

Article 1: General information

The general terms & conditions (hereafter “general terms & conditions”) are applicable to the “request for reservation” as mentioned above. The customer declares his explicit approval of the general terms & conditions as mentioned below.

Article 2: Confirmation

The “request for reservation” doesn’t implicit a final reservation. The reservation can only be seen as final as soon as the customer receives the “confirmation of reservation” (either via mail or letter) of Hotel De France including the necessary reservation information.

Hotel De France is not responsible for a possible double booking. If this is the case, Hotel De France will, in dialogue with the customer, look for a ‘reasonable’ solution for both parties.

The customer has in this case no right for compensation.

Article 3: Check-in, check-out

You can check-in from 2pm till 00pm. Check-out needs to happen before 11am.

If the customer shows up late, Hotel De France has the right to cancel the reservation (see article 4).

If the customer checks out late, Hotel De France has the right to charge 1 extra night, according to the rates at that moment.

Article 4: Cancellation reservation

A reservation of 1 to 3 rooms can be cancelled up to 1 days before arrival without any charges, taking into account an arrival at 2pm.

A reservation of more than 3 rooms can be cancelled without any cost up to 14 days before arrival, taking into account an arrival at 2pm.

For late cancellation or no show up the full price of the first day of all booked chambers by the client will be charged to the client, according to the applicable rates at that moment. If a customer made a reservation for a package, the total cost of this package will be charged. A room that has been blocked with a payment will not be refunded in the case of a no show by the guest. Neither will the dates of the reservation be changed.

Article 5: Privacy and protection of personal information

The responsible for the personal information that is gathered occasionally on the site www.hotel-de-france.be is Hotel De France . Her registered office is located at Blvd Jamar 21, 1060 Bruxelles. The corporation is registered on the number BE 0449.891.344. Hotel De France can be contacted via phone on +32 (0) 2.522.79.35 via fax on +32 (0) 2.524.61.43 or via the following email address: info@hotel-de-france.be . The processing of your personal information by Hotel De France is totally in line with the law on the Privacy Protection in relation to the Processing of Personal Data, e.g. the law of December 8, 1992, as modified by the law of December 11, 1998 and its implementation order; Royal Decree of 13 February 2001.

The purpose of the gathering of personal information on www.hotel-de-france.be is the following:

Give a positive response to the applications that are made by the customers during their visit of the site;

- Give a positive response to the applications that are made by the customers during their visit of the site;
- Optimization of the management of the site and the customer administration;

- Optimization of the quality of the service provided to the customer;
- Perform marketing studies and visitor statistics;
- Keep the customer informed of activities or new services provided by Hotel De France, and every new offer of goods or services that could be of any interest to the customer;
- Perform direct marketing campaigns;
- Pass on your personal information to companies who maintain a relationship with Hotel De France, so these companies can offer goods or services.

By providing this information voluntary, the customer gives Hotel De France the permission to use this information for the purposes that are described above.

Every other use requires a preceding and specific permission of the customer.

The customer has in general the right to costless object to the usage of personal information for direct marketing purposes.

The personal information provided by the customer can be passed to the police. Article 144 of the law of March 1, 2007 containing different conditions (B.S. March 14, 2007) obliges the accommodation provider, if he is requested, to provide the registered data to the police so that control of this is possible.

The customer had to right to consult his personal information, control it, correct it and perhaps also to remove incorrect, incomplete or irrelevant information.

Every request in this order can be addressed to:

- Either via email to the following address: info@hotel-de-france.be
- Either via letter to the responsible of the processing of the information at the following address:

Hotel De France
Blvd Jamar 21
1060 Brussels

Article 6: Applicable law

The general terms & conditions are subjected to the Belgian law. Exclusively the courts of Brussels are authorized for possible conflicts.