

TERMS & CONDITIONS

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GENERAL TERMS AND CONDITIONS OF HASHOTEL & THE CENTURY

SIX REASONS TO BOOK DIRECTLY/ONLINE WITH WWW.HASSOTEL.BE/WWW.THECENTURY.BE

These six reasons do not apply if a reservation was made through a third party or a reader's offer.

These six reasons only apply to reservations made via www.hashotel.be or www.thecentury.be, per mail, or by phone.

CONDITIONS AND DETAILS:

1. BEST PRICE GUARANTEE: Book directly (phone/mail/our site) & ask for your special rate.

This rate does not include a tourist tax. The tourist tax must be paid upon departure from the hotel.

2. BREAKFAST IS INCLUDED in your stay.

3. FREE CANCELLATION UP TO 24 HOURS BEFORE ARRIVAL DATE:

Cancellation is possible up to 24 hours on the arrival date. Only for individual reservations, i.e. up to 9 rooms; from 10 rooms on, group conditions apply. If you have not checked in before 6 PM & you did not inform the reception by mail, the hotel reserves the right to give the room to someone else.

4. FAST CHECK-IN/CHECK-OUT GUARANTEED

When you check in, a credit card must be provided by way of guarantee or a cash payment must be made. Two days before your arrival, you will receive an email containing a link to fill out your personal information, including your credit card details. If you decide to do it this way, you can just leave your key at the reception. Your payment will be charged to your credit card and your invoice will be sent to your email address.

5. FREE WI-FI

No login/password is required.

6. SPECIAL OCCASION?

Is it your/your partner's birthday? Are you coming to Hasselt/our hotel to celebrate some other special occasion?

Please let us know; we'll surprise you with a small gift.

ONLY IN HASHOTEL: free coffee/tea, some paid refreshments in the minibar, free fresh apple, and an umbrella to be used during your stay.

PUBLISHING GENERAL TERMS & CONDITIONS

Barring special written provisions from an authorised person, the current general terms and conditions apply to all obligations of HASHOTEL NV/THE CENTURY BVBA. These terms and conditions are specified on the websites www.hashotel.be and www.thecentury.be. This is considered to be sufficient notification. The tacit acceptance is implied by visiting our premises or upon receipt of our documents or services.

SERVICES & RATES

The services and rates are determined freely by the management, which reserves the right to change them.

GENIUSBOOKERS/BOOKING.COM

This special rate is only bookable for a maximum of 3 rooms/geniusbooker. From 3 rooms on, the daily rate will be charged. Ask for a more favourable rate in your direct communication per telephone or mail.

RESPONSIBILITY OF THE HOTEL

The hotel owner is only liable for damage, destruction, or theft of items of a hotel guest staying at the hotel, for a maximum amount of one hundred times the room price per day at the hotel, unless the item was effectively placed in storage; the hotel owner refused to store securities, money, and valuables; or when the damage is the result of a mistake by the hotel owner. The hotel owner cannot be held liable if the damage was caused by the guest or the person staying, visiting, or working with him/her; armed robbery; or the nature of the item or defects. At the risk of forfeiting all rights to damages, the hotel guest must immediately notify the damage to the hotel owner following detection. REF: <Article 1952 of the Belgian Civil Code>

PREPAYMENT

HASHOTEL NV and THE CENTURY BVBA, if they desire, by operation of law and without requiring any justification, shall subject any acceptance of an order, any reservation, or any service to be provided or continued to the full or partial payment of the sums it is or shall be owed by way of advance, reduction, or full settlement, including those that are merely anticipated.

DISPUTES

Any dispute is the exclusive jurisdiction of the court of Hasselt and barring any lawful provision to the contrary, it shall be governed by Belgian law. We reserve the right to waive this clause in case of collection.

CHECK IN/CHECK OUT

HASHOTEL: check in from 3 p.m. on/check out by noon at the latest

THE CENTURY: check in from 1 p.m. on/check out by noon at the latest

Late check-outs must be requested in advance/will be charged; please check with our colleagues in the front office.

CHECKING IN WITH A CREDIT CARD

The customer must make a credit card available when checking in and the hotel shall record the details. If the customer does not make the payment within the agreed period, or uses the facilities (e.g. bar, restaurant, etc.), which were not specified when checking out, the hotel is entitled to deduct them from the credit card, provided the details of the settlement are given to the customer, either electronically or by post. In any case, the customer must contest the payment within 8 days in writing if he/she thinks it was not justified.

ACCEPTED CREDIT CARDS

Visa, American Express, Eurocard, Maestro/MasterCard

NON-SMOKING ROOMS

We have a non-smoking policy in our hotels.

You can smoke on the ground floor, outside the hotel, on one of the heated terraces or ask for a room with a terrace. If we discover that anyone has been smoking in the room, we will charge a supplement of €150.00 to clean and air out the room.

EMAIL & INTERNET

As a guest in our hotels, you can log on to the following free WI-FI networks:

HASHOTEL HOTSPOT/THE CENTURY-FREE. You do not need a login/code to connect.

ROOM SERVICE, ONLY IN HASSOTEL!

You can order room service until 10 p.m. in Hassotel only.

We charge a supplement of 15% of the total bill of your order for this service.

Please dial 908 to order a nice meal/drink.

ROOM SERVICE IS NOT AVAILABLE IN THE CENTURY.

PETS ARE ONLY ALLOWED IN THE CENTURY!

THE CENTURY: Your pet is welcome if they are not a nuisance to the other guests.

Please bring everything needed for your pet's comfortable stay (pillow, carrier, food). Pets must *not* be left unattended. If necessary, we will ask owners of dogs that cause any inconveniences to other guests to leave the hotel immediately. Pets must be kept on a leash when in the hotel or on hotel property, unless it is in the guest's room. Pets are *not* allowed in any food and beverage outlets.

HASHOTEL: NO PETS ALLOWED !

INVOICES

An invoice is only sent to the customer if requested, barring when issuing an invoice is required by law. The amount is payable in cash, net and without reductions. In case of non-payment, the amount will be increased by operation of law with delayed interest at the conventional interest rate of 12% and with fixed damages of 10% with a minimum of EUR 75.00 and a maximum of EUR 1,500.00 for each collection.

Moreover, every late payment of a single invoice from the hotel (**HASHOTEL NV/ THE CENTURY BVBA**) entitles the hotel to suspend any current services. As the case may be, the hotel (HASHOTEL NV / THE CENTURY BVBA) can also invoke the right to dissolution. These decisions can be made by operation of law and without notice of default. All goods of the hotel guest at the hotel shall be kept by way of guarantee until the owed amounts are paid in full. Any complaint regarding the quality of received services must be formulated within 3 days after delivery. Possible complaints about the correctness of the invoice must be formulated in writing within 7 days after sending the invoice.

PAYMENT CONDITIONS

The payment period for an invoice issued by **HASHOTEL or THE CENTURY** is 30 calendar days, starting on the day the invoice was sent.

GIFT VOUCHERS

Gift vouchers are valid for 12 months and cannot be extended.

OUR DIGITAL GIFT VOUCHER

You can pay for a portion of the amount or pay the whole amount at once.

Gift vouchers can be purchased in one of our hotels or other C.Group* restaurants.

RESERVATIONS can be booked directly with the hotel by telephone, email, or via www.hashotel.be or www.thecentury.be.

Please be sure to mention the gift voucher when booking your stay. Please bring this gift voucher with you. You can use the gift voucher at the reception desk of the hotel or in the restaurant.

This gift voucher can also be used in other restaurants/hotels of the C.Group*: THE CENTURY, HASHOTEL, CRUDO, CORDA BAR, CORDA LATTE, CORDA CUISINE, HET CORDAAT, BARBOUFFE JESSA, BAR BOUFFE ZOL , BAR BOUFFE ST BARBARA , BAR BOUFFE ZMK.

INFO/Addresses/phone numbers are available on the **HASHOTEL and THE CENTURY** websites.

CANCELLATIONS

RESERVATIONS HASHOTEL/THE CENTURY

Direct reservations by phone, mail, sites (hashotel.be and thecentury.be) can be cancelled by phone or mail. We will send you a mail with the cancellation number.

RESERVATIONS ONLINE - OTHER CHANNELS: HRS, BOOKING, EXPEDIA, ETC.

These reservations can only be cancelled by yourself, through the same channel you used to book the room(s).

CONDITIONS OF CANCELLATION - EXTERNAL PARTNERS/SITES UP TO 9 ROOMS

STANDARD RATE - INDIVIDUAL BOOKING (1 TO 9 ROOMS)

Free cancellation up to 24 hours prior to arrival.

In case of cancellation within 24 hours prior to arrival, 100% of the reservation amount is payable by you. In case of a no-show, 100% of the reservation amount* is payable by you.

***The reservation amount is the value of the confirmed price multiplied by the number of reserved nights.**

THE NON-REFUNDABLE RATE

This reservation has been fully paid in advance. In case of cancellation, change, or no-show, the amount cannot be reimbursed. Did you book a member-only rate? Then the conditions of the non-refundable rate apply in this case as well.

Cancellations must always be made by mail.

CONDITIONS OF CANCELLATION - **DIRECT BOOKINGS UP TO 9 ROOMS**

- MAIL, TELEPHONE, OR ON THE FOLLOWING SITES: WWW.HASHOTEL.BE AND WWW.THECENTURY.BE

- Breakfast is included.
 - Free cancellations up to 24 hours before arrival.
 - No payment required up-front; you pay during/after your stay.
 - A credit card is asked for guarantee only.
 - Change of plans? Please inform the hotel.
- In case of a no-show, 100% of the reservation value* must be paid.

Cancellations must always be made by mail.

PAYMENT AND CANCELLATION CONDITIONS- **DIRECT GROUP BOOKINGS (10+ ROOMS)**

Standard payment and cancellation condition for groups (from 9 rooms and up)

CANCELLATION OF WHOLE GROUP RESERVATION

No costs are charged for cancellations (whole group) made more than 1 month before the arrival date. If cancellations (whole group) are made less than 1 month before the arrival date, 50% of the reservation amount is payable. If cancellations are made 7 days or less before the arrival date, 100% of the reservation amount is payable. No-show & earlier departure date: 100% of the reservation amount is payable*.

***The reservation amount is the value of the confirmed price multiplied by the number of reserved nights.**

ADJUSTMENT TO THE NUMBER OF ROOMS - GROUP BOOKING

If more than 3 rooms are cancelled up to 1 week prior to the arrival date, 50% of the reservation amount is payable. If more than 1 room is cancelled up to 24 hours before the arrival date, 100% of the reservation amount is payable. Cancellations must always be made by mail.

PAYMENT AND CANCELLATION CONDITIONS - **EVENTS/DINNERS**

BELGIAN CLIENTS (in-country): 50% of the reservation costs when confirmed, the other 25% is payable 10 days before event, and the remaining 25% plus extras can be billed via invoice.

INTERNATIONAL: 50% of the reservation costs upon confirmation and the remaining 50% of the reservation costs 10 days before the event. It is not possible to send an invoice outside Belgium. All extras are calculated and charged after your event.

ORGANISATIONS, AGENCIES SUCH AS NON-PROFIT ORGANISATIONS, PRIVATE GROUPS, MICE OFFICES, CLUBS, PROFESSIONAL GROUPS, AND OTHER INTERMEDIARIES: 50% of the reservation costs upon confirmation and the remaining 50% of the reservation costs 10 days before the event. All extras are calculated and charged after your event.

Cancellations must always be made by mail.

INFORMATION ABOUT GOOGLE REMARKETING TAGS

This website uses Remarketing Tags, a service provided by Google Inc. (headquartered at 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA; hereinafter referred to as 'Google') for the purpose of providing personalised and behaviour-based advertising ('behavioural targeting'). When this website is accessed, Google installs cookies on the end device used by you. Cookies are small text files with a sequence of numbers, which can be read for the purpose of analysing user behaviour. We use the cookies to recognise whether any and which partner websites are accessed with the end device, and which advertisements have been displayed there. The protection of your personal data is also very important to us in the provision of behaviour-based advertising, which is why we only use anonymised data in order to improve advertising quality. The data will not be stored and/or merged in order to identify who you are. You can decide at any time whether you wish to continue being shown personalised advertising. The cookies created by us will automatically expire after 90 days unless you manually block or disable them before this time. You can permanently disable the cookies installed by Google by following this [link](#) and changing the settings for managing cookies accordingly. You can make changes to Google's advertising settings [here](#).

You can also disable cookies by going to the [deactivation page](#) of the Network Advertising Initiative and following the opt-out instructions detailed there. Further information on the Google remarketing service is available [here](#).

THE FLEMISH DEPARTMENT OF FOREIGN AFFAIRS

The Flemish Department of Foreign Affairs is the body competent for issuing the tourism permit. It is also where any further information can be obtained, where the regulations regarding the operation of a tourist accommodation can be obtained, where the legal remedies that are generally available in case of disputes can be obtained, and where tourists can file a complaint.

THE FLEMISH DEPARTMENT OF FOREIGN AFFAIRS
Boudewijnlaan 30 bus 8, 1000 Brussels
0032 2 553 29 50 | logies@iv.vlaanderen.be |

CONTACTS

HASHOTEL

(+32-11 23 06 55 or info@hashotel.be).

THE CENTURY

(+32-11 22 47 99 or hotel@thecentury.be).