



Hotel – Terms & Conditions

1 Agreement

These terms and conditions are binding on all guests and / or contractors. These conditions can be requested by email or are available for inspection at the reception so that they are sufficiently known to all parties.

2a Terms of payment - Consumers

All invoices are payable in cash within 14 days. After 14 days a first reminder will be sent. In case of non-payment, the hotelier can, by operation of law; without any notice of default charge 1% interest on arrears per month. In addition, due to non-payment on the due date, compensation of 10% with a minimum of € 100.00 is owed by operation of law and without any reminder, in addition to the default interest.

In accordance with article 20.6 of the mortgage law (Belgian Law: Hypotheekwet), the hotelier has a privilege over the objects brought by the guest. This as security for the payment of his services and for compensation for any damage caused by the guest. This privilege is exercised through the lien on these goods.

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3 Prepayments

Only applicable to group reservations or reservations above € 5,000.00. Prior to the final invoice, the hotelier receives; as binding confirmation; interim payments.

A group reservation is an overnight stay of 10 or more hotel rooms for the same night or multiple nights by the same customer or group of customers. With these reservations, an advance of 75% is paid 2 months before the start of the overnight stay date. Payment is made upon receipt of a pro forma invoice. The remaining 25% is settled by 1 invoice.

Group bookings made less than 2 months in advance must be paid within 4 working days of receiving the pro forma invoice. Group bookings are guaranteed from receipt of payment or receipt of valid proof of payment. If the expected stay is no longer than 3 nights in advance, the hotelier reserves the right to demand full payment in advance.

4 Cancellations / No show

Mezzo only accepts cancellations written by email. Adjustments to reservations can only be made if the customer confirms this by email.

Group bookings: In case of cancellation, the deposited advances will be paid to the hotelier as compensation for lost revenue and administration costs.

For individual reservations (this is: all reservations smaller than group reservations), the specific cancellation conditions of the chosen sales channel apply:

If the guest has made a hotel reservation through an external partner (OTA = Online Travel Agency); the cancellation conditions of the relevant OTA apply. Examples of OTAs are: Booking.com, Expedia and HRS.

If the guest makes a reservation via our own website (www.Mezzo.eu), the cancellation condition applies: you can cancel free of charge until 12:00 on the day of arrival by sending a cancellation in writing: this is an email.

Only the rate plan "prepaid" (nonrefundable) that can be booked online is 100% paid in advance online and will not be refunded under any circumstances; neither completely nor partly.

In the event of "no show" (= no show of the guest) 100% of the first night will always be charged.

5 Other general terms and conditions

Reservations made by the guest must always be confirmed by him or her by email.

Reservations made by individuals and confirmed by the hotel, but where no credit card guarantee or company guarantee is specified, will be retained until 6:00 pm on the day of arrival.

Complaints or disputes from the guests are no longer admissible after their departure.

The hotel owner is not responsible for the personal items that are deposited in the rooms during the period of stay, except in cases specified by law (art.952 to 1954 bis of the Civil Code, Belgium).

Valuable items such as money, jewelry, etc. are not the responsibility of the hotelier unless they have been clearly entrusted to the reception and the reception has signed a custody agreement about the object. The hotelier is in no way liable insofar as the damage, destruction or theft is attributable to:

1. the guest or the person accompanying him, is employed by him or visits him
2. force majeure
3. theft,
4. nature or defect to the case itself.

The hotel owner is not liable for any accidents or damage of any kind that occurs in the outdoor or indoor car park.

Nor is he liable for animals and the damage caused by them. Any complaints of loss or damage must be reported in writing immediately upon discovery, this can be done by email. Proof of loss or damage must be provided by the guest and / or contractor.

After the departure of the guest, the hotelier has no more liability.

In the event of a legal dispute, only the courts of the judicial district of Hasselt, Belgium have jurisdiction.