

General terms and conditions

Cancellation conditions:

A cancellation must always be made in writing (e-mail or fax).

- More than 4 weeks before the event date: 0% of the booking value (room hire, food/drinks and equipment)
- Between 4 and 3 weeks before the event date: 50% of the booking value (room hire, food/drinks and equipment)
- Between 3 and 2 weeks before the event date: 70% of the booking value (room hire, food/drinks and equipment)
- Between 2 and 1 week before the event date: 80% of the booking value (room hire, food/drinks and equipment)
- Less than 1 week before the event date: 100% of the booking value (room hire, food/drinks and equipment)

Cancellation clause:

- Between 3 and 4 weeks, a 30% reduction in numbers is permitted
- Between 2 and 3 weeks, a 20% reduction in numbers is permitted
- Between 1 and 2 weeks, a 15% reduction in numbers is permitted
- Between 3 and 5 weeks, a 10% reduction in numbers is permitted

In case of cancellations exceeding the above percentages, Faculty Club reserves the right to charge compensation.

The final number of participants and any dietary requirements should reach us no later than three working days prior to the event. From 2 working days in advance, the full booking value will be charged for each cancellation. A surcharge will be levied for late communication of dietary requirements. Changes in numbers of participants or dietary requirements must always be communicated in writing (via email).

Service is included in our prices, except for extra service after 24h on weekdays: €60.50/waiter/hour

Advance:

For new customers, we request a 50% advance on the booked sales volume. The advance counts as confirmation of the booking.

Catering:

The customer acknowledges that only Faculty Club or caterers with which Faculty Club collaborates may provide catering services for meetings, gatherings or parties. It is not permissible to provide your own catering. In case of a licensed caterer, Faculty Club is in no way a party to the agreement entered into by the customer. The customer acknowledges that the caterer shall be liable for the quality of the services offered by it.

Guidelines:

Loading and unloading of materials in Groot Begijnhof (*the Great Beguinage*).

In case of deliveries of customer material, Faculty Club should be notified well in time. The sender should clearly state for which customer the delivery is intended. If the beneficiary of the delivery is not known, the goods will not be accepted by Faculty Club. Costs of deliveries and any return of goods will always be at the customer's expense and can never be invoiced to Faculty Club. Faculty Club cannot be held liable for damage to, or loss of, the goods supplied.

Vehicles are only permitted in the Begijnhof for the entry and exit of persons with physical disabilities, or for the loading and unloading of goods and materials. Vehicles should be driven at walking pace at all times. Pedestrians, walkers and playing children always have the right of way. Customers wishing to load or unload must first report to the Faculty Club desk so that we can grant them access to the Begijnhof. During loading and unloading, the vehicles should not obstruct the access of the residential houses; the vehicle should always be placed against the wall of Faculty Club or in front of the door of the Convent van Chièvres.

After unloading, the vehicle should be placed back in the car park immediately.

The maximum permitted volume of the trucks and vans is 9m³. The maximum permitted dimensions for delivery in Faculty Club - at the door of the Infirmary Hall and in the Convent van Chièvres (no trucks) are: 2.30 m width and 3.40 m height.

Noise standard

As Faculty Club is located in the Beguinage, there are clear guidelines to limit noise pollution. Therefore, a DJ suggested by Faculty Club will be used. The customer shall pay the invoice directly to the DJ.

The customer acknowledges these restrictions and undertakes to strictly observe them and follow the instructions of the steward. If it is observed that the maximum permitted noise level of 90 dB is nevertheless exceeded, the steward is authorised to take immediate action, either by having the noise level adjusted or by terminating the dance party immediately.

Smoking ban

Following legislation on smoking, there is a total ban on smoking in all areas of Faculty Club and the Convent van Chièvres.

Disputes

In case of dispute, only the courts of Leuven shall have jurisdiction. The laws of Belgium shall apply. Any legal and financial consequences of non-compliance with the above guidelines shall be recovered from the customer.

General sales conditions:

1 A contract may only be considered concluded after written or electronic confirmation from Faculty Club. Prices may be indexed according to the consumer price index (start of the year) between the date of the enquiry and the event date.

2 All our invoices shall be subject to a payment term of 30 days, unless expressly agreed otherwise. No payment discounts shall be allowed.

3 Amounts not paid on their due date shall automatically be increased by default interest (3%). With regard to consumers, this interest will be calculated in accordance with the legal interest rate which will start to run as soon as a period of 14 calendar days following a first (free) notice of default has passed without the sums having been paid. Towards companies, default interest is due without notice of default. These interests are calculated in accordance with the Act of 2 August 2002 on combating late payment in commercial transactions. In addition, liquidated damages of 10% on the outstanding amount are due, without prejudice to possible legal costs and execution costs.

4 If the invoiced party had been granted a credit period, in case of non-payment on the due date of a single invoice, all invoices sent to the invoiced party shall become immediately payable, and credit periods granted shall expire.

5 The billing address and VAT number must be in Faculty Club's possession at the time of booking. An administration fee (€25) shall be charged for changes after invoicing. This shall also apply to the PO number. If this is notified after the activity, an administration fee shall also be charged.

6 Complaints concerning the invoicing must reach us by registered letter, addressed to the Faculty Club management, Groot Begijnhof 14, 3000 Leuven, within 8 days of the date of the invoice.

7 The courts of Leuven shall have sole jurisdiction in respect of all disputes arising from the agreement. The laws of Belgium shall apply.

8 For invoicing abroad, a valid credit card number should always be provided as a guarantee. In case of non-payment by the due date, Faculty Club will collect the amount due in full via the credit card number provided. If no valid credit card number is provided before the start of the activity, it shall be necessary to make a cash payment on site at the conclusion of the activity.

9 Faculty Club may terminate the agreement at any time, without compensation, if the event endangers the reputation or safety of the company or in case of force majeure.

In any case, but not limitative, the following situation constitute force majeure for *:

- Accidents
- Material breakage
- Exceptional weather conditions or natural disasters
- Fire
- Labour strikes
- War and terrorism
- Theft
- Pandemics
- Government order, including the order for compulsory closure, partial closure or operation under strict conditions

* claiming force majeure shall notify the customer in writing as soon as possible.

10 The customer shall be liable for any loss or damage caused by its employees, other employees or by the participants during the event as well as for any loss or damage caused by it.