GENERAL TERMS AND CONDITIONS

Hotel - Restaurant LA BRAVA - Meetings - Events

Interstate Hotel Group BV

Trading name: Prins Van Oranje / Hotel Prins van Oranje

Halensebaan 152, 3290 Diest, Belgium

Enterprise number 0479.927.294

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Article 1 - Identity of the business

1. These terms and conditions are used by Interstate Hotel Group BV, trading as Prins Van Oranje and/or Hotel Prins van Oranje, with its registered office and operating address at Halensebaan 152, 3290 Diest, Belgium. Enterprise number: 0479.927.294. VAT number: BE0479927294. Contact: +32 13 35 10 70, info@prinsvanoranje.be and www.prinsvanoranje.be.

2. “Customer” means any individual or legal entity that makes an enquiry, makes a booking or enters into an agreement. “Guest” means anyone who uses a hotel room, restaurant service, meeting room, event, car park or other facility. A Customer who books for others must ensure that they read the applicable terms and conditions and house rules.

Article 2 - Scope and order of precedence

1. These terms and conditions apply to offers, bookings and services relating to hotel accommodation, breakfast, the restaurant, catering, meetings, seminars, events, groups, parking, charging facilities and additional services, regardless of the booking channel used.

2. For bookings made through an external platform, the platform terms and rate conditions displayed during the booking process also apply. In the event of a conflict, the following order of precedence applies: (1) an expressly agreed special condition or quotation, (2) the booking confirmation and the conditions of the selected rate, (3) the terms and conditions displayed on the external platform and (4) these general terms and conditions.

3. The Customer's terms and conditions apply only if Prins Van Oranje has expressly accepted them in writing in advance. Any departures from these terms and conditions are valid only if agreed in writing.

Article 3 - Information and formation of the agreement

1. Website information, photographs and descriptions are prepared with care. Minor differences in furnishings, colour, view or equipment do not entitle the Customer to cancel if the essential features of the service remain unchanged.

2. An enquiry, indicative price or provisional hold is not binding. The agreement is formed when Prins Van Oranje confirms the booking in writing or electronically, the Customer receives an online booking confirmation, or performance of the agreement begins. An acknowledgement of receipt of an enquiry is not a booking confirmation. The Customer must check the confirmation immediately and report any errors as soon as possible.

3. The person making the booking declares that they have the authority and legal capacity to do so and are using the payment method lawfully. Special requests are subject to availability and are guaranteed only when expressly confirmed in writing.

Article 4 - Prices, taxes and packages

1. The applicable price is stated in the quotation, the selected rate or the booking confirmation. Prices are in euros and include VAT payable by law, unless stated otherwise. Local taxes, tourist taxes, additional services, drinks and services not expressly included may be charged separately. A cot or extra bed is free on request, subject to availability and the permitted room occupancy.

2. The contents of a package are determined solely by the confirmation. Obvious pricing, typographical or data entry errors are not binding on Prins Van Oranje. In the event of an obvious error, the correct price will be proposed and the Customer may decline without charge, provided that the service has not been fully performed. Amounts in foreign currencies are indicative; payment is settled in euros.

3. After the agreement has been entered into, the price will not be increased unilaterally, except for additional services, a change requested by the Customer, levies that must be passed on by law, or an objectively determinable adjustment agreed in advance.

Article 5 - Payment and payment security

1. The payment method and timing are determined by the selected rate, quotation or confirmation. Where communicated in advance, Prins Van Oranje may require a valid payment card, deposit, advance payment or reasonable security deposit.

2. A card pre-authorisation is not a final settlement. After departure, the remaining amount will be released or refunded, less any amounts due that can be substantiated. Processing times of banks and card providers are beyond the control of Prins Van Oranje.

3. Invoices are payable within the stated period. In the event of late payment by a consumer, only interest and compensation clauses permitted by law will be applied, following a free formal notice of default and the statutory waiting period. For business Customers, statutory commercial interest and reasonable recovery costs may apply.

Article 6 - Hotel bookings, cancellation and no-shows

1. Under Standard flexible, the Customer may cancel free of charge up to 72 hours before arrival. The exact cancellation deadline is stated in the booking confirmation. For cancellations after that deadline, a booking of fewer than 3 rooms will be charged for the first night of the reserved rooms, and a booking of 3 or more rooms will be charged the full booked amount.

2. Non-refundable is paid in full in advance and is non-refundable from the time of booking. Weekly and Monthly are also non-refundable from the time of booking. Weekly applies to stays of at least 7 nights and Monthly to stays of at least 28 nights. The rate conditions displayed during booking and in the confirmation form an integral part of the agreement.

3. In the event of a no-show, 100% of the booked amount will be charged. The Hotel may offer the room for sale again after the first reserved night, unless otherwise agreed in writing.

4. A cancellation or change must be made through the same channel as the booking, unless otherwise agreed, and takes effect only once confirmation has been received. Early departure or a reduction in the number of nights does not entitle the Customer to a refund for unused nights, unless otherwise agreed in writing in advance.

Article 7 - No right of withdrawal for services on specific dates

1. For accommodation, catering and leisure services provided on a specific date or during a specific period, consumers do not have the usual statutory fourteen-day withdrawal period. An online hotel, restaurant or event booking therefore cannot simply be withdrawn free of charge. The valid cancellation conditions continue to apply, without prejudice to mandatory consumer rights.

Article 8 - Check-in and check-out

1. Regular check-in is available from 14.00 up to and including 22.00, without an early or late arrival surcharge. Check-out is by 11.00 every day.

2. Early check-in before 14.00 costs € 35 and is available only on prior request, subject to availability and explicit written confirmation from the hotel. Providing an arrival time or completing online check-in does not constitute permission for early check-in. Late check-in after 22.00 is available free of charge with prior notice.

3. Late check-out costs € 35, is available only on prior request and with explicit written confirmation from the hotel, and can never be later than 15.00. Without confirmation, check-out by 11.00 every day remains mandatory.

4. A valid identity document, confirmation, payment security and registration required by law may be requested on arrival. Failure to leave on time may result in additional reasonable and demonstrable consequential losses.

Article 9 - Occupancy, children, breakfast and extra beds

1. The hotel offers only four room categories: rooms for 1 person, rooms for 2 people, rooms for 3 people and rooms for 4 people. The maximum room occupancy must not be exceeded. Only registered Guests may stay overnight.

2. An additional person can be accommodated only within the permitted room occupancy. Any change to the room rate will be confirmed in writing in advance.

3. Breakfast is included in all four hotel rate plans. Breakfast is served from Monday to Friday from 07.00 to 09.00 and on Saturday and Sunday from 08.00 to 10.00. An additional breakfast costs € 19 per person. A cot or extra bed is free on request, subject to availability and the permitted room occupancy.

4. All additional guests, breakfasts, cots and other additional facilities must be notified in advance and are guaranteed only once Prins Van Oranje has confirmed them in writing.

Article 10 - Pets

1. Pets cost € 20 per pet per night and are permitted only with prior notice and written confirmation. Permission is subject to availability, room type and house rules.

2. Recognised assistance dogs are admitted in accordance with the law; prior notice is requested. Reasonable cleaning, damage and loss-of-use costs may be charged for pets that have not been notified or permitted.

Article 11 - House rules and conduct

1. Guests must act with care and respect towards staff, other guests, local residents and property. Disturbance, threats, aggression, discrimination, illegal activities, weapons, dangerous substances, tampering with safety equipment and unauthorised parties or commercial activities are prohibited.

2. All indoor areas and rooms are smoke-free, including the use of products that cause vapour or odour nuisance. Reasonable and demonstrable cleaning, repair and loss-of-use costs may be charged. Quiet at night and instructions concerning order, safety and hygiene must be respected.

3. In the event of a serious or repeated breach, Prins Van Oranje may issue a warning, suspend services, terminate the agreement, require departure or call the emergency services. Services already provided and demonstrable losses remain payable, within the limits of mandatory law.

Article 12 - Safety and access to rooms

1. Escape routes and emergency exits must be kept clear. Cooking appliances, candles and hazardous equipment must not be used without permission. Alarms and evacuation orders must be followed immediately; defects, damage and unsafe situations must be reported promptly.

2. The room confers a personal and temporary right of use, not a residential tenancy. Staff may enter for cleaning, maintenance, technical inspection, safety, emergency assistance or investigation of a reasonable suspicion of a serious breach. Requests not to be disturbed will be taken into account, except where access is necessary.

Article 13 - Damage and exceptional cleaning

1. The Customer and Guest are responsible for damage attributable to themselves, visitors, children or persons for whom they are responsible. This includes damage to or loss of furnishings and equipment, smoke damage, exceptional cleaning, lost keys, repair costs and reasonable loss of revenue where a room is demonstrably temporarily unavailable for letting.

2. Prins Van Oranje documents the damage and provides reasonable supporting evidence on request. Normal wear and tear and damage for which the Customer or Guest is not responsible will not be charged. A security deposit does not limit liability to the amount of that deposit.

Article 14 - Valuables and lost property

1. The Guest must take care of personal belongings and valuables and use available safes or follow the instructions provided. Liability for loss, damage or theft is assessed in accordance with the law and cannot be excluded beyond the extent permitted by law.

2. Lost property is kept for a reasonable period. Items are sent on request and, in principle, at the owner's expense and risk. Perishable, unhygienic or dangerous items may be removed immediately.

Article 15 - Parking and charging facilities

1. Parking is subject to availability and is neither supervised nor reserved unless expressly agreed. Vehicles must be parked correctly and must not obstruct access routes, charging points or emergency services. The user remains responsible for the vehicle and its contents; liability is assessed in accordance with the law and the specific circumstances.

2. Charging points must be used in accordance with the instructions, availability and tariffs displayed on site. The user must ensure that the vehicle and charging equipment are safe and suitable. Prins Van Oranje is not liable for failures of external providers or network operators, except where there is a breach attributable to Prins Van Oranje itself.

Article 16 - Restaurant and restaurant service

1. From 6 November 2026, you can reserve a table at LA BRAVA on Fridays, Saturdays and Sundays. Arrival times are every half hour from 12:00 through 20:30, with two hours at your table. Book online for up to six people. Larger parties should book by phone. Your reservation is final once the form shows a confirmed booking or LA BRAVA confirms your request directly. The kitchen closes at 21:00 and the restaurant and lounge close at 23:00. On 4 December, the opening evening from 18:00 requires a separate reservation with no deposit. EARLY BIRD 49.- for bookings through 26 November 2026. From 27 November at 00:00 Belgian time, new bookings cost 59.-. At the door 69.-, subject to availability. All rates are per person including VAT, payable on arrival before admission. For existing confirmed reservations, the amount stated in your confirmation remains applicable. Hotel breakfast remains available during the stated hours.

2. A confirmed restaurant service applies to the agreed number of people, time and package. Changes must be notified as soon as possible. For groups, special menus and busy periods, a deposit, card guarantee, advance menu selection or specific cancellation conditions may apply.

3. Allergies and dietary requirements must be notified in advance. Reasonable efforts will be made, but the complete absence of all traces of allergens cannot always be guaranteed in a professional kitchen.

Article 17 - Meetings, groups and events

1. The quotation, event schedule, confirmation and special conditions determine the agreement. The Customer must provide the final number of participants, programme, room layout, technical requirements, catering, allergies and other requirements in good time.

2. For private celebrations, receptions, venue hire and catering, you receive the full quote, including applicable VAT and selected items, before accepting it. After acceptance, you pay 25% when the date is confirmed, 50% no later than 48 hours before the event and 25% at the venue. An online request is not a confirmed booking.

3. Read the cancellation terms in your quote before accepting it. The terms agreed in writing apply to bookings that have already been confirmed.

4. Any hotel rooms are subject separately to the terms of the confirmed hotel rate.

5. B2B hotel stays and meetings have a separate quotation and enquiry process. The pricing and payment arrangements under a corporate agreement are confirmed in writing in advance. The party terms do not automatically apply to business hotel room bookings.

6. A confirmed minimum number may be used as the basis for invoicing. Late changes are subject to availability and may incur additional costs.

Article 18 - Unavailability and alternative accommodation

1. Prins Van Oranje provides confirmed services with professional care. If a room is unavailable due to a technical failure, safety issue, administrative error, overbooking or exceptional situation, reasonable efforts will be made to offer an equivalent or better room, a suitable alternative hotel or a refund for the service not provided.

2. If the problem is attributable to Prins Van Oranje, it will bear the reasonable additional costs of the equivalent alternative it offers and, where necessary, reasonable transport costs. The Customer's mandatory statutory rights remain unaffected.

Article 19 - Interruptions and maintenance

1. Temporary maintenance or a limited disruption does not automatically entitle the Customer to a full refund. The Hotel will try to resolve the problem quickly and offer an appropriate solution, taking its severity and duration into account. Third-party facilities such as internet, payment systems and utility networks may be temporarily unavailable. Statutory rights continue to apply where the main service is materially defective due to an attributable cause.

Article 20 - Liability

1. Prins Van Oranje is liable for direct loss that is the foreseeable consequence of a breach attributable to it. It is not liable for loss arising solely from incorrect information supplied by the Customer, failure to follow reasonable safety instructions, a fault of the Customer or an independent third party, or force majeure.

2. Nothing excludes liability for death or personal injury for which Prins Van Oranje is legally liable, wilful misconduct or gross negligence where exclusion is prohibited, or any other mandatory liability.

3. For business Customers, liability may, to the extent permitted by law and except in cases of wilful misconduct or gross negligence, be limited to the value of the agreement concerned or the insurance cover. The Customer must take reasonable steps to limit loss and give the Hotel an opportunity to remedy a problem.

Article 21 - Force majeure

1. Force majeure is an unforeseeable or unavoidable event beyond reasonable control that makes performance temporarily or permanently impossible, including, depending on the circumstances, fire, flooding, war, terrorism, mandatory closure, epidemic-related measures, widespread utility failure, an external strike or transport disruption.

2. The affected party must inform the other party as soon as possible and limit the consequences. Obligations are suspended for as long as performance is impossible. If performance becomes permanently impossible, the agreement concerned may be terminated; services properly provided remain payable and prepaid services that have not been provided will be refunded, subject to any valid statutory or special arrangement.

3. The Customer's personal inability to attend, illness, traffic disruption or changed travel plans do not automatically constitute force majeure in relation to the cancellation conditions.

Article 22 - Complaints and mediation

1. Any defect must be reported immediately to reception or the person responsible so that a solution can be found. Unresolved complaints may be submitted in writing to info@prinsvanoranje.be, stating the name, booking number, date, description, evidence and desired solution. The undisputed part of the invoice remains payable.

2. After first attempting an amicable settlement, a consumer may contact the Consumentenombudsdienst, Koning Albert II-laan 8 bus 1, 1000 Brussel, +32 (0)2 702 52 00, contact@consumentenombudsdienst.be, www.consumentenombudsdienst.be.

Article 23 - Personal data and CCTV

1. Personal data is processed for enquiries, bookings, guest registration, service provision, payment, invoicing, security, fraud prevention, legal obligations and permitted communications. This is done in accordance with the GDPR and Belgian privacy legislation. External platforms also process data in accordance with their own privacy notices.

2. The separate privacy notice describes the legal bases, retention periods, recipients and rights. Questions may be sent to info@prinsvanoranje.be. CCTV may be used in permitted communal and outdoor areas, is indicated as required by law and is never used in hotel rooms or sanitary facilities.

Article 24 - Intellectual property and photography and recording

1. Names, logos, texts, photographs, menus and designs must not be used commercially without permission. Personal photographs are permitted provided that privacy, safety and peace and quiet are respected. Professional photography, livestreams or commercial productions require prior written permission.

Article 25 - External booking platforms

1. An external platform operates under its own terms and conditions. Prins Van Oranje is not responsible for platform technology, translations or payment processing managed exclusively by the platform, but remains responsible for the confirmed accommodation and the information it provides itself.

2. Cancellations, changes and refunds for platform bookings are handled through that platform where it manages the booking or payment. Platform terms do not replace these terms and conditions in relation to the actual stay, safety, damage and house rules.

Article 26 - Amendments and severability

1. These terms and conditions may be amended for future agreements. In principle, the version accepted when the agreement was entered into applies to an existing booking. A subsequent amendment applies only if required by law, not materially detrimental or accepted by the Customer.

2. An invalid or unenforceable provision will not be applied; the remainder continues to apply if it can remain in force without that provision. Failure to exercise a right immediately does not constitute a permanent waiver.

Article 27 - Applicable law and jurisdiction

1. Belgian law applies. This choice does not deprive consumers of the protection of mandatory law that would apply in the absence of that choice. The parties will first try to resolve disputes amicably.

2. Disputes will be submitted to the court with jurisdiction under the law. For business Customers, the courts of the judicial district in which Prins Van Oranje is established have jurisdiction, to the extent permitted. Consumers retain access to any court with mandatory jurisdiction.