

# General terms & conditions Heirloom



## Prices

All our prices exclude VAT and include the costs of service, cleaning (unless otherwise agreed in advance) et cetera. With the exception of packages and products from our kitchen, invoicing takes place based on subsequent calculation. The reservation value (as stated on the event order) deviates on average less than 2% from the invoiced amounts.

## Price guarantee

The prices communicated to you in the reservation overview will not be increased, even if you book more than one year in advance at a Heirloom location. The estimates based on subsequent calculation are excluded from this price guarantee.

## Payment

When you convert your optional booking into a definite reservation you will receive a deposit invoice of 50% of the reservation value. A few days after your meeting the final invoice will be sent to you by email.

The standard payment term is 14 days. For weddings the payment term is 31 days, in regard to the honeymoon. For any payment after this term, we request a credit limitation of 2% of the principal amount to be paid. From the second payment reminder, administration costs (per reminder) and the statutory interest will be charged.

## Booking options

Booking options at our locations are without any obligation and can be cancelled free of charge. However, there are some restrictions, due to the large number of requests. We can only place an option on one date. For requests more than three months in advance, options are valid for two weeks, options more than one month in advance are valid for one week, options within one month are valid for three days. After this period we will continue to contact you, but if we are unable to reach you, your option will expire. If we receive another request within this period we will first get in contact with you.



## Reservations

Reservations are made based on trust: you are able to make a reservation verbally or by email and you pay afterwards by invoice. We will send you a reservation confirmation by email after your verbal notice or the confirmation of your option. Unless we receive an explicit disagreement, we will consider the reservation as definite.

## House rules

A few house rules apply at our locations. We will email you these regulations when we think they are applicable.

## Changes

We will send a confirmation by email for every change in your booking. We assume that you check the event orders on all details to ensure we your meeting is exactly as you wish. If you have communicated something but have not received any confirmation, please notify us. Possibly, the (confirmation of the) change did not come through (to you) properly.

## Cancellation, partial cancellation, and changing the number of guests

All reservations are subject to the Uniform Conditions for the Hotel & Catering Industry (UVH). Article 9.4.2 regarding (partial) cancellations is particularly relevant to our business operations. You can view an abridged version and a [Full version](#).

Article 9.4.2 of the UCHCI states that in the event of (partial) cancellation 7 days or less before the meeting date the customer is obliged to pay 100% of the reservation value. For the benefit of our guests, we apply the following deviations:

- For groups up to 35 guests you can cancel 1 guest free of charge up to 2 working days in advance.
- For groups over 35 guests, you can even cancel 2 guests free of charge up to 2 working days in advance.
- Up to 7 days in advance you can notify us of the final number of guests, subject to a reduction in the reservation value of more than 10%.

If your group consists of more guests than listed in the most recent reservation overview, the invoice will be based upon the number of actual guests.



## Invoicing

After your meeting, the final invoice will be sent by our administration. We will send your invoice by email. If you would like to receive your invoice by mail, please let us know prior to your meeting. After sending the invoice, we can no longer make any changes to the invoice address or any invoice references.

We kindly ask you to pay attention to the stated invoice address and reference numbers, you will find these at the bottom of the reservation overview. For invoices addressed to AP administrations, we always mention the contact person with telephone number on the invoice.

## Invoice content

We do not comply with requests to address our invoice to a (legal) person who did not make the reservation with us. We also refuse to mention a date other than the date on which the event took place, nor do we comply with requests to mention articles or products other than what was served or delivered.

## Cancellation options or reservations on initiative Heirloom

We reserve the right to cancel options or reservations without providing an explanation, in particular because of what is mentioned in the previous paragraph.

## Unamplified / acoustic (live) music and allowed external equipment

Only unamplified or acoustic (live) music, intended as background music for a dinner or reception, is allowed on our locations (except for the Geertekerk) until no later than 23.00 hours. Music that is amplified in any way, or is meant to dance to, is not allowed.

Equipment, whether or not to amplify music, is often supplied in flight cases. Without exception, these cases cause damage to floors, walls and doorposts. Supplying equipment in flight cases, of whatever sort, is therefore not allowed.

If you have hired external music or equipment for your meeting, the above limitation will be explained to you verbally and confirmed in your reservation overview.



If during your meeting it appears that the music or equipment hired by you is contrary to our regulations, we will invoice you an amount of € 1,000 plus the actual costs of the damage caused. In addition, we reserve the right to deny the music or equipment access to our venues. We urge you to arrange this with us properly and in a timely manner.

