

# Drongen Abbey

## General Terms & Conditions

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### 1. Accessibility and time tables

The reception desk remains open during week days from 8.30 to 12.00 and from 13.00 to 16.30. An answering service is available outside these opening hours and during weekends.

Check-in for accommodation anytime between 8:30 and 19:30. Conference rooms are available for non-residents between 8:00 and 22:00. All are asked to keep quiet in the hallways, and respect the night silence everywhere from 22:30.

The main gate of the Old Abbey closes at certain points in time. Please check these closing times at the reception desk. Leaving and entering the premises during closure is still possible. Be informed of the access procedures when the gate is closed.

Groups of guests should have someone constantly in charge as a 'contact person' to the staff members of the Abbey.

### 2. Conference rooms

The Abbey provides a variety of rooms for meeting, conferencing and informal gathering.

Prices vary according to the type of rooms requested. Customers may express their preference for a particular venue, but the Abbey reserves its right to assign any available space.

The rent for conference rooms is rated at either 'Half a Day' or a 'Full Day' tariff. The Half a Day rate is charged for a venue hired during one of the following time slots:

- Morning: 8:30 - 12:30
- Afternoon: 13:00 - 17:00
- Evening: 18:00 - 22:00

The Full Day rate is charged for rooms hired for a duration exceeding one of the above slots.

During a multiple-day stay, occupying a conference room for an opening session on the first evening (starting from 18:00 on) is free of charge.

### 3. Meals

The kitchen sets the daily menu, but their choice may be adapted on request. At lunch time either hot or cold meals can be prepared; for supper: cold dishes only. The standard hours for meals are:

- Breakfast: 8.30
- Lunch: 12:30
- Supper: 18:00

This time table may be slightly adapted on request. Service closes, however, at 18.30. The times for morning and afternoon coffee/tea breaks, on the other hand, are free to determine.

Meals and drinks are to be ordered from the Abbey only. Bringing in one's own food or beverages is not permitted. A bar with soft drinks and beers is always open to groups that stay overnight. The bill is settled after consumption. Other beverages, such as wine or sherry, can be applied for beforehand.

Requests for vegetarian meals or special diets for medical reasons may be met to the kitchen's ability. Such requests must be made in advance.

#### **4. Accommodation**

Guests register on arrival at the Reception desk. Check-in for accommodation anytime between 8:30 and 19:30. The person in charge of a group will take responsibility for all room keys for the group and fill in the check list of occupants. Upon arrival and departure the Group responsible will clear room keys and occupants' list at the Reception desk at an agreed time. A lost key will be charged 7 Euro.

The use of bed sheets is mandatory. A pillowcase is already present in the room. Guests may either want to bring their own sheets, or rent them upon arrival at the Abbey. Towels are also available for rent.

#### **5. Number of guests**

The initial agreement may contain an approximate number of attendees. The Abbey, however, will be notified of the final figure at least 2 weeks beforehand. Failing to declare such changes in advance, the number of persons shall apply as stated in the earlier agreement.

When modifying a reservation the following conditions apply:

- Cancellation of a stay overnight less than 2 weeks before arrival: 50% of the accommodation will be invoiced.
- Cancellation of a particular conference room, less than 2 weeks before occupation: 50% of the rent will be billed.
- Cancellation of a meal is allowed up to 24 hours in advance. Belated cancellations are charged with the full amount for the meal.

#### **6. Cancellation Fee**

The cancellation fee is evaluated at the following rates.

A cancellation of the reservation is requested within the term of:

- 3 to 1 months prior to arrival: 10% of rent and accommodation.
- 1 month to 2 weeks prior to arrival: 25% of rent and accommodation.
- Less than 2 weeks prior to arrival: 50% of rent and accommodation.

#### **7. Payment**

Reservations may be exempt from VAT if the activity is covered by the VAT Code Art. 44 §2.

An invoice for the total amount will be issued after stay, and is payable within 14 days after date of invoice.