



Terms and conditions for (residential) events

1. Your booking

For credit account bookings your booking is confirmed once you have returned the signed booking contract together with your deposit(s) (if applicable) within 3 working days of receipt, or by the date stated on the attached letter. Failure to do so may result in the space(s) being released. For credit account online bookings your booking is confirmed once you have completed the online booking process, provided that there are no outstanding overdue debts or other queries over your credit status. For credit/debit card bookings your booking is confirmed once you have completed the online booking process, paid by credit/debit card and cleared funds on your credit/debit card have been credited to Diegem Airport Hotel account in €. In the event that there are insufficient funds on your account to meet the booking value, Diegem Airport Hotel may not honour your booking. Diegem Airport Hotel reserves the right to charge you for any charges incurred where insufficient funds are available or for payment not in €. You represent and warrant that the information you have provided re your booking is correct and accurate.

2. Costs calculated on delegate numbers

Your costs will be calculated either on (1) the number of delegates booked or (2) or the number who attend, whichever is the higher. To enable to prepare properly for your event, please send the final amount of participant you expect together with a list of delegates, names and details of any scheduled visitors or guests no later than ... working days prior to the date of hire of the space.

3. Cancellations or amendments

Whilst we appreciate that numbers may vary, unless we receive written notice of any increase in numbers we assume that the number stated in the booking contract is correct and will tailor preparations accordingly. Any increases can only be granted upon availability. If you need to cancel the event or decrease the number of delegates due to attend, cancellation fees might be applicable in line with our cancellation policies.

Cancellations and changes must be confirmed in writing. The notice period becomes effective on receipt of that confirmation. Costs for cancellations or reductions in booked delegate numbers are calculated as shown below including room hire and catering (as applicable). Should there be an increase/decrease in the booked number of delegates, scheduled visitors or guests on the day(s) of your hire as set out in paragraph 2, you shall be fully liable for any extra charge(s) incurred by Diegem Airport Hotel. Deposits paid are non-refundable regardless of when cancellation takes place. Non-refundable deposits will be counted towards any cancellation charges incurred (if relevant).



Diegem Airport Hotel cancellations charges are as follows:

A. Cancellation charge for events with expected numbers of 100 or more delegates per day:

Notice period before first day of hire	% of value of total booking
10 to 5 weeks inclusive	50%
5 to 2 weeks inclusive	75%
Less than 2 weeks	100%

B. Cancellation charge for events with expected numbers of 50 or more delegates per day:

Notice period before first day of hire	% of value of total booking
8 to 5 weeks inclusive	50%
5 to 2 weeks inclusive	75%
Less than 2 weeks	100%

C. Cancellation charge for events of 20 or more delegate per day:

Notice period before first day of hire	% of value of total booking
4 to 3 weeks inclusive	50%
3 to 2 weeks inclusive	75%
Less than 2 weeks	100%

D. Cancellation charge for all other events:

Notice period before first day of hire	% of value of total booking
3 to 2 weeks inclusive	50%
2 to 1 weeks inclusive	75%
Less than 1 week	100%

E. Group room reservations (9 rooms or more):

For cancellation or changes more than 10 weeks prior to the reserved date, there will be no charge applicable.

For cancellation or changes between 10 and 8 weeks prior to the reserved date, 25% of the reserved value is charged.

For cancellation or changes between 8 and 4 weeks prior to the reserved date, 50% of the reserved value is charged.



For cancellation or changes between 4 and 2 weeks prior to the reserved date, 75% of the reserved value is charged.

For cancellation or changes less than 1 week prior to the reserved date, 100% of the reserved value is charged.

F. Force Majeur

Strike, lockout, fire, delivery restrictions or other circumstances that are beyond the hotels reasonable control, entitles the hotel to cancel the contract without reimbursement. The hotel reserves the right to revise the above room rates at any time during the agreed period, in case of unforeseen economic circumstances, legislative changes in VAT, taxes or service charge

G. No Shows

In case of no show – if a guest does not show up for the hotel room as per the reservation – the room will be charged in full.

4. Training/event rooms and facilities.

Delegate numbers will be taken into consideration when allocating your room. Diegem Airport Hotel reserves the right to change allocated rooms and advertised facilities and the information quoted in marketing materials may be subject to change at any time. No liability is accepted for any errors or omissions in marketing materials.

5. Damage

You are responsible for the space allocated to you during your event. Any damage to your allocated rooms or their contents (or any other part of etc's venues) incurred as a result of your or your invitees' (or representatives of either) acts omissions or negligence will result in a charge based on the reasonable costs of repair.

6. Client Property

Whilst reasonable efforts are made to ensure etc's premises are safe and secure, etc does not accept any liability for any theft, loss or damage to clients' and visitors' property.

7. Externally Purchased Food and Beverages

Externally purchased food may not be brought on to the premises for consumption. Other than that supplied by Diegem Airport Hotel, wines, spirits or other beverages are not permitted on to the premises without Diegem Airport Hotel prior written consent, where a "corkage" charge will be made.