



Centre Thermal - Hotel - Séminaire

## GENERAL TERMS & CONDITIONS

These Terms & Conditions apply to all services provided, including accommodation and all products sold directly by our employees.

### 1. Reservations

No reservation is binding on us until we have received a copy of our offer, counter-signed "pour accord" and a deposit of 50% of the total value of the services ordered.

The remaining 50% must be paid at the latest 15 working days before the date on which the services will be provided

Reservations made within 15 working days of the date on which the services are to be provided must be immediately paid in full.

**When a client wishes to cancel a reservation, the following charges will be made :**

- Cancellation between 55 and 30 days before arrival: 10% of the total price, with a minimum of € 25 to cover administrative costs.
- Cancellation between 29 and 15 days before arrival: 50% of the total price.
- Cancellation between 14 and 8 days before arrival: 75% of the total price.
- Cancellation 7 days or less before arrival (including "no-shows"): 100% of the total price

Clients who depart prematurely must pay in full for the entire stay as originally booked..

We reserve the right to cancel any service or treatment , should we consider it impossible to provide it in an acceptable manner. In these cases, we will offer the clients affected an alternative service or treatment. Should the client refuse this, we will offer a full refund for the cancelled service or treatment.

Should a client be forced to cancel a reservation due to force majeure, for which he/she presents acceptable evidence, we will refund the deposit paid, less € 25 per person to cover administrative costs. Should force majeure intervene during the provision of a service or treatment, we will refund pro-rata the unused services or treatments.

### 2. Liability.

The Château des Thermes cannot be held liable for any accidental injury suffered by a client during a treatment not prescribed by a doctor.

### 3. Claims.

Any claims for refunds for commercial reasons or due to poor-quality services or treatments provided must be sent to us in writing no more than 15 working days after the end of the treatment or services. Claims on our third-party liability insurance will only be considered in as far as the loss or injury concerned was formally declared at the time, before the completion of the service or treatment programme.

### 4. Payment Terms

Our services and treatments must be paid for in advance. Any overdue payment will immediately, and without reminder, attract a penalty of 10% of the outstanding value, plus interest at 12% APR.

### 5. Scope of Terms & Conditions.

All our services and treatments are subject to these Terms & Conditions, excluding any services and treatments provided by sub-contractors and co-contractors, unless specified otherwise in writing by us.

In case of any dispute over the meaning of these Terms and Conditions as published in other languages, the French version will be legally binding.

### 6. Suspensions.

Any suspension of these Terms & Conditions, even if repeated, cannot be construed as tolerance on our part and does not give the right to initiate any sort of legal proceedings against us

### 7. Competent Courts.

The Courts of Liège, Belgium have exclusive competence to try any dispute arising from these Terms & Conditions and from any contract made with the Château des Thermes.