

General Terms and Conditions 2021

Article 1: reservation

Your online application must be in Visit Genk's possession **at least 10 working days before the planned visit**. Verbal reservations are not accepted, neither can options be taken on activities. For each new application Visit Genk charges an **administration fee of 10 euros**. A booking is only final after written confirmation by Visit Genk. Unless otherwise stated, you must arrange your own transport for the activity/activities reserved.

Article 2: prices

Prices apply to activities which take place between **January 1st 2021 and December 31st 2021**. Visit Genk will make any price changes clear when you make your reservation. **Please note: group rates cannot be used in conjunction with other discounts or promotions.**

Article 3: changes

Visit Genk only accepts **written changes** to an application. For every alteration which entails drawing up a new confirmation, Visit Genk charges an administration fee of 10 euros. **Alterations can be made up to and including 7 working days before the visit.**

Article 4: final numbers

The exact number of participants must be confirmed **in writing no later than 7 working days before the visit**. After that date Visit Genk will email vouchers for participation in the specified activity/activities. The numbers are stated on the vouchers. You must hand over the vouchers to Visit Genk's partners on the day of the activity. You cannot take part without vouchers. No alterations are accepted once the vouchers have been sent. **Alterations made to the vouchers by hand are NOT accepted by our partners.**

In the event of alterations to numbers not being communicated by the deadline, Visit Genk will calculate the maximum number of people specified when the booking was made. Additional participants pay on the spot. You may not change the number of participants more than twice.

Please note: if the maximum number of participants per city guide is exceeded, Visit Genk must be notified 7 working days in advance so that an extra guide can be sought. A guide has the right to refuse to lead a group if it is too large. Visit Genk cannot guarantee that additional participants will be able to follow the booked programme in its entirety.

Article 5: group leaders

Group leaders must pay, unless otherwise stated.

Article 6: payment

For every activity Visit Genk makes the necessary reservations, alterations and cancellations with its partners. The customer pays **upon receipt of the invoice**, unless otherwise stated with the confirmation. Payment is due no later than 30 days after the date of the invoice.

The invoice is drawn up on the basis of the **company registration number or national registration number** provided by the customer when making the reservation.

If this information is incorrect thereby necessitating an alteration to the invoice, Visit Genk will charge an additional administration fee of 10 euros.

NB: the invoice is drawn up on the basis of the numbers stated on the voucher. A maximum of one invoice is drawn up for each group booking.

The invoice is always sent **by e-mail** to the contact person of the file, unless otherwise communicated when booking.

Article 7: cancellations

Cancellations can only be accepted **in writing**.

Cancellation charges are as follows:

- *cancellation in the last week up to 2 days in advance*: cost of guide + any costs already incurred;
- *cancellation less than 24 hours in advance*: the full amount.

- **! In case of COVID-19**, you can cancel free of charge up to 1 working day in advance under the following conditions:

- illness of a member requiring all members to be quarantined.
- proof can be submitted in connection with the imposed quarantine measure.
- the cancellation must be communicated by telephone / e-mail during office hours (*see article 8*) of the Tourist Office

Article 8: delays

If the programme has to be adjusted because of **delays**, you must inform Visit Genk immediately:

* **weekdays** (between 9 and 12.00 hrs and 14 and 16.30 hrs):

T +32 (0)89 65 44 33

* **weekdays** (between 12 and 14.00 hrs) **and at weekends:**

T +32 (0)89 65 44 90

Once notified of a delay, Visit Genk will inform the various partners concerned. The programme will be adapted as far as it is possible to do so. However, Visit Genk cannot guarantee that the planned activities will go ahead if the delay is considerable. If any activity has to be cancelled as a result of a delay, the full amount is payable.

Article 9: evaluation of visit – complaints

Comments and/or any complaints must be made in writing to groepsactiviteiten@genk.be **within 7 days** of the visit.

Article 10: privacy policy – processing of personal data

Collection, registration and processing of data

Visit Genk collects, registers and processes personal details of its customers and users of its services. Certain details must be provided, for example when booking an activity, creating an online account, for invoicing purposes, etc.

Other information – e.g. IP address, use of the website, language, type of browser – is automatically collected by cookies and other applications.

The information communicated – either explicitly or in automated form – is entered in the database of the City of Genk, Stadsplein 1, 3600 Genk, VAT BE 0207.201.797. Visit Genk is responsible for the processing of personal data, which are collected from the online booking module and/or other channels, and checks the data processed by other parties at its request.

Other departments of the City of Genk also have access to the information.

Use of your data

You guarantee that your data are correct and complete. Imparting incorrect data or data belonging to third parties can result in your being denied access to Visit Genk's online booking module, temporarily or permanently, in whole or in part.

Visit Genk can use your data to contact you by post, telephone, email or text message. You can always unsubscribe from future electronic communications.

With the exception of sensitive information such as political and religious convictions, data can be used for the promotion of products and services, and to advise you of Visit Genk offers (articles, market studies, promotions, competitions, promotional campaigns about products, services, etc.).

Personal data such as first name and surname, postal address, telephone number and mobile number can be passed on as part of a group reservation to Visit Genk's partners for organizational purposes. Your email address is only passed on with your permission.

Visit Genk cannot be held responsible for use made of your details by third parties.

Inspection and amendment of data

Visit Genk will not keep your details longer than legally permitted and, in any case, no longer than is necessary for the purposes stated here.

Your online account gives you access to your registered personal details, and you can change them online.

You can always email groepsactiviteiten@genk.be and ask to view your details and/or to have them amended or deleted. You can also inform Visit Genk by email that you do not agree to your details being passed on or processed.

General

The processing of personal data by Visit Genk is subject to Belgian law. By using our services, including our websites, you agree to our privacy policy which may change from time to time. Once published, the changes automatically take effect.