

General Conditions Grand Hotel Huis ter Duin

These general conditions apply to (the conclusion of) all contracts regarding the provision of hotel rooms, conference or restaurant accommodation by Grand Hotel Huis ter Duin and/or related services and supplies by the hotel.

In addition to these general conditions, the “Uniforme Voorwaarden Federatie Horeca 1983” (UVFH = Uniform Conditions Hotel and Catering Federation 1983) also apply to all contracts. If any part of these general conditions is at variance with the UVFH, these general conditions will be applicable, notwithstanding the provisions of section 2 UVFH.

1. Neither the reservation of the above mentioned accommodation, or any contract regarding related supplies and services by the hotel will be final until the client has, upon written confirmation by the hotel, reaffirmed his reservation (the offer) in writing and the hotel has received the duly signed contract together.

Terms of payment:

- Upon signing of the contract a good faith deposit of 10% of the estimated total revenue is required. When this deposit has not been received 1 month after the signing of the contract, Grand Hotel Huis ter Duin at all times reserves the right to cancel the reservation.
- 1 month prior to the arrival date or the date of the function the deposit equal to 80% of the estimated total revenue must be received by the hotel. In other words: The 90% of the estimated total revenue must be paid 4 weeks prior to arrival date or the date of the function.

1. The client is only allowed to sub- or relet the accommodation after receipt of the written consent of the hotel.
2. In so far as imposition of VAT is legally required, it will either be included in the price or be separately itemised. Should the rate of VAT be increased after a reservation has been made and confirmed in writing by the hotel, this increase will be chargeable to the client. The client authorises Grand Hotel Huis ter Duin, on the client's behalf, to opt for VAT taxable rental of the accommodation or equipment in question.

If the period between the conclusion of the contract and the meeting exceeds 120 days, the hotel is entitled to implement a price correction. If agreed upon in writing, this 120-day period may be reduced.

3. If the client, after conclusion of the contract, changes the number of rooms and/or number of guests or cancels the entire contract, the hotel is entitled to charge the following costs.

4.1. Variation of number of guests

In case of a conference whereas a room block with less than 50 rooms per night or/and one of the Panorama rooms or/and the Boardroom or/and the DC Room or/and one of the meeting rooms of the Royal Lounge is booked, the following deadlines and costs are applicable.

Date of arrival first guest	Variation of number of guests or number of room nights which can be released without costs	Costs in case of larger variation **
Until 3 months	50%	50%
Until 2 months	40%	60%
Until 4 weeks	30%	70%
Until 2 weeks	20%	80%
Until 1 week	10%	90%
Until 2 working days	5%	100%

** The costs are a percentage of the reservation value for the whole period based on the difference between the actual variation of guests and/or rooms -/- the variation allowed.

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At all times Grand Hotel Huis ter Duin reserves the right to change the meeting rooms in case the variation is larger than allowed according to the scale above.

4.2 Cancellation of entire conference

In case of a conference whereas a room block with less than 50 rooms per night or/and one of the Panorama rooms or/and the Boardroom or/and the DC Room or/and one of the meeting rooms of the Royal Lounge is booked, the following deadlines and costs are applicable.

Date of arrival first guest	Costs based on reservation value room nights and/or meeting room rental	Costs based on reservation value of food and beverage
More than 3 months	0%	0%
Between 3 and 2 months	15%	0%
Between 2 months and 1 month	35%	25%
Between 1 month and 14 days	60%	50%
Between 14 and 7 days	85%	75%
7 days or less	100%	100%

In all cases we define the reservation value as the total amount of all booked rooms and/or room rental and/or pre-calculated Food and Beverage revenue and/or other services. You can find the total reservation value on the cost summary of your confirmation.

5. Prior to the meeting, the client will inform the hotel of any services by third parties, which have been contracted by the client. The hotel is entitled to exclude particular services by third parties and the hotel will not be responsible for any resulting additional costs to the client.
6. If the hotel obtains technical equipment or services such as bus/boat rental from third parties, at the request of the client, the hotel will act by order and for the account of the client. The hotel is not responsible for proper delivery of any third party services. The client is responsible for the proper use and the proper return of the equipment and indemnifies the hotel against any claims by third parties.
7. The client is not allowed to bring food or drinks into the hotel, or have participants or anyone else do so, without the written consent of the hotel. In the latter case a service fee respectively corkage fee will be charged.
8. Advertisements or publications in any form, which refer to a meeting in the hotel, are only allowed with the written consent of the hotel. If the hotel deems its interests harmed by a publication or advertisement that has been released without its consent, the hotel is entitled to rescind the contract without prior notice by written statement. In that case the hotel will be entitled to charge the client the costs according to section 4 of these conditions.
9. If the hotel has reason to believe that the meeting will jeopardise or may jeopardise the normal organisation within the hotel and also in case of force majeure, the hotel is entitled to rescind the contract without prior notice by written statement.
10. If the client, albeit in good faith, before or upon the conclusion of the contract has rendered to the hotel incorrect or incomplete information regarding the character of the meeting, the hotel is, in case of rescission on the grounds mentioned above, entitled to charge the client the costs according to section 4 of these conditions.

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11. Grand Hotel Huis ter Duin is not to be held responsible for loss or theft of belongings of guests or companies from any room whatsoever (room, conference room, public area, cloakroom, service room or safe).
12. The client should supply all details of the conference as soon as possible. At all times the client commits itself to deliver following details on following deadlines.

Naming list	10 working days prior to arrival first guest
Choice of food and beverage	10 working days prior to arrival first guest
Set up of the room	4 working days prior to arrival first guest

In case the set up of the room has to be changed upon the day of the conference, the hotel may charge extra staff costs and/or extra meeting room rental.

13. The word “client” in the above conditions refers to the person who, or the legal entity that concludes the contract with the hotel. This also applies if the meeting is organised on behalf of a third party.

For approval

Company :

Contact :

Date :

Signature : _____