

# GENERAL TERMS AND CONDITIONS OF SALE – SCHOOL AND GROUP BOOKINGS

## 1. Applicability of the general terms and conditions of sale

The agreements between both parties will be solely and fully regulated through these general terms and conditions of sale and through the special terms and conditions of sale between the client and the Historium. All other arrangements introduced by the client will not have any influence on these general terms and conditions of sale.

## 2. Group rate

The Historium offers special terms and conditions to groups (adults, senior citizens, students and children) and schools that make a reservation in advance. A "school group" is defined as being a group of children accompanied by one or more teachers. In order to enjoy the group price, a group must consist of at least 15 paying participants who all visit the Historium on the same day and this visit should be reserved in advance. All participants must report to the Historium ticket desk at the same time (see the time shown in the confirmation).

## 3. Group reservations

### 3.1. How to make a reservation

The Historium only accepts reservation forms completed via the website. Groups are expected to complete a separate form for each day of visit and each group. This form can be completed on our website ([www.historium.be/en](http://www.historium.be/en)). To enjoy the "group price", the reservation must be made at least 10 working days prior to the day of visit.

### 3.2. Offers

An offer or quotation is always free from commitment and is valid as stated in the offer. All prices always include VAT. The offer will take account of the date and time of the visit provided by the client. If this date and time is not available, the Historium will provide the closest alternative.

### 3.3. Confirmation of the reservation

The reservation is scheduled and confirmed to the client by means of an offer. Once the offer has been approved, it will be finalised, and the client will receive an invoice. Groups that have not yet received the invoice one week prior to the reserved day of visit should contact the Historium (+ 32 50 34 80 36).

## 4. Receipt of tickets in person

The person responsible will visit the ticket desk on the day of the visit. He/she should bring along the invoice. The person responsible will be given the number of entry tickets reserved and any information required for the visit. He/she will then accompany the group to the ticket control.

## 5. Reservation of the picnic area

Reservations of the picnic area should be made at least 10 working days prior to the date of visit. The picnic area may only be reserved in combination with a visit to the Historium. Bookings of the picnic area are subject to availability. The Historium will confirm the reservation in writing and notify the amount to be paid for the soft drinks (1 per person). The Historium reserves the right to cancel the reservation if the amount stated on the invoice to be paid has not been settled within the stipulated period.

## 6. The group consists of fewer participants than foreseen

If there are fewer participants present on the day of the visit than the number of participants reserved or confirmed, this will be reimbursed in cash at the Historium ticket desk following the recalculation of the number of accompanying persons with free entry. A minimum of 15 paying participants are required to qualify for reimbursement.

## 7. The group consists of more participants than foreseen

If there are more participants on the day of the visit than foreseen, then the person responsible will pay for the additional tickets and/or drinks at the

ticket desk. He/she will then receive the adjusted and correct number of tickets.

## 8. Cancellation

The cancellation must have been received by the Historium at least 3 working days prior to the date of visit. Visits must be cancelled in writing by email. The date stated on the email is valid as proof. Tickets will be charged in full together with an administrative fee of 30 euros for each reservation that is not cancelled, or if the group does not visit on the agreed date.

Invoices will be refunded in the following proportions:

- More than 20 working days prior to the date of visit: 100 %
- Between 19 and 3 working days prior to the date of visit: 50 %
- 3 or fewer working days prior to the date of visit: 0 %

This will also be subject to an administrative fee of 30 euros.

## 9. Methods of payment

### 9.1. Payment of the amount due (tickets and drinks) by bank transfer

Unless stated otherwise, invoices should be paid within 30 days from the date of invoice at the Historium's registered office, in the currency stated on the invoice.

The amount due must be deposited into the Historium's bank account stated on the invoice prior to the visit. The invoice number and reservation reference shown on the invoice should also be included.

### 9.2. Payment at the cash desk

The person responsible for the group will pay for any additional tickets and/or drinks during the visit at the ticket desk. The Historium accepts the following methods of payment: euros, debit cards (Bancontact), credit cards (Visa or MasterCard). A single payment will only be accepted for the entire group. Schools are requested to collect the money from the various classes and to pay the amount in one go at the cash desk.

### 9.3. Requesting an invoice

Groups that make their reservations using the reservation form will automatically receive an invoice once the offer has been approved. Any further corrections required after the offer has been received should be communicated prior to approval of the offer. The invoice will be sent by email and can no longer be altered once it has been sent.

The person responsible for the group will receive a till receipt valid for VAT purposes for any extras bought during the visit. These will not be invoiced separately after the visit.

### 9.4. Terms and conditions of payment

If payment is not made on the invoice due date, late-payment interest will be charged at 1% of the outstanding invoice amount per month started, increased by compensation of 10% at a minimum of 125 euros.

In the event of late payment, Historium reserves the right to suspend its performance and decline entry to the group without any prior notification of default.

### 9.5. Contested payments

All invoices will be considered to have been accepted if they are not contested by registered post within 8 days of the invoice date. Complaints do not suspend the payment obligation.

Belgian law applies to all agreements. In the event of a dispute, the courts of West Flanders, Bruges division have exclusive competence to hear the dispute.