

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

1. 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.
2. 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.
3. 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.
4. 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.
5. 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.
6. The maximum number of persons allowed for the stay (inside or outside) may not be exceeded.
7. 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.
8. 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.
9. 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.
10. 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.
11. In case of dispute, only the courts of Antwerp are competent.

Scouts en Gidsen Vlaanderen vzw –Het Scouthuis Youth Centre

Terms and conditions

All residents should respect the terms and conditions. **In the case of a breach of these term and conditions, you may lose part or all of the deposit.** The youth centre is not responsible for accidents and/or damage during the stay of the group.

Check in

- **Check in** on weekdays, is open from 10h00 to 22h00. We can not guarantee rooms will be cleaned and accessible before 14h00. For stays beginning on weekends and bank holidays, the check in time will be agreed during reservation.

Check out

- On the day of **departure**, leave the rooms before **10h00**, and bring the key cards to the reception (ground floor). During the weekend, check out is before **11h00**.
- **Departure (room):**
 - Turn off the heating and open window to allow aeration.
 - Turn off the lights.
- **Departure (cooking area):**
 - Bring sorted waste to the basement and put it in the correct container;
 - Do the dishes with ecological detergent;
 - Put everything in the correct place;
 - Empty the fridge and clean it;
 - Clean the oven and the cooking plates;
 - Clean the coffee machine;
 - Brush the floor;
 - Check the inventory.

Keys

- You will receive one key card per room, to access your room and front door. The group leader can ask for extra key cards.
- Reception will be closed during the night. **Use your key card to enter the building.**
- In case of **loss**, 2 euro will be charged.

Rooms and building

- Respect the area. **Damage** and **destruction** in or to the building and rooms, will be charged or taken from the invoice. Abuse of **alcohol** in the building is **prohibited**. In case of overconsumption, access to the centre may be denied.
- All **waste** shall be sorted. In the corridor, you will find a bin for all different kinds of waste: glass, plastics, paper.

Noise and resting time

- Respect the **resting time** of other guests AND neighbours. **Between 23h00 and 8h00, we urge for silence in all corridors, rooms, common areas, and outside.**
- The use of sound systems is prohibited.

Fire safety

Respect the fire safety rules. Breaking these rules will result in a fine of 50 euro being charged.

- **NO smoking** in the entire building.
- **Fire escapes** must only be used in the case of an emergency.

Meals

- **Breakfast** is served in the dining area on the second floor: during weekdays from 8h00 – 9h15, and during the weekend from 8h30 – 10h00.
- **Full board:** Lunch is at 12h30, dinner at 18h30.
- Self-service during all meals, please clean and clear the table after yourself.