



Terms and Conditions for Botanic Sanctuary Antwerp

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Botanic Sanctuary Antwerp
Tel: +32-(0)3 269 00 00
info@botanicantwerp.com
www.botanicantwerp.com



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Modifications

Botanic Sanctuary Antwerp may revise these terms of service for its website at any time without notice. By using this website, you agree to be bound by the then-current version of these terms of service.

Governing Law

These terms and conditions are governed by and construed in accordance with the laws of Antwerp, Belgium, and you irrevocably submit to the exclusive jurisdiction of the courts in that location.

Conditions Botanic Sanctuary Antwerp:

Scope

These terms and conditions are an integral part of the hotel agreement and may only be deviated from in writing. They apply exclusively, overriding any general terms and conditions originating from the client, insofar as these contradict the terms outlined herein. All price quotes by the hotel are non-binding and without commitment.

Contracting Parties

The person staying at the hotel is not necessarily the contracting party. A third party can conclude a hotel contract on their behalf. For these terms, "contracting party" refers to the individual or legal entity entering into a hotel reservation agreement and/or responsible for payment. The term "guest" refers to the person(s) intending to stay at the hotel.

Services

Services are performed at the hotel's location unless otherwise agreed upon in writing. Complaints about provided services must be submitted in writing to the hotel within seven days of service completion to be considered.

Hotel Agreement

Under the hotel agreement, the hotel is obligated to provide accommodation and standard services according to the hotel's category. This includes rooms, common areas, and facilities typically available to guests. The contracting party is responsible for paying the agreed-upon price.

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Form of Agreement

No specific form is required for the agreement. The contract is binding upon the client's express acceptance of the offer. For written agreements, the arrival and departure dates, agreed price, description of services, and any deposit arrangements must be specified.

Duration of Stay

For reservations with a specific duration, the start and end dates must be mentioned in the contract. The agreement ends on the departure date, no later than 11:00 AM. If the guest does not vacate the room by 12:00 PM, an additional night will be charged. For indefinite stays, a one-day notice (ending the next day by 12:00 PM) is required for termination.

Cancellation Policy

Partial or full cancellations are allowed until 24 hours prior to arrival without penalty. Cancellations after this time will incur a charge equivalent to the first night's stay. No-shows will also be charged the first night's stay as a flat-rate compensation.

Hotel's Inability to Perform

If the hotel cannot fulfill the agreement, it will provide the guest with alternative accommodations of equal or higher quality at no additional cost to the guest.

Termination of Agreement

Agreements may only be terminated by mutual consent unless otherwise stated in Article 7. Each party retains the right to establish cancellation policies and compensation terms when concluding the contract.

Payment

The hotel may require full or partial advance payment. Any advance payment is considered a deposit unless otherwise agreed in writing. Hotel bills are payable upon presentation, either in cash, by Maestro, or by credit card.

Breach of Contract

Any significant or repeated violation of the agreement allows the affected party to terminate the agreement immediately without notice.

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Hotel Liability

The hotel is not liable for damages caused by unforeseen events beyond its control (force majeure) or for damages resulting from the fault of the guest. Liability for guest property is governed by Articles 1952–1954 of the Belgian Civil Code.

Guest Responsibility

Guests and contracting parties are jointly liable for any damage caused to persons, property, or hotel facilities.

Pets

Guests must ensure the hotel allows pets before bringing them.

Room Occupancy and Release

Rooms reserved for a guest must be available by 3:00 PM. Guests must vacate their rooms by 11:00 AM on departure day unless otherwise agreed.

Late Arrival

Late arrivals must be communicated to the hotel in advance. Reservations without such communication are valid until 6:00 PM.

Cancellation by Groups

For group bookings (five or more rooms), the following terms apply:

- Up to 3 months before the event: Free cancellation.
- 2 months before the event: 25% cancellation allowed without penalty.
- 1 month before the event: 10% cancellation allowed without penalty.
- Less than 1 month: 100% of costs will be charged.

Payment for Events

A 90% deposit is required upon confirmation of the event. The balance is due within 30 days after the event. For reservations via online travel agencies involving 5+ rooms, the above terms and conditions apply.

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Applicable Law

The hotel reservation agreement is governed by Belgian law. All disputes arising from this agreement fall under the jurisdiction of the courts in the hotel's location.

This document outlines the general terms and conditions applicable to all stays, services, and agreements at Botanic Sanctuary Antwerp.

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