



Booking conditions for Peace Village

Below you can read the chronological process of our booking procedure. If you do have any questions, do not hesitate to contact us on info@peacevillage.be.

Option:

- After the request by the group leader or tour company on the e-mail address info@peacevillage.be, our reception team can give you an option. For this we need the following details from you:
 - ✓ The group name;
 - ✓ The dates and number of nights regarding your stay;
 - ✓ Name and contact details of the group leader (telephone number and e-mail address);
 - ✓ Other details, if available, regarding meals, evening activities, etc. ;
 - ✓ The total number of guests as well as the number of people who want a single or twin room.

- This option is always confirmed by e-mail by our reception team. Options are usually three weeks and can not be extended. After the expiry date, the option may however remain in our system till we receive another request.

- When we provide you with an option, we will send you an e-mail linking to the following documents:
 - ✓ The booking conditions;
 - ✓ The house rules;
 - ✓ Extra information for the group regarding the hostel.

Confirming the reservation:

- If you want to confirm your option and make it a reservation, please e-mail us on info@peacevillage.be. To confirm it, we need the following details from you:
 - ✓ The group name;
 - ✓ The dates and number of nights regarding your stay;
 - ✓ Name and contact details of the group leader (telephone and e-mail address);
 - ✓ Information, if available, regarding the meals;
 - ✓ The total number of guests as well as the number of people who require a twin or single room. This is necessary for us to check your group has enough rooms allocated to your booking. If this number would change after this stage, our cancellation policy applies.



- After the above written confirmation, we will send you an e-mail with the following documents:
 - ✓ The booking conditions;
 - ✓ The house rules;
 - ✓ Extra information for the group regarding the hostel;
 - ✓ The advance invoice.
- Based on the number of participants, we will ask you a deposit of 30% of the total rate for your overnight stay. All information regarding this can be found in the advance invoice. The advance should be transferred within a week on the account BE92 0014 8805 9923 with reference to our reservation number. Bookings for which no advance was transferred, can be cancelled without notification. The advance is non-refundable. By paying the deposit, you agree with our booking conditions and house rules.
- Individual guests (parties of less than 15 people) must transfer the full amount of the final invoice upon confirmation.

Questionnaire regarding your stay:

- Six weeks prior to your arrival, you will receive from us an online form regarding the reservation details which we will ask you to fill out. The questions concern the number of guests, the meals and possible evening activities. The list has to be filled out at least four weeks prior to arrival to enable us to process orders and timetables. A similar list is sent 2 weeks in advance regarding all dietary. This final list we request back one week prior to the stay at the latest.
- Individual guests (parties of 15 people or less) can only have bed and board provided for. Extra meals can not be guaranteed and depend if any other guests make use of the restaurant at that time.
- Any changes after these deadlines can not be guaranteed and must be made by e-mail on info@peacevillage.be. We will endeavour however to show some flexibility where possible.

During your stay:

- Upon arrival at the Peace Village, we ask the group leader to check all details again. If any changes occur, we will endeavour to follow up on these but we can not guarantee them at this stage. If no changes are made on the check-in form, we will go by the latest info we received by e-mail.
- If you see you'll be running late for a meal or an activity, we ask you to notify us by phone on 057 22 60 40. If we do not hear from the group within 30 minutes, there's an extra charge of 30 EUR. After that time, 30 EUR are added every 30 minutes. Meals can not be guaranteed if the group doesn't let us know within 30 minutes of the time the meal was booked.



Final invoice:

- After your stay with us, we will send the final invoice by e-mail. Any additional costs regarding meals, towels or evening activities will also be included.
- We ask to transfer the money via bank transfer within 7 working days. All payments should be made on the following account: IBAN BE92 0014 8805 9923 - BIC/SWIFT GEBABEBB. Cash payments are limited to 250 EUR. We also accept VISA and MASTERCARD for payments limited to 1.000 EUR. Please do not pay multiple invoices through the same bank transfer. Please make sure you clearly refer to the reservation number.
- If lost objects are recovered, we can return them to their owner by post. The shipping fees will be billed to the owner. Due to the large amount of lost objects, we are entitled to add a 10 EUR service costs.
- If the invoice remains unpaid 15 days after our reminder, the amount will increase with 10% with a minimum of 100 EUR. If the invoice is not paid by after a month, the amount will increase by 1% per month. Complaints must be in writing to info@peacevillage.be not more than seven days after the invoice has been send. The group leader or booking agency who makes the booking, is responsible for paying the amount.

Cancellation policy:

- If the number of guests drops or the group cancels after the booking has been confirmed, our cancellation policy applies. We must be informed of all changes at the earliest convenience by e-mail on info@peacevillage.be.
- All cancellation fees must be paid by the organisation or the person who made the booking.
- In case of a partial cancellation, the final invoice is due prior to the stay and will include the cancelation fee.
- A deposit is never refundable and is deducted from a final invoice.
- After confirmation, we still allow a 10% change in numbers up to a four weeks prior to arrival. If the number of cancellations is higher than 10% of the total group number, the following cancellation policy applies based on the final invoice (including all the meals):
 - ✓ Cancellation less than 210 days prior to arrival: 40% of the B&B rates;
 - ✓ Cancellation less than 120 days prior to arrival: 60% of the B&B rates;
 - ✓ Cancellation less than 30 days prior to arrival: 80% of the B&B rates;



- ✓ Cancellation less than 7 days prior to arrival or no show: 100% of the total costs, including all meals.

- In case of a cancellation within 7 days prior to arrival, all meals will be billed as well.
- In case of a cancellation of an activity booked through us within 7 days of arrival, the full amount will be billed.

- In case the rooming changes, due to a cancellation, and extra single or twin rooms are hence required, these will be billed.

- In case of a cancellation of an individual booking for less than 15 people, the same cancellation rules apply except the 10% free dedication of participants.