

Cancellation Policy

30 % of the booked turnover (room rent, food & beverages and other material) if cancelled between 4 and 2 weeks before the activity

50 % of the booked turnover (room rent, food & beverages and other material) if cancelled between 2 weeks and 5 working days before the activity

100 % of the booked turnover (room rent, food & beverages and other material) if cancelled as of 5 working days before the activity

The final number of participants should be confirmed 3 working days in advance (= min. invoicing basis).

Service is included in the prices, with the exception of extra service after 24 hrs. on weekdays : 48 Euro per waiter/ hour.

Special diets and vegetarian menus

If you have participants following a special diet (gluten-free, salt-free, food allergy, etc.) or if you wish to order vegetarian menus, could you please inform the sales department in writing, at least 3 working days before the start of your event.

Customers' guidelines for loading and unloading material in the Grand Beguinage (Groot Begijnhof)

If any material for the customer needs to be delivered, the Faculty Club needs to be informed in time. The sender needs to state clearly for whom the delivery is intended. If the addressee of the delivery is unknown, the Faculty Club will not accept the goods.

Any delivery costs or any return of goods will always be at the expense of the customer and this may never be invoiced to the Faculty Club.

The Faculty Club cannot be held liable for any damage to, or loss of the delivered goods.

Vehicles are only allowed in the Beguinage to drop of or pick up disabled persons or to load and unload material. They should always drive slowly. Pedestrians, strollers and children playing always have right of way. Customers who need to load or unload material, are to check at the Faculty Club desk, so they can be permitted access to the Beguinage. While loading and unloading, the vehicles should not block the way to the houses; they should always be parked near the wall of Faculty Club or in front of the door to the Convent of Chièvres.

After unloading, the vehicle should be immediately parked back on the car park.

The maximum volume of lorries and delivery vans allowed is 9m³. The maximum size allowed for delivery is at Faculty Club – at the door of the Infirmierie room and at the Convent of Chièvres (no lorries): 2,30 m broad and 3,40 m high.

Sound norm

As Faculty Club lies within the Beguinage, there are clear guidelines to restrict noise pollution. Therefore the customer has to use the DJ proposed by Faculty Club. The customer pays the DJ's invoice immediately to the DJ himself.

The customer acknowledges these restrictions, and commits himself to observe the guidelines strictly and to follow the instructions of the landlord on the subject. If, at establishment the

maximum allowable sound level of 85 dB is exceeded, the maitre d'hôtel is authorized to take immediate action, either by adjusting the sound level or by immediately terminating the party.

Smoking

Due to a law change concerning smoking it is prohibited to smoke in all indoor areas of Faculty Club and the of Convent of Chièvres.

Disputes

In case of contest the courts of Leuvel solely entertain jurisdiction. Belgian laws are applicable. Possible legal and financial consequences as a result of non-compliance with above guidelines will be recovered from the tenant.

General terms and conditions

1. A contract can only be considered concluded after written or electronic confirmation by the Faculty Club. Prices are indexed according to the health index on January 1.
2. All our invoices are due in thirty days, except by express permission. No payment discounts are granted.
3. If the invoice is not paid when due, interest of 1% per month is legally charged from the due date onwards. No prior notice is sent.
4. In case of non-payment after a notice by registered mail, compensation of 20% on a yearly basis is due.
5. In case a credit period was granted, all sent invoices are due at once if an invoice has not been paid on the due date. Furthermore, all granted credit periods will immediately expire.
6. The billing address and the VAT number should be communicated to the Faculty Club 3 working days before the start of the activity. Administrative expenses will be charged for any changes after billing. This also applies to the PO number if it is given after the activity.
7. Any complaints about the billing should be communicated by registered mail to the management (Faculty Club, Groot Begijnhof 14, 3000 Leuven) within eight days of the billing date.
8. In case of disputes resulting from the contract, the courts of Leuven entertain sole jurisdiction, according to Belgian law.
9. In case of foreign invoices, a valid credit card number has to be sent as a guarantee. In case of non-payment on the due date, the Faculty Club will collect the full amount due via this credit card number. If a valid credit card number is not provided before the start of the activity, the amount due should be paid in cash upon the conclusion of the activity.

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