

## Booking Terms & Conditions

Please take the time to read the following conditions carefully. They are the basis for the booking request you made with us and will assist you with your booking.

### 1. BOOKING REQUEST

Your booking request is with P&J Chocolate Factory, registered office: Oostendse Baan 152, 8470 Snaaskerke, Belgium (company registration BE0477626218). A booking will only exist when we have received the booking request with all information provided correctly and have confirmed this to you by email. The named group leader/contact person for booking accepts the following conditions on behalf of all party members and will be our sole point of contact for correspondence.

### 2. PAYMENT

For bookings made via a travel company, payment conditions and rates apply that have been set by contract with the travel company. For all private group bookings, we accept both payment on arrival as well as invoiced after the booking. This invoice has to be paid no more than 30 days after receiving the invoice.

### 3. CANCELLATION

For cancellations more than 48 hours prior to your booking: please notify us in writing ([bookings@p-j.be](mailto:bookings@p-j.be)) as soon as possible and your booking will be cancelled without any charges or costs. For cancellations (except those caused by Force Majeure, see below 6. FORCE MAJEURE) made less than 48 hours before your booking where there is no replacement date, time or location for the booking: Cancellation charges of 75% will apply. The date and time of effective cancellation is from the point P&J Chocolate Factory is advised.

### 4. PRICE INFORMATION

The price of our services is valid at the time of publication in our brochure or price list or on our website or when quoted to you. The prices were calculated on the basis of then known costs. The total number of adults accompanying children or young adults group must not exceed 30% of the group size or additional charges may apply to the whole group.

### 5. ALTERATIONS & AMENDMENTS BY YOU

Should you wish to make any changes to your confirmed booking, you must notify us in writing ([bookings@p-j.be](mailto:bookings@p-j.be)) as soon as possible. Where we can meet your request any costs incurred by ourselves and any costs or charges incurred or imposed by any of our suppliers in making the change will be payable by you. Additions to your party are usually possible at any time up to 24 hours prior to your booking. However, you must always check with us first by emailing us at [bookings@p-j.be](mailto:bookings@p-j.be) or telephoning 0032 59 506 300. The ordering of extra services (for example food deals, vegetarian meals,...) falls under the same conditions.

### 6. FORCE MAJEURE

In these Booking Conditions, 'force majeure' means any event which we or you could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riot, civil strife, actual or threatened terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside our control, technical issues with your transportation.

### 7. VOUCHERS

All groups have to present the appropriate voucher (paper or digital) issued by their travel company or if not applicable, a voucher issued by us. On this voucher we will check the following information: number of participants, name of group, date and time, and payment method. The group leader has to sign the voucher in order for us to approve and proceed with the booking.

### 8. SUPERVISION

When you book with us, you accept full responsibility for any damage or loss caused by you or any member of your group. Full payment for any such damage or loss must be paid direct at the time to P&J Chocolate Factory. Group Leaders and/or other adults accompanying the party agree to act 'in loco parentis' at all times and will adequately supervise all members of the party.

### 9. INSURANCE POLICY

You can view a full copy of our insurance policy and key facts documents by emailing us on [bookings@p-j.be](mailto:bookings@p-j.be) which highlights benefits and cover provided. If you do not have access to a computer, please phone us and we will forward a copy of the documents to you prior to your booking.

### 10. INSPECTION/PREVIEW VISITS

In order to provide further peace of mind for your group visit, we offer a preview visit free of charge near to your booking for the group leader/travel company executive accompanied by 3 other adults maximum. This enables you to plan your visit and answer any queries on your own risk assessments. Please contact us via email on [bookings@p-j.be](mailto:bookings@p-j.be) for further details and eligibility.

### 11. PUBLICATION DATE

These Booking Conditions and Terms were published in December 2018.