



GROUP RESERVATION – TERMS AND CONDITIONS

Dear Sir/Madam,

Thank you very much for choosing Brussels Hello Hostel to host your group travel plans. We look forward to welcoming your guests to the hostel and wish them a very enjoyable stay with us.

In the meantime we politely ask that you familiarise yourself with our Group Reservations Terms and Conditions, which are attached for your reference. They may also be found on our website at www.hello-hostel.eu under our Group Reservation section.

These Terms and conditions are non-negotiable and failure to comply may result in the removal of the reservation from our booking system.

If you want to check availability, receive a quote or proceed with the booking, here are some simple procedure steps.

- 1) Fill in the Group Information form in attachment and send it to groups@hello-hostel.eu
- 2) Hello Hostel will get back to you as soon as possible with availability and a quote.
- 3) If you agree with the quote and want to confirm the booking we will send you the invoice and a group contract to sign and to return.
- 4) The booking will be valid after a down-payment of 50 % within 14 calendar days following the receipt of the invoice.
- 5) About 14 calendar days before arrival we expect the balance to be paid and we will also need you to provide a rooming list with the guests' name, surname, birth-date and email address.

Should you have any questions regarding the attached, please do not hesitate to contact us.

Kind Regards,

Brussels Hello Hostel Staff and Management



GROUP TERMS AND CONDITIONS

A reservation for more than 12 persons is considered a Group Reservation. Because groups demand special preparation, these reservations can not be made online. Group requests must be addressed by email to groups@hello-hostel.eu.

1. Payment

1.1 Once the client accepts the booking, Brussels Hello Hostel will send an invoice which is valid 14 calendar days. The booking is only valid after a down-payment of 50% within the 14 days following the invoice date. If the payment is not received before the due date, Brussels Hello Hostel is not expected to keep the reservation.

1.2 Balance of payment is due to the hostel based on final invoice no later than 14 calendar days prior to arrival.

1.3 All payments must be done to the following bank account:

BIC: GKCCBEBB

IBAN: BE74 0682 5096 6107

Communication: Group name + reservation number

1.4 Note that 10% of the total amount of the invoice represents administrative fees and are non-refundable. This will be based on the first invoice issued by the hostel.

2. Group Contract

A group contract will be issued and must be signed and returned within 14 calendar days following the booking confirmation, the contract will reflect the group booking conditions.

3. Final named rooming list

To be received no later than 14 days prior to arrival.

4. Substantial changes and cancellation by the client:

4.1. A "substantial change" means a change of date, a change to duration of stay or a reduction in the number of rooms by 25% or more of the rooms originally booked.

4.2 Note that 10% of the total amount of the invoice represent administrative fees and are non-refundable. This will be based on the first invoice issued by the hostel.

4.3 To avoid extra charges, substantial change to or cancellation of a booking must be notified in writing no later than 30 calendar days prior to arrival. Notice of cancellation or substantial change will only be effective on the working day that is received in writing. A working day is any day from Monday to Friday other than bank and public holidays. If the hostel is notified on time, the client will be refunded 90% of the cost of the reservation.

4.4 For all cancellations and substantial changes notified within 30 days of arrival, the hostel is entitled to charge 100% of the cost of the reservation.

4.5 Where any change or cancellation changes the number of group members, the hostel will recalculate the cost of the arrangements and re-invoice you accordingly.

5. Substantial changes and cancellation by the hostel:

5.1 Will be notified in writing in the event that this should occur.

5.2 The hostel has the right to cancel any booking without liability in event of clients' failure to make a payment by the due date or of any matter connected with the booking which may cause prejudice to the reputation of the hostel.



6. Force Majeure:

Except where otherwise expressly stated in these conditions, the hotel will not have any liability where the performance or prompt performance of our respective contractual obligations is prevented or affected by or you otherwise suffer any damage or loss of any description as a result of “force majeure”. In these conditions, “force majeure” means any event which the hotel could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riot, civil strife, actual or threatened terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside the hostel’s control.

7. Hostel’s Liability:

The hostel does not accept responsibility for loss of or damage to any items of value (included but not limited to cash, jewellery and electronics items such as laptops, cameras and phones).

8. Behaviour:

8.1 The client accepts responsibility for any damage or loss caused by any members of the group. Full payment for any such damage or loss must be paid direct at the time to the hostel.

8.2 The hostel is entitled to exclude or remove any guest who causes damage, danger or distress or otherwise behaves in an inappropriate manner.

8.3 In case of lost keys, the hostel is entitled to charge the client 15EUR per set of lost keys and must be paid direct at the time to the hostel.

8.4 Smoking in the hostel is strictly forbidden, a 50EUR fine is applicable.

8.5 Animals are not allowed in the building.

9. Complaints:

9.1 If you have any complaint concerning the service the hostel provides you must immediately inform the hostel. Any verbal notification must be put in writing and given to the hostel or sent to coordinator@hello-hostel.eu as soon as possible. If you remain dissatisfied please inform us by writing within 7 days of the complaint arising. If you fail to do so the hostel will have no liability.

10. Check In/Out:

10.1 Guests can **check in** and access their rooms after 2pm on day of arrival. A luggage room is at their disposal from 9am if they want to store their luggage until check in time.

10.2 **Check out** – On departure day the guests are expected to vacate the rooms by 10:30am. However, the luggage room and the common areas are still available until the group’s departure.

11. Hostel’s Services:

10.1 Breakfast buffet is included and is served in the common room from 6:30am to 10am.

10.2 Bedsheets are included in the price per person and not per night.

10.3 The use of computers and Wifi in the common room is free of charge.

10.4 There is a bar within the premises of the hostel. No beverage of any kind may be brought into the area of the bar during the bar’s opening hours, from 6pm to 00:30am.