a contractual indemnity of 10% at a minimum of €50, which must cover the administrative fees imposed on our association by delays in registered payments.

In the event that a deposit is paid, the balance must be paid by credit card on arrival at the hostel.

All amounts, including amounts relating to cancellation and no-show, are owed by the customer by the date indicated in the written correspondence.

### **Deposit**

For group bookings (10 persons and more), Les Auberges de Jeunesse asbl will ask for payment of a deposit equivalent to 50% of the booking amount, by means of a bank transfer payable at the latest by the date specified on the contract.

For bookings made fewer than 4 weeks before the date of arrival, the total booking amount must be paid immediately in order to confirm the booking.

In the event that the due date is not complied with, Les Auberges de Jeunesse asbl reserves the right to cancel the booking and to make the rooms/beds/spaces/dining halls/meals available to a third party.

In the event of cancellation, in the event where a deposit of an amount higher than the cancellation fees has been paid, the difference will be reimbursed, with the exception of bank transfer charges, which will remain the beneficiary's responsibility.

## **Cancellation in General**

Booking modifications are handled as cancellations.

The consumer does not have the right to renounce the purchase. Nevertheless, it is possible to cancel the booking, while complying with the conditions indicated in points a) and b) in the following. Cancellations must be formulated in writing (by registered letter or e-mail).

Cancellation charges are always due, whatever the grounds.

Reimbursements on the part of the Youth Hostel will be made by bank transfer only.

### **a. Group Cancellation**

Any reduction by more than 10% of the services booked (number of persons, nights or meals) is considered a partial cancellation and entails the same charges.

In order to limit cancellation charges, please notify any cancellation or change in the number of participants and/or requested services as soon as possible.

- Cancellation between 60 and 100 days prior to arrival date: 10% of the amount of the cancelled nights.
- Cancellation between 15 and 59 days prior to arrival date: 50% of the amount of the cancelled nights.
- Cancellation between 8 days and 14 days prior to arrival date: 75% of the amount of the cancelled nights and 50% of the amount of the meals and other cancelled services for the first day of the stay.
- Cancellation fewer than 8 days prior to arrival: 100% of the amount of the nights and 50% of the amount of the meals and other cancelled services for the entirety of the stay.
- Cancellation the evening before or on the day of arrival: 100% of the amount of the nights and 75% of the amount of the meals and other cancelled services for the entirety of the stay.

### **b. Individual Cancellation and No-show**

No cancellation more than 24 hours prior to arrival will entail charges.

Any cancellation fewer than 24 hours prior to arrival will entail charges: 100% of the amount of the first night.

In the event of no-show, 100% of the amount of the first night will be invoiced. In the event of a stay of more than one night, the ensuing nights will be automatically cancelled.

Reimbursements will be made only by our credit/debit card transferee, namely Bank Card Company.

### **c. Cancellation by Les Auberges de Jeunesse asbl**

In the event of force majeure that prevents the Youth Hostel from supplying the booked services, the Youth Hostel reserves the right to cancel the booking solely by means of the reimbursement of the sums paid.

The Youth Hostel will inform the customer as swiftly as possible and, within reasonable limits, will assist in the search for an alternative in another Youth Hostel of Les Auberges de Jeunesse asbl.

#### **Customer Data Confidentiality**

Les Auberges de Jeunesse asbl undertakes not to divulge customers' personal data to third parties. However, these data will be used by Les Auberges de Jeunesse asbl in order to gather feedback on the stay.

#### **Use of the Internet Site**

Les Auberges de Jeunesse asbl has paid the utmost attention to aspects of transaction security and confidentiality when devising this online sales site. If, despite these technical safeguarding measures, the information contained on the site and/or the data transmitted by the customer were to be intercepted, decrypted, transmitted to third parties, falsified, modified, deleted or used by third parties, it declines all responsibility with regard to the direct or indirect consequences that may arise from this.

Les Auberges de Jeunesse asbl declines all responsibility with regard to the direct or indirect consequences of problems related to the accessibility or availability of the site, whatever may be the causes, in particular in the event of breakdown, unavailability of the IT systems of Les Auberges de Jeunesse asbl or in the event of a problem in the telecommunication networks.

Les Auberges de Jeunesse asbl declines all responsibility with regard to the direct or indirect consequences of problems related to the incompatibility of the site with the customer's IT system, its configuration, its Internet connection or in the event of the inability of the customer's equipment to restore the information contained on the site and/or transmit the information relating to the customer.

Les Auberges de Jeunesse asbl declines all responsibility with regard to the direct or indirect consequences of any damage caused to the customer's equipment and/or software configuration, as well as any loss of data resulting:

- From the use of the site.
- From the use, for communication between Les Auberges de Jeunesse asbl and the customer, of electronic communication means such as, in particular, e-mail, which could conceal defects or IT viruses.
- From the downloading of data or programs from the site which could conceal defects or IT viruses.

#### **Responsibility**

Les Auberges de Jeunesse asbl may never be held responsible for damage, loss or theft of goods incurred by its customers in the course of their stay, unless the damage is the result of a deliberate act or of serious negligence on the part of Les Auberges de Jeunesse asbl.

All persons staying at the Youth Hostel must comply with the hostel's internal rules of order (ask for these on arrival at the Youth Hostel), in particular:

- Smoking is prohibited in the hostel
- Making noise on the floors is prohibited after 10 p.m.
- Drinking alcohol on the floors is prohibited
- Animals are not permitted, with the exception of guide dogs

The customer and all accompanying persons are jointly and severally liable for all damage occurring to Les Auberges de Jeunesse asbl and/or a third party, now and/or in the future, as a direct or indirect result of default (of imputable breach), intended at all events to include breaches of the rules of its Youth Hostels and/or illicit acts committed by the customer and/or persons accompanying him or her, as well as for all damage caused by a companion animal and/or for any equipment and/or any matter arising from their cleanliness or their supervision.

Any damage, clearly attributable to a person or to a group, is payable immediately to the Youth Hostel concerned.

In the event of serious breach on the part of a customer, and/or the persons accompanying him or her, of the rules of living in a Youth Hostel or the law in force in Belgium, the manager of the Youth Hostel reserves the right to expel one or more of these persons on the spot without reimbursement of the charges incurred by the customer.

#### **Modification of the General Terms and Conditions**

The general terms and conditions may be modified at any time. It is the user's responsibility to consult them before making any new transaction.

#### **Applicable Law and Competent Jurisdiction**

The present general terms and conditions are subject to Belgian law. In the event of dispute, solely the Courts of the legal district of Brussels will be competent.

Date (DD/MM/YY)

Name + Signature

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