

Terms and conditions

The data on this site is solely provided with a view to providing information about Hotel Velotel and the services offered by Hotel Velotel. Hotel Velotel makes every reasonable efforts to ensure that this information is correct at the moment of inclusion, which does not mean that this site may contain incomplete or inaccurate information or information that is not up to date. Hotel Velotel reserves the right to supplement, change, correct or remove any offered information at any moment, without any notification and without this giving rise to any liability on the part of Hotel Velotel. Hotel Velotel explicitly excludes any warranty or guarantee regarding the provided information in so far this is legally possible and can under no circumstance be held liable for any direct damage or consequential damages. The copyright to all offered information lies with Hotel Velotel and this information can therefore not be reproduced or disclosed without Hotel Velotel's prior and explicit permission.

general terms and conditions of Hotel Velotel

Article 1.

Barring special written provisions of an authorized person, the current general terms and conditions apply to all obligations of Hotel Velotel. These terms and conditions are specified on the website www.hotelvelotel.com. This is considered sufficient notification. The tacit acceptance is implied by visiting our premises or receipt of our documents or services.

Article 2.

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

Article 3.

The hotel keeper is only liable for damage, destruction or theft of items of a hotel guest staying at the hotel, for a maximum amount of hundred times the room price per day at the hotel unless the item was effectively given in storage, the hotel keeper refused to take securities, money and valuables in storage or when the damage is the result of a mistake of the hotel keeper. The hotel keeper 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 right to damages, the hotel guest must immediately notify the damage to the hotel keeper following detection.

Article 4.

An invoice is only sent to the customer if requested, barring when issuing an invoice is required by law. The price is payable in cash, net and without reduction. In case of non-payment the price 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 and a maximum of EUR 1,500 for each collection. Moreover, every late payment of a single invoice of Hotel Velotel entitles Hotel Velotel to suspend any current service. As the case may be, Hotel Velotel 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 full payment of the owed amounts. Any complaint regarding the quality of received services needs to 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.

Article 5.

Hotel Velotel, if it so desires, 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, even anticipatory.

Article 6.

Any dispute belongs to the exclusive jurisdiction of the court of Bruges 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.

Article 7A - Cancellation conditions for direct bookings up to 9 rooms

The standard cancellation policy - flexible rate (4pm and credit car bar):

Individual bookings (1 to 10 rooms)

In case of cancellation up to 16 hours before arrival, this is free of charge, after 4 pm the entire amount will be charged. If a prepayment is made by the guest prior to arrival, it is not refundable.

The non-refundable rate:

This reservation is paid in full in advance. In case of cancellation, change or if you do not show up (no show), the amount cannot be refunded.

Article 7B. - Payment and cancellation conditions for groups (from 10 rooms):

All group reservations have a separate contract with different conditions, for group info mail to info@hotelvelotel.com

Article 8

On checking in, the customer must make a credit card available and the Different Hotel in question shall record the details. If the customer does not make the payment within the agreed period, or uses the facilities (e.g. mini-bar, wellness, bar, restaurant, etc.) which were not specified on 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.

Term of payment:

The term of payment of an invoice drawn up by Hotel Velotel or one the hotels amounts to 30 calendar days, starting on the day the invoice was sent.