

Special terms and conditions of SPORTSTAGES.com

When concluding a contract, the customer and tour operator will respect and apply the following articles.

Article 1: Prices

1.1. The agreed price in the package holiday contract is

- 1.1.1. Subject to an obvious material error, all fixed and all mandatory services are included, except those which, due to local regulations, can/must only be paid for in cash by the traveller on site.

1.2. The price is indicated per (only if applicable):

- 1.2.1. The person;
- 1.2.2. Room;
- 1.2.3. Flat;
- 1.2.4. Or any possible unit depending on the needPersoon;

1.3. Prices include (only where applicable):

- 1.3.1. Return transport;
- 1.3.2. X kg of luggage per person;
- 1.3.3. Transport between the destination airport;
- 1.3.4. The place of stay;
- 1.3.5. Accommodation in studio, flat or hotel;
- 1.3.6. Meals provided in the programme;
- 1.3.7. The services of our representative or staff member on site;
- 1.3.8. The VAT;
- 1.3.9. The airport taxes;
- 1.3.10. And every possible item depending on the caseVervoer heen en terug;

1.4. Not included are:

- 1.4.1. Cost of travel pass;
- 1.4.2. Visa;
- 1.4.3. Vaccinations
- 1.4.4. Insurance;
- 1.4.5. All personal expenses;
- 1.4.6. Tips;
- 1.4.7. Disembarkation;
- 1.4.8. Tourist taxes (optional and unless indicated otherwise);
- 1.4.9. And everything else that is not explicitly mentioned as being included.Kosten voor reispass;

1.5. Prices given orally or by telephone by our reservations department are always subject to change. Only written price confirmations are valid.



Article 2: Availability survey..

What are the customer's wishes and what can we offer them?

As standard we offer hotel rooms as "Run of the house", but have every understanding for someone who prefers a "luxury suite with sea view".

We will carry out a free availability survey for him/her for the sports training/holiday.

Is the client satisfied with an existing package or would he/she like customisation?

Contrary to what many people and companies think, the search for the ideal sports traineeship is often tailor-made.

Everything, of course, depends on the wishes of the client and the budget he wishes to spend on it.

2.1. Packages

2.1.1. Packages that include a sports course or a sports holiday.

2.1.2. These packages include everything required to successfully complete the course.

2.1.3. Example: What is needed for a padel course?

2.1.3.1. A transfer from and to the airport (optional)

2.1.3.2. A hotel with breakfast or/and lunch or/and dinner;

2.1.3.3. The transfer to the paddle courts (optional)

2.1.3.4. Reserved fields;

2.1.3.5. Reserved trainers at the appropriate level;

2.1.3.6. Etc..

2.1.4. We offer these through our affiliations;

2.1.5. These affiliations can integrate this package into a whole, with aircraft, trips, extensions, etc;

2.2. Maatwerk

When compared to a piece of clothing, a package is a ready-made one.

The package has little or no flexibility.

A tailor-made suit, on the other hand, has all the flexibility.

It can originate as something completely non-existent or it can be an existing package with the necessary adjustments.

In this, the customer goes as far as he/she wants.

Because of the unique or special character of this tailor-made suit, the customisation will be taken into account.

The client will be informed in advance of an indicative amount of additional costs.

The additional costs of the transport of World Champion xxx, the cost price of the additional dinner, etc. cannot be estimated and can then be proposed as an offer (See Article 3).

2.2.1 Hereafter an example of the needs for a special padel trip, with 1 day of cycling, with a "meet and greet" at the evening dinner with World Champion xxx, etc.:

2.2.1.1. A transfer from and to the airport (optional)

2.2.1.2. A hotel with breakfast or/and lunch or/and dinner;

2.2.1.3. The transfer to the paddle courts (optional)

2.2.1.4. Reserved fields;

2.2.1.5. Reserved trainers at the appropriate level;

2.2.1.6. Reserved bicycles adjusted to the size of the participants (cost ??)

2.2.1.7. Reservation of World Champion xxx (cost ??)

2.2.1.8. Special dinner (cost ??)



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2.2.1.9. Etc.

Article 3: Price Quotation

3.1. On the website:

- 3.1.1. On www.sportstages.com all packages can be consulted
- 3.1.2. These can be printed out at any time.
- 3.1.3. This form of quotation does not have a validity date and can therefore only be seen as an indication

3.2. By e-mail::

3.2.1. Basic package:

- 3.2.1.1. Upon simple request, any offer of a basic package can be requested free of charge.
This form of quotation is valid for a period of 7 (seven) consecutive days, unless otherwise stated.

3.2.2. Customisation::

- 3.2.2.1. Following a detailed request, we can draw up a quotation for the customer.
- 3.2.2.2. All possibilities are considered:
E.g.: What is needed for a padel course?
Are there enough free courts in the requested period?
Are there enough trainers available?
Does the level of players/trainers match?
Is the requested room available within the requested period?
Etc.
- 3.2.2.3. The cost of such an offer is linked to costs.
- 3.2.2.4. These costs depend on the services to be provided.
Everyone will realise that a limited adaptation involves less effort/costs than adaptations that have an impact on the entire impact on the entire stage.
- 3.2.2.5. Alle mogelijkheden worden bekeken:
Vb.: Wat is er nodig voor een padelstage?
Zijn er binnen de gevraagde periode genoeg vrije velden?
Zijn er genoeg trainers beschikbaar?
Stemt het niveau overeen van de spelers/trainers?
Is de gevraagde kamer beschikbaar binnen de gevraagde periode?
Enz.



Article 4: Booking

4.1. Bookings via the wizard on our website:

This wizard is an interactive computer programme that helps the user to making the booking.

- 4.1.1. All bookings made using the wizard are always free of charge, unless otherwise stated.
- 4.1.2. All changes to existing bookings made using the wizard are always free
- 4.1.3. All changes to existing bookings made using the wizard are always free of administration fees, except if this results in higher or additional costs for our suppliers.
- 4.1.4. These are clearly indicated before the change is made.

4.2. Bookings by telephone::

- 4.2.1. Bookings made by telephone always require confirmation by e-mail.
- 4.2.2. From that moment on, they are followed as bookings via e-mail (See 4.3).

4.3. Bookings by e-mail::

- 4.3.1. Files without any deviation from the standard programme, no file charge is applied file cost.
- 4.3.2. Files that deviate from the standard programme are considered to be custom work. A surcharge of (50 Euro - Fifty Euro) per file.
- 4.3.3. All dossiers on request, except when they result in a fixed booking are always subject to a (50 Euro - Fifty Euro) handling fee, except when stated otherwise.Dossiers..

4.4. Adjustments by mail

- 4.4.1. For adaptations, after the confirmation of the file, a surcharge will be charged of (50 Euro - Fifty Euro) per question. One question may contain several adaptations
One question may contain several adaptations, insofar as they have been compiled, unless stated otherwise.



Article 5: Adjustment of the package tour after sale:

5.1 By the tour operator:

- 5.1.1 The travel organiser will make every effort to carry out the package provided as initially foreseen.
The travel organiser will do everything in his power to keep the consequences of these of these adjustments as minimal as possible.
If he is unable to do so due to consequences beyond his control, he can always adjust the package in order to bring this to a successful conclusion.
- 5.1.2 The travel organiser has and retains, at all times, all the rights to carry out his solution implemented.
- 5.1.3 No modification, relocation or even cancellation of a part of the stage gives entitlement to a partial or full refund of the invoiced amount.
invoicing amount provided for.

5.2 By a third party:

- 5.2.1 A third party e.g. a trainer, a rental company of tennis courts or Padel courts, an airline, train company, bus company, boat company, etc.
Padel courts, an airline, train company, bus company, boat company, bicycle rental company, etc. (non-exhaustive list) may, due to circumstances, adjust their part of the package at any time.
- 5.2.2 No adjustment gives the right to a partial or full refund of the invoiced amount.

5.3 Non-liability of the travel organiser:

- 5.3.1 The traveller is responsible for the incorrect execution of the booked services e.g. (non-exhaustive list):
 - 5.3.1.1 The customer does not show up at the reserved time.
 - 5.3.1.2 The client comes late to a reserved session.
All reservations are made in time slots.
When the time slot is not respected, it is irretrievably lost.
Any loss of timeslots, for whatever reason, cannot be deducted from the be deducted from the invoice.
- 5.3.2 Sports often depend on the condition or knowledge of the sport to be practised by the (non-exhaustive list), etc...
Many conditions which are out of our control, but which can seriously hamper the planning.
- 5.3.3 The travel organiser has and reserves at all times all rights to implement his solution implemented.
- 5.3.4 No adjustment gives rise to a right to a partial or full
No adjustment gives the right to a partial or full refund of the invoiced amount, whatever the consequences of this...
- 5.3.5 Some examples (non-exhaustive list):
 - 5.3.5.1 The air, train, bus or boat company changes its hours or cancels parts of its transport. cancels parts of its transport.
 - 5.3.5.2 Daily schedules shall be adjusted as far as possible to fit in with
 - 5.3.5.3 As far as possible, the daily schedules shall be adjusted to fit in with each other and to experience as much as possible.
 - 5.3.5.4 Padel or tennis court hours will be adjusted by the owner/organisation due to, after confirmation to the client and assignment of specific dates and hours:



5.3.5.5 Double booking by third parties or circumstances beyond their control:

The travel organiser consults with this third party in order to obtain a solution and to allocate new hours;

The tour operator consults with the third party in order to find a solution and to allocate new hours;

The hours obtained from the third party are communicated to the customer

5.3.5.6 Weather conditions causing the pitch to be flooded:

The tour operator will consult with the third party in order to allocate, as far as possible

The tour operator will consult with the third party in order to allocate new pitches, which may be covered, to the extent possible;

The newly allocated areas will be communicated to the client.

5.3.5.7 Bicycle hire:

The customer reserves 8 bicycles, but the supplier has only 7 available available because the 8th was involved in an accident the day before:

The tour operator consults this third party in order to find a solution

The tour operator consults this third party in order to find a solution and to obtain the replacement bike;

The customer is informed by the tour operator which is the

The customer is informed by the tour operator which solution he considers appropriate.

5.3.5.8 This is a non-exhaustive list.

5.3.5.9 Etc., ...

5.3.5.10

5.3.5.11

4.4.1.1. Dit is een niet exhaustieve lijst.

4.4.1.2. Enz., ...



Article 6: Calculating and adjusting prices

- 6.1. The prices are calculated on the basis of the exchange rates for the stay and other services abroad known on the date of the order.
Changes in exchange rates will be made if the exchange rate of the currency of purchase (e.g. the dollar) is higher than currency on the date of the offer for sale;
- 6.2. Taxes and fees, including airport taxes, in comparison with the situation on the date of the offer to purchase;;
- 6.3. The carriage charge, including energy prices that form an element of this carriage charge, in comparison with the situation at the date of the offer to purchase.
- 6.4. Increases may occur in respect of the above items.
- 6.5. If the increase is more than 8% of the total price, the traveller may cancel the package holiday contract without compensation. In this case, the traveller shall be entitled to reimbursement of the sums he has paid to the organiser.

Artikel 7: Formaliteiten

7.1. Travel company

- 7.1.1. The traveller should confirm that he/she is aware of the information regarding the formalities to be fulfilled, which will be communicated to him/her by the seller via mail, documents or website of Sportstages.com.
- 7.1.2. Children should have an identity card with a photograph. Children who are not accompanied by their parents must present documents giving their parents' consent to travel alone and indicating the date of arrival and departure from the country concerned, as well as the address where they will be spending their holidays and their address in Belgium.
- 7.1.3. Pets may be taken on the trip subject to the specific guidelines provided by the organiser. In any case, they must be in line with the vaccination requirements. The organiser, however, accepts no responsibility for any damage or difficulties arising from the carriage of pets.

7.2. Obligations imposed by the country of origin or destination.

- 7.2.1. All formalities imposed by the competent authorities of the country of origin and/or the country of destination must be followed to the letter.
- 7.2.2. The organiser accepts no responsibility for any damage, nor for any difficulties which may arise as a result of non-compliance.



Article 8: Luggage

- 8.1.B In the event of loss of or damage to baggage, the passenger must complete a "**property irregularity report**" with the airport's lost baggage department..
- 8.2. Without this document, it is impossible to obtain compensation. In case of transport by coach, a certificate must be requested from the attendant.

Article 9: Timetable

- 9.1. The timetables mentioned are always indicative. The traveller must in all circumstances take into account that they can be changed both before and during the journey.

Article 10: Cancellation by the traveller

- 10.1. Cancellation charges vary according to the time of cancellation. The exact date of date of cancellation is determined by the date of receipt by the organiser.

All amounts are indicated per person or per flat. This depends on the hotel or provider and is therefore determined according to their conditions.

The percentages or amounts or percentages depending on the time of Cancellation amounts to a minimum::

- o More than 75 days before departure: 30%,
 - o Between 74 days and 60 days before departure: 40%,
 - o Between 59 days and 45 days before departure: 50%,
 - o Between 44 days and 30 days before departure: 75%,
 - o Between 29 days and 15 days before departure: 90%,
 - o Between 14 days and the departure date: 100%,
- with a minimum amount of 250 Euro pp..

- 10.2 We always have to comply with the conditions of the supplier/hotel. If the supplier/hotel asks for higher percentages or higher amounts in case of cancellation, we are forced to charge higher percentages. As an example we can take airline tickets that always cost 100% at any time of 100% at any time of cancellation. All higher percentages depend solely on the supplier/hotel and are charged in full. hotel and will therefore be charged in full.



Article 11: Changes to the reservation by the traveller

- 11.1 Changes made more than 75 days prior to departure will incur change costs
(see article 4.1.2 "Without costs" or 4.1.3 and 4.4.1 "With costs").
- 11.2 Some examples of possible changes: shortening a stay, changing the date of arrival or departure or the type of flat or (Non-exhaustive list)...

Any changes, in reduction of the already ordered, within 75 days before arrival will be considered as a cancellation and charged accordingly.

The change fee will not be charged if the reservation is changed to a higher category of flat, or if a stay is extended.

Any change can only be made after consultation with the supplier/hotel.
Changes to a booked trip will only be accepted if:
Availability at the destination and;
Cooperation and consent of the supplier/hotel and;
Additional payment of the extra costs requested by the supplier/hotel.

Article 12: Payment Modalities

Bank details: BE57 7310 4839 9335 Iban: KREDBEBB.

For reservations made more than 75 days before arrival, the first deposit, equal to 30% of the total amount, must be paid. This deposit is expected immediately after confirmation.
The remaining amount (2nd payment) must be paid to Sportstages.com no later than 75 days before the day of arrival.

In case of reservations less than 75 days before arrival, the total amount (100%) has to be paid immediately.

For flights, the total amount (100%) must be paid immediately.
Without the receipt of 100% of the cost, no flights will be booked.

If the total amount has not been paid within 75 days prior to arrival, Sportstages.com has the right to cancel the contract and charge a cancellation fee of 30% of the total reservation amount with a minimum amount as stated in article 10.1.



Article 13: Liability

13.1 The information contained in this document was compiled according to data known to us up to six months prior to its publication. If there are any changes in the operation, facilities and services of the offered products, they will be communicated by the organiser immediately upon becoming aware of them.

13.2 The Organizer's services shall begin and end at the pick-up point, airport or hotel, depending on the services requested.

Article 14: Complaints procedure

14.1 The traveller must inform the organiser without delay, using probative evidence, of any non-conformity he perceives during the implementation of the travel package contract.

14.2 The value of any services not received shall only be refunded on submission of a written statement from the service provider concerned, clearly stating which services the traveller has not received.

14.3 For any disputes that cannot be settled through the Disputes Committee, only the court of Dendermonde is competent.

14.4 This document has been drawn up in Dutch and subsequently translated into various languages.

If there is a difference between the Dutch text and the other languages, the Dutch text will be the only binding one.

Article 15: Shortened privacy statement

Your personal data will be processed by Sportstages.com for customer management based on the contractual relationship as a result of your order/purchase of your holiday and/or related services and for direct marketing to offer you new holiday products or services. We do this based on our legitimate business interests.

If you do not want us to process your data for direct marketing purposes, please let us know at Marketing@Sportstages.com.

You can also ask at any time at this address what data about you we are processing and, if necessary, have it corrected or deleted.

In doing so, we may ask you to prove your identity so that we can send the data to the right person.

If you have any questions about how we process your data, please contact the email address Marketing@Sportstages.com mentioned above.

If you do not agree with the way in which we process your data, you can contact the Data Protection Authority www.privacycommission.be.

Rue du Palais 35, 1000 Brussels.

