

## Terms and conditions for accommodation in the Scouts en Gidsen Vlaanderen Asbl Hopper Hostels

- The specific accommodation conditions for each site are contained in their internal rules. These specific conditions form an integral part of the contract with the price list, and the general terms and conditions.
- Rates & Bookings
  - ✓ The rate confirmed upon reservation is subject to possibly rate change applicable for the year in which the stay is taking place.
  - ✓ Rates may be modified twice a year, nl. in December of the year preceding the year of a stay in the months January till August, and in June of the year of a stay in the months September till December. This is done based on the consumption index of the month preceding the moment of modification (respectively November and May).
  - ✓ The tariff includes reasonable energy consumption. Exceptional consumption of energy, or consumption due to use of external equipment will be charged extra.
  - ✓ Special rates apply each year to youth activities.
  - ✓ If the site warden realises that a group does not meet the conditions for the special rate, the appropriate rate will be changed.
- For each stay, a minimum number of participants will be charged as stated in the contract. At least 14 days before the beginning of the stay, the precise number of participants must be communicated to calculate meals and nights. Additional nights and/or meals will be added to the invoice.
- Reservations will be confirmed if the account is paid within 14 days of the date of issue of the contract. If no deposit is requested, the booking will be confirmed if a signed contract is returned within 14 days. The date of posting is the applicable date.
- Billing and ways to pay
  - ✓ If a deposit is requested, the final invoice will be sent after the stay.
  - ✓ Invoices must be paid by the date stated.
  - ✓ Unless otherwise agreed, invoices must be paid by bank transfer. Receipts will be given for cash payments but never for amounts above those legally permitted.
  - ✓ Late payments will incur a €15 administrative surcharge. Permitted interest charges will also be added to the bill.
- ✓ The organizer of a group stay is responsible for paying the full invoice. No individual invoices will be issued or individual payments accepted.
- The maximum number of persons allowed for the stay (inside or outside) may not be exceeded.
- The premises must be cleaned in accordance with the centre's requirements. Following a check of the inventory and infrastructure, any damage, missing articles or additional cleaning will be calculated. Inadequate cleaning, damage or missing articles not registered at departure may still be charged to the group if they have clearly been caused by the group in question. The centre warden will inform the group involved as quickly as possible.
- The organizer of a group stay is responsible for insuring the group and its members individually against damaged caused to Scouts en Gidsen Vlaanderen Asbl, its Hopper hostels or their users. The warden can ask to be shown the insurance cover at any time and it must be provided immediately.
- Cancellation.
  - ✓ Cancellation must be made in writing and implies complete abandonment of the stay.
  - ✓ In the case of cancellation, the cost will be calculated on the basis of the minimum number of participants stated in the contract. If the period can be re-booked in whole or in part, this cost will be refunded in whole or in part.
  - ✓ Cancellations within 14 days of arrival, the cost of the booking up to that point will be due in full. This represents the termination penalty for late breaking of the contract.
- Data communicated in connection with this booking will be stored in the database managed by Scouts en Gidsen Vlaanderen Asbl. They will only be used to communicate information connected with the booking in question and our activities. In line with the law of 8 December 1992 on privacy, you retain the right to request rectifications.
- In case of dispute, only the courts of Antwerp are competent.

## Scouts en Gidsen Vlaanderen vzw De Kluis Youth Centre Terms and Conditions.

### Access Rules

- During the activities in the private area of De Kluis, and its surrounding private and public forest, the rules to access the premise must always be respected. Useful information in this regard is available at the reception of De Kluis (Agentschap voor Natuur en Bos Vlaams Brabant - 016 / 38.89.80 or [vbr.anb@vlaanderen.be](mailto:vbr.anb@vlaanderen.be)).
- Always respect the nature in the area, other users of the centre, and the neighbourhood.
- Games are allowed anywhere within the property of De Kluis (except on the camp grounds that are used). In the public woods, games are only allowed in the wood 'Everzwijnbad'.
- Fires are allowed only in campfire places, on special tables, or in casks, and far away from trees. In times of drought, a total prohibition of making fires may be in force.  
Firewood can be picked up only within the camp area. Only timber will be picked up, and the timber can in no case be cut. The use of chainsaws is prohibited.
- Cars and other vehicles are not allowed in the camp area: loading and unloading must be done on the edge of the camp grounds. Traffic is allowed on the roads. The speed limit is 15 km/h.
- Parking of vehicles is allowed only in areas provided for this purpose.
- Commercial activities (catering, sports organizations, events, ....) are prohibited unless written authorization by Asbl Hopper De Kluis, specifying the nature and purpose of the activity. The area is not a place for celebrations. If the leased facilities are used for a party without prior authorization, the contract will automatically be cancelled and the cancellation costs will be charged.**
- Camping in areas not provided for this purpose, is not allowed.

### Internal regulations

- On arrival, the group leader must come to the reception to get an overview of the terms and conditions, and the contract. During the stay, the leased facilities and common areas must be used "in a good way." Upon departure, the final cost is set with an employee of the Centre De Kluis, and all areas will be checked.
- Upon arrival, a list of participants must be given to the reception.
- Insufficient cleaning, damage or missing items that have not been identified at the start, may be charged to the group if it is clearly responsible. The head of the centre will notify the group as soon as possible.
- Upon arrival, the group leader will be made aware of the evacuation plans and fire control systems, and ensures to notify all participants.
- De Kluis is not responsible for accidents and/or damage caused by the group during their stay. By signing this agreement, the tenant is obliged to ensure that all participants are insured for possible accidents.
- The group shall report any damage or missing items in the inventory on arrival. Upon departure, a check will be done on the basis of this list.
- Respect the sleep of other groups and residents. Thank you for not making noise between 8h and 23h. Music sound systems and amplifiers must only be used with prior authorization, and must in any event, not disturb other groups.
- Waste must be sorted (PMC, green waste, paper and cardboard, ...). Unsorted waste is charged. All waste must be deposited in the container park in the adjoining parking lot to the main building. The waste may be deposited there only during business hours, or after asking at the reception. The deposit of waste should always be done with an employee of De Kluis.  
Major household waste, hazardous waste (batteries, chemicals, ...), scrap metal, wood, textile and briquillon are not accepted.
- The use of linen for mattress and pillow covers is mandatory. Soiled mattress covers will be charged. Participants must bring their own sheets, pillow cases, blankets or sleeping bags. Participants without sheets or pillow cases are required to rent it at De Kluis.
- For groups with full board, meal times are set at the beginning of the stay.  
These are usually as follows: 8h15 to 12h15 - 16h - 18h. The group helps set the tables, store, and do the dishes.  
The final number of meals are expected to be submitted no later than 5 days before the group's arrival.  
If too many meals were ordered, they may still be charged.
- Timber is available free of charge. After use, it must be sorted and placed in hangars provided for this purpose. Loss or damage will be charged.
- The sanitary for campers can not be used for dishes.
- All used areas must be cleaned by the group as explained upon arrival. For campers, a system will be put in place to clean turn by turn.
- The use of the adventure trail, owned by Scouts en Gidsen Vlaanderen, can only be used under the supervision of the licensed facilitators  
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