

# Special terms and conditions of SPORTSTAGES.com

## Article 1: Prices

1. The agreed price in the package holiday contract is fixed - unless there is an obvious material error - and all compulsory services are included, except those which, due to local regulations, can only be paid for by the traveller in cash on site.

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

- Person;
- room;
- flat;
- or any other unit as required.

3. Prices include (only where applicable):

- Return transport;
- x kg luggage per person;
- Transport between the destination airport
- the place of stay;
- Accommodation in studio, flat or hotel;
- meals provided for in the programme;
- the services of our representative or staff member on site;
- VAT;
- the airport taxes;
- and every possible item depending on the case.

4. Not included are:

- Cost of travel pass;
- Visa;
- Vaccinations;
- Insurance;
- all personal expenses;
- tips;
- excursions;
- and anything not expressly stated to be included.

5. Prices given orally or by telephone by our reservation service are always subject to reservation.

Only written price confirmations are valid.

6. The following are always charged for bookings made on request, unless they result in a firm booking

(50 Euros - Fifty Euros) are always subject to a handling fee.



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Galgeneinde 67 B-3550 Heusden Zolder – België BTW BE 0472.490.760

7. For files that deviate from the standard programme a surcharge of (50 Euro - Fifty Euro) per file.

8. Prices are calculated on the basis of:

(a) exchange rates for the stay and other services abroad which were known on the date of the order.

The change in exchange rates will be made if the exchange rate of the currency of purchase (e.g. the dollar) is higher than currency in comparison with the situation on the date of the offer to purchase;

b) taxes and duties, including airport taxes, in comparison with the situation on the date of the offer to purchase;

(c) the carriage charge, including energy rates, which are an element of that carriage charge as at the date of the offer to purchase.

The above points may be increased.

9. 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.

## **Article 2: Formalities**

a) Tour operator

1. The traveller should confirm that he/she has taken note of the information regarding the formalities to be fulfilled which is communicated to him/her by the seller via mail, documents or website of Sportstages.com.

2. Children should have an identity card with photograph. Children who are not accompanied by their parents must present documents giving their parents' permission to travel alone, stating 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.

3. Pets may be taken on the trip subject to the specific guidelines provided by the organiser. In any event, they must comply with the vaccination requirements. The organiser, however, accepts no responsibility for any damage or difficulties arising from the carriage of pets.

b) Formalities imposed by the country of origin or destination.

All formalities imposed by the competent authorities of the country of origin and/or the country of destination must be meticulously observed.

The organiser accepts no responsibility for any damage or difficulties arising from failure to comply with these.



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### **Article 3: Luggage**

In the event of loss of or damage to luggage, the traveller must complete a "property irregularity report" with the lost luggage department at the airport. Without this document, it is impossible to obtain compensation. If transported by coach, a certificate must be requested from the attendant.

### **Article 4: Timetable**

The timetables mentioned are always indicative. In all circumstances, the traveller must take into account that they can be altered both before and during the journey.

### **Article 5: Cancellation by the traveller**

1. The cancellation charge varies according to the date of cancellation. The exact 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 supplier and will be determined according to their conditions. We must always comply with the conditions of the supplier/hotel.

2. The percentages or amounts depend on the time of cancellation:  
More than 75 days before departure: 30% of the travel sum with a minimum of 50 Euro pp.  
Between 74 days and 60 days before departure: 40% of the holiday price with a minimum of €60 pp.  
Between 59 days and 45 days before departure: 50% of the travel sum with a minimum of 70 Euro pp.  
Between 44 days and 30 days before departure: 75% of the travel sum with a minimum of 80 Euro pp.  
Between 29 days and 15 days before the departure date: 90% of the travel sum with a min. of 90 Euro pp.  
Between 14 days and the departure date: 100% of the travel sum with a min. of 100 Euro pp.

3. 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, which always cost 100% at any time of cancellation. All higher percentages depend solely on the supplier/hotel and will therefore be charged in full.

### **Article 6: Changes to the reservation by the traveller**

Changes that are made more than 75 days before the departure date will involve a change fee (35 Euros - Thirty-five Euros). Some examples of possible changes: shortening a stay, changing the arrival or departure date or the type of flat or ....



Any change made within 75 days of arrival will be considered a cancellation and charged accordingly.

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

Any changes can only be made after consultation with the supplier/hotel.

Changes to a booked trip will only be accepted if:

- a) availability at the destination and;
- b) Cooperation and consent of the supplier/hotel and;
- c) payment of the additional cost requested by the supplier/hotel.

### **Article 7: 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.

The remaining amount (2nd payment) must be paid to Sportstages.com no later than 75 days before the day of arrival, the total amount must be paid immediately.

For reservations made less than 75 days before arrival, the total amount must be paid immediately.

If the total amount is not paid before 75 days prior to arrival, Sportstages.com has the right to cancel the contract and charge a cancellation fee of 30% of the total booking amount.

### **Article 8 Liability**

1. The information contained in this document was prepared according to data known to us up to six months prior to its publication. Any changes in the operation, facilities and services of the offered products will be communicated by the organiser immediately upon becoming aware of them.

2. The organiser's services shall begin and end at the place of embarkation, airport or hotel, depending on the services requested.

### **Article 9: Complaints procedure**

1. The traveller must inform the organiser without delay, by any probative means, of any non-conformity he perceives during the implementation of the package travel contract.

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



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

#### **Article 10: Shortened privacy statement**

Your personal data will be processed by Sportstages.com for customer management based on the contractual relationship resulting from 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 [NoMarketing@Sportstages.com](mailto:NoMarketing@Sportstages.com).

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

In addition, we may ask you to provide proof of 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 [No Marketing@Sportstages.com](mailto:NoMarketing@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](http://www.privacycommission.be)  
Rue du Palais 35, 1000 Brussels.

