



HASSELT HEEFT HET.

GENERAL TERMS AND CONDITIONS

GROUP VISITS - TOURISM HASSELT

1. **Validity:** These general terms and conditions apply to all activities that are reserved at Hasselt Tourism. Making a reservation confirms that the general terms and conditions have been read and accepted.
2. **Reservations:** Group visits must be requested in writing (by e-mail or letter) to Tourism Hasselt at least 14 days in advance. All necessary data must be included with the application (e.g. national register or company number and invoicing data).
The reservation is only final after the document 'Confirmation of group visit' has been signed. This document must be returned signed at the latest 7 days after the date it was drawn up, preferably digitally.
3. **Number of participants:** No minimum number of people is required for tours, but there is a maximum of 20 persons per guide, unless stated otherwise on the website www.visithasselt.be and / or in the group brochure of Tourism Hasselt.
4. **Availability:** Each request is checked by Tourism Hasselt with the partners for availability.
5. **Changes:** Changes are possible up to and including 7 days before the day of the visit. Changes in the programme or the number of participants must be communicated to Tourism Hasselt in writing.
6. **Payment:** After the visit, an invoice is always sent to the address that was specified in advance with the request. The actual number of persons present is invoiced, with a minimum of the reserved number.
7. **Cancellations:** All cancellations of the complete file must be reported to Hasselt Tourism in writing. Tourism Hasselt always sends a confirmation of the cancellation.
Cancellation is free of charge up to 14 days before the visit. From 13 to 4 days before the visit, 20 % of the full amount will be charged. The total amount will be charged from 3 days before the visit until the day of the visit or upon cancellation without notice. For partial cancellations (= change), see point 5.
8. **Liability:** Tourism Hasselt can not be held responsible for any shortcomings of the partners or for possible accidents.
9. **Privacy:** Tourism Hasselt respects personal privacy. For this reason, the data are stored only at Hasselt Tourism. There they can be viewed, modified or deleted. The contact details of the contact person are passed on to our partners and agents. This enables them to contact you quickly if a problem should arise. If the customer does not want the name of the contact person and / or contact details to be passed on to our partners and agents, this must be explicitly mentioned.

10. **Complaints and disputes:** Any complaints must be submitted in writing to Tourism Hasselt, Maastrichterstraat 59, 3500 Hasselt. This can be done via the evaluation form, by e-mail or by letter.

Summary of the above-mentioned time periods:

Reservations	Changes	Cancellations
Up to 14 days before the visit	Up to 7 days before the visit: free of charge	Up to 14 days before the visit: free of charge
	Less than 7 days: not possible	13 to 4 days: 20 % of the total amount
		Less than 4 days: total amount