

## General Terms and Conditions

All agreements that we (De Hoefslag Horecaexploitatie B.V., hereinafter referred to as 'HFSLG') contract and all services that we provide are subject to the Uniform Catering Terms and Conditions (UVH, attached as an Appendix). In addition to this, the following conditions apply. The definitions of Article 1 of the UVH apply for the purposes of these General Terms and Conditions.

### Article 1 Quotation

This quotation is valid for a term of seven days. If you do not accept this quotation in writing within the agreed term, this quotation, including any options, will lapse.

### Article 2 Payment conditions

For quoted amounts of €2,500 or more, you will receive a prepayment invoice from us. The prepayment invoice concerns 70% of the value of the quotation, will be sent to you two months prior to the reservation date and must be paid within 30 days of the invoice date. Prepayment invoices will be sent to you by e-mail. Please let us know if you would like to receive the prepayment invoice by post. The final invoice, adjusted to the actual situation and less the prepayment, must be settled within 14 days of the invoice date.

### Article 3 Changes in number of persons

We must be notified of any changes in writing or by e-mail. Changes are valid only if HFSLG has confirmed these in writing or by e-mail. The number of persons can be changed free of charge up to two weeks before the start of the event. The number of persons can still be reduced by a maximum of 10% up to one week before the start of the event.

### Article 4 Cancellation of restaurant and table reservations

4.1 If a reservation is made for the restaurant only (table reservation), the following applies for cancellation of this reservation:

- a. no costs will be charged for cancellations up to 14 days before the reserved date.
- b. in the event of a cancellation between 14 and 7 days before the reserved date, the customer will owe 25% of the quoted value (pursuant to Article 1.11 of the UVH).
- c. in the event of a cancellation 7 days or less before the reserved date, the customer will owe 50% of the quoted value.
- d. in the event of a cancellation 3 days or less before the reserved date, the customer will owe 75% of the quoted value.

4.2 A cancellation is valid only if this takes place in writing or by e-mail.

### Article 5 Cancellation of agreements for rooms, groups and parties

If a reservation has been made for a group (e.g. for a meeting, wedding or party) not falling under Article 4, the following applies for cancellation of these reservations:

- a. for cancellations up to six months before the date on which the first catering service must be provided according to the relevant agreement, the customer is not required to pay the company any compensation.
- b. for cancellations up to three months before the planned date, the customer is required to pay the company 10% of the quoted amount.
- c. for cancellations up to two months before the planned date, the customer is required to pay the company 15% of the quoted amount.
- d. for cancellations up to one month before the planned date, the customer is required to pay the company 35% of the quoted amount.
- e. for cancellations up to 14 days before the planned date, the customer is required to pay the company 60% of the quoted amount.
- f. for cancellations up to 7 days before the planned date, the customer is required to pay the company 85% of the quoted amount.
- g. for cancellations 7 days or less before the planned date, the customer is required to pay the company 100% of the quoted amount.

### Article 6 Damaged or lost property

We will charge you the replacement value for HFSLG property that is damaged or lost.

### Article 7 Dietary requirements and (food) allergies

If you have dietary requirements and/or food or other allergies, please report this to us as soon as possible and in any event, at least one week before the start of the event/reservation. If this report is made later, HFSLG will try to take this into account in relation to the event/the reservation but cannot guarantee this.

### Article 8 Media and copyrights

Cameras and other equipment are present at and on the HFSLG complex for security and commercial reasons. All media rights to recordings made, in the broadest sense, remain the property of HFSLG and the participant explicitly waives these. HFSLG reserves all rights and authorisation accruing to it pursuant to the Copyright Act in relation to all products and services provided by HFSLG. Images are the property of HFSLG and are not released, other than in the event of a statutory obligation or court order to do so. HFSLG will make every effort to keep your personal data in compliance with the Personal Data Protection Act and to comply with the Act.

### Article 9 Liability

HFSLG accepts no liability whatsoever for the consequences of setting, typing or programming errors on the HFSLG website or in its other publications.

### Article 10 Laws and regulations

HFSLG reserves the right to change the quoted value if changes in laws and regulations give rise to this.

### Article 11 General

11.1 All HFSLG's quotations and offers and all agreements with HFSLG are subject to these General Terms and Conditions. All catering activities are subject to the Uniform Catering Terms and Conditions (UVH). The regulations and these terms and conditions are complementary. HFSLG is the user of these terms and conditions. The other party is referred to below as 'the participant'. The terms and conditions are binding on

everyone that makes use of our services. The terms and conditions can be viewed at our offices and will be sent to you free of charge on request.

- 11.2 HFSLG reserves the right to open talks with the client in order to contract a new agreement if significant (purchasing) price increases arise between the date on which the agreement is contracted and the actual execution date of the agreement. If it is not possible to contract a new agreement, HFSLG has the right to cancel the agreement without stating its reasons any further.

HFSLG reserves the right to charge clients that cancel an agreement the costs of cancelling any contracts concluded with third parties for the execution of the agreement with the client on a one-to-one basis.

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