

TERMS AND CONDITIONS

TERMS AND CONDITIONS OF SALE STUDIO BRUSSELS AIRPORT

1. BOOKINGS

Studio Brussels Airport only accepts bookings from persons aged 18 and over. Studio Brussels Airport reserves the right to refuse a booking at any time, without stating reasons. After making your reservation you will receive a confirmation by e-mail.

2. ROOM PRICE

All prices are expressed in euros.

The price of each Studio includes:

- 6% VAT

- Tourist tax

- An overnight stay in the booked Studio type
- Cleaning at the start of rent and once a week for longer stays
- Use of all facilities at the studio such as coffee maker
- Use of the kitchen and its conveniences
- Use of wireless internet and TV

The price of the room does not include:

- Meals

- Meeting facilities

To determine the number of people per booking period, the maximum number of people staying at least two nights in the studio applies. Earlier departure does not lead to a refund of the tourist tax and charges.

3. PAYMENTS

When booking your stay, you pay the total invoice amount (room rate, tourist tax, environmental tax, any service costs and extras). Your booking is only valid after receipt of your payment.

4. CHANGE FEES

If, after the booking has been made, you wish to make changes to the reservation, Studio Brussels Airport is not obliged to comply with this. It is the free choice of Studio Brussels Airport whether, and to what extent, those changes are accepted. In principle, changes within 48 hours before arrival are not accepted, and therefore lead to 100% of the stay as a cost.

5. CANCELATION POLICY

1. After receiving the reservation confirmation, you can cancel your booking within 24 hours, starting from the dispatch date.
2. If canceled up to more than 7 days before the start of the stay, full refund.
3. In case of cancellation between 7 days and 48 hours before the start, the first night will always remain due.
4. In case of cancellation within 48 hours before the start of the stay, the full invoice amount is due.
5. In the event of premature termination of the stay, the full invoice amount is due.
6. For any discrepancy between 5.1.- 5.2. and 5.3 always takes precedence over 5.4.

Payment for the rented studios must be in the possession of Studio Brussels Airport within 7 days of the date of the invoice.

6. STUDIO RULES

In order to make the stay in the studios as pleasant as possible for all guests, all guests must adhere to the rules of conduct established for the studios, laid down in the studio regulations. These regulations are available at the entrance of Studio Brussels Airport.

Pets are not allowed in the studios. Should you nevertheless enter the studios with pets, this will result in immediate removal from the studios, without any refund of the invoice amount or part thereof.

There is a smoking ban inside all studios ; the fine for non-compliance with this prohibition is €250.00. Violation of the rules may result in removal from the studios, without refund of the invoice amount or part thereof. Studio Brussels Airport reserves the right to make changes to the design and opening hours of its facilities. We would also like to point out that it is possible that maintenance work can be carried out in the studios during your stay without you being entitled to any compensation.

7. FORCE MAJEURE

Force majeure on the part of Studio Brussels Airport exists: if the execution of the agreement in whole or in part, temporarily or otherwise, is prevented by circumstances beyond the control of Studio Brussels Airport.

Including: danger of war, personnel strikes, blockades, fire, floods and other disturbances or events.

8. LIABILITY

1. Studio Brussels Airport accepts no liability for:

- theft, loss or damage, of whatever nature, during or as a result of a stay in the studios. If you have broken or damaged something, it is better to report the damage to us by email to fleperre@jfp-consulting.com and settle your debt. This way you avoid the amount is invoiced afterwards and additional administrative costs are charged;
- the breakdown or disabling of technical equipment and the failure or closure of facilities in the studios.

2. The person who made the booking and those accompanying him or her are jointly and severally liable for all loss and/or damage that will arise for Studio Brussels Airport and/or any third party as a direct or indirect consequence of their stay, regardless of whether this was caused by acts or omissions by themselves or by third parties who are in the studios through them, as well as by all damage caused by any item in their possession.

3. If the studio is not used correctly or left behind correctly, additional (cleaning) costs may be charged.

9. COMPLAINTS

Despite all the concerns of Studio Brussels Airport, it is possible that you have a justified complaint. You must take up this complaint on the spot and directly with the management, in order to give the management the opportunity to resolve the matter immediately.

If the complaint is not handled satisfactorily, you have the opportunity to submit the complaint in writing to fleperre@jfp-consulting.com up to 1 week after departure from the studios.

10. PHOTOS AND VIDEOS

If either a guest or those accompanying him or her or who are in the studios through his or her actions, or a visitor, happens to be on a photo and/or a video that was (recorded) for display in a Studio Brussels Airport publication and/or for display on a Studio Brussels Airport website, his/her consent to the use of the photo and/or video in the publication and/or the website is presumed, even if he/she appears in the photo and/or video is recognizable.