



### **CANCELLATION CONDITIONS:**

- The compensation payable by the customer, in connection with full or partial cancellations of the hotel accommodation and catering services booked by the customer, shall be determined on the basis of the reservation value (=RV).
- In case of “no-show”, the customer will be obliged to reimburse the total RW in all cases.
- For reservations for  $\geq 50$  persons, the following terms will be increased by 1 month.
- Reservations of  $\geq 3$  rooms are considered group reservations.
- La Butte aux Bois S.A. has the right to cancel a catering agreement, unless the customer has indicated in writing within seven days after the conclusion of the catering agreement in question that he wants La Butte aux Bois S.A. to waive his right to cancel, provided that the customer has also unambiguously indicated in the same time that he waives his own right to cancel.

### **COMPENSATION FOR CANCELLATIONS:**

#### • HOTEL ACCOMMODATION/LOGIES:

	group	individual	
- From 21 days to 8 days before the start date	50%	0%	of the total RV
- From 7 days to 48 hours before the arrival date	75%	0%	of the total RV
- Less than 48 hours before arrival date	100%	100%	of the total RV
- During holidays, TEFAF period & Zangersheide period	100%	100%	of the total RV

#### • ALL-IN HOSPITALITY AGREEMENTS:

All cases where one or more types of hospitality services are to be provided (both per person and per group).

More than 4 months before the effective date	no compensation
More than 2 months before the effective date	25% of the total RV
More than 1 month before the effective date	35% of the total RV
More than 2 weeks before the effective date	50% of the total RV
More than 1 week before the effective date	75% of the total RV
Less than 1 week before the effective date	100% of the total RV

### **PAYMENTS:**

- La Butte aux Bois N.V. may at any time require the customer to deposit or cause to be deposited under La Butte aux Bois N.V. a deposit in the amount of a maximum of the reservation value less any interim payments already made. Deposits received are properly administered, serve exclusively as security for La Butte aux Bois N.V. and explicitly do not count as already realised turnover.
- La Butte aux Bois N.V. can always request interim payment for catering services already provided.
- If a turnover guarantee is issued, the customer is obliged to pay La Butte aux Bois N.V. at least the amount determined in the turnover guarantee with regard to the catering agreement(s) concerned. This turnover guarantee amount is based on a minimum number of persons.