

RESERVATION AND CANCELLATION CONDITIONS HERENHUIS

These terms and conditions are always linked to our **general terms and conditions**.

1. RESTAURANT (breakfast + lunch + dinner)

1a. Booking conditions:

You can always book online or by telephone on +32 (0)51 80 88 80. If the online tool does not work, you can always send an email to info@herenhuis-izegem.be stating:

- Name
- Telephone number
- Arrival date and time
- Number of persons.

1b. Cancellation policy:

We ask to only cancel by telephone on +32 (0)51 80 88 80. This way we can give away your table to other customers.

2. WELLNESS

2a. Booking conditions:

- You have a gift voucher

It is most convenient to send your application by mail (info@herenhuis-izegem.be) with the following information:

- Date
- Desired time
- Number of persons
- Desired arrangement
- Name
- Cell phone number
- gift voucher number

This way we immediately have all the information to schedule your time as soon as possible. Otherwise you can also reach us by phone on +32 (0)51 80 88 80.

- You **DON'T** have a gift voucher

Via our online module you can directly consult the availability and determine your desired time. After this reservation you will receive a confirmation + possibility to order EXTRAS during your wellness moment.

This way you can always put together your arrangement according to your personal wishes.

2b. Cancellation policy:

You can **cancel free of charge up to 3 days** before the chosen private wellness time. You can then transfer the previously booked time to a new date within the year.

In case of **cancellation less than 3 days** before the chosen private wellness time, the full amount will be charged and you can no longer rebook to another time.

In the event of late arrival at the appointment made, only the remaining time of the appointment will be used.



3. B&B

3a. Booking conditions:

Via our cubilis booking platform (BUTTON "BOOK NOW") you can always directly see the prices and availability in your adapted language. Booking online is the fastest and easiest.

After your booking you will receive an email from us with all practical information to prepare your stay.

3b. Cancellation policy:

When **booking** a room **directly**, the guest can make the booking in writing or by email, **cancel without cancellation costs** provided that the cancellation is made **at the latest 1 week before arrival**.

Any advance payment already paid will in that case be fully refunded to the guest.

If the cancellation of the room is made **within the period of 1 week before arrival**, the guest will only be entitled to written cancellation against payment of the below stated cancellation costs:

- a) The total price of the booking will be charged as a cancellation fee;
- b) Any advance payment already paid will be deducted from the cancellation fee;

3b.1 Cancellation policy via external partner websites:

- In case of a cancellation within 48 hours before arrival, 100% of the reservation value is charged at your expense.
- In case of a no show, 100% of the reservation value is for your account.

3b.2 Cancellation conditions for a non-refundable reservation (for B&B):

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

