

# TERMS & CONDITIONS

## Group size

Please note that we only accept groups of **minimum 30 passengers**. If your final group number reduces below this minimum, a payment for 30 beds will still be charged.

Please inform us of any change in numbers between the time of confirmation and the arrival date. After confirmation of your booking, a drop in numbers of maximum 10% is allowed. Any increase in numbers must be requested and is subject to availability at the time of the request.

## Sole occupancy

Please find below the minimum group sizes per accommodation to enjoy sole occupancy.

**Important note:** sole use does not imply having allocated all the rooms of the accommodation booked. The number of rooms allocated to your group depends on the final group size. A supplement will be charged for any extra rooms requested.

- **Supplement single room:** 50 euros
- **Supplement multi bedded room:** 75 euros

Accommodation	Capacity (beds)	Rooms	Sole use (pax)
The Menin Gate	55	12	35
The Poppies 1	71	17	45
The Poppies 2	59	13	45
The Salient	91	19	60
Old School Haringe	95	14	45
The Poppies Albert	62 / floor 186 total	16 / floor 48 total	45 / floor

## Accommodation

We reserve the right to move your group to one of our other properties. You will be informed of any changes if this is the case. The alternative accommodation will be in the same town as your originally booked accommodation and will have the same facilities and prices.

## Invoice payment

Your final payment must reach us by the day before arrival at the latest. Should your final payment not be received on time, we reserve the right to consider your reservation as cancelled.

If final payment after arrival has been agreed, invoices should be paid on the invoice due date at the latest. All late payments are subject to extra costs (minimum 2%).

Multiple invoices can be paid through the same bank transfer.

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## Payment methods

- **Bank transfer:** our bank details can be found below.
- **Cheque:** only international cheques (in Euro) are accepted. Cheques in sterling can be refused by our bank. Please add € 30 bank costs if you pay by cheque.
- **Credit card:** we do not accept payment by credit card

	Ypres	Albert
IBAN	BE32 0015 3165 9302	BE32 0015 4501 6202
BIC	GEBABEBB	GEBABEBB
Address	Hoge Wieltjesgracht 1 8900 Ieper Belgium	1 bis, Rue du 8 May 1945 80300 Albert France

## Cancellation policy

You can cancel your booking at any time. Cancellation charges will depend on the time of your cancellation and whether you are cancelling the entire group or some the group participants.

Time of cancellation	Costs
Before booking confirmation	No charge.
After confirmation and more than 2 weeks before arrival	<b>Group numbers reduce less than 10%:</b> final invoice will be based on the final group size
	<b>Group numbers drop more than 10%:</b> up to 10% will be deducted from the total bed price (with a minimum of 30 beds being charged). All extra cancelled beds will be charged. The number of meals charged will be adjusted on the final invoice based on the numbers arriving.
After confirmation and less than 2 weeks before arrival	<b>Entire group cancels:</b> full payment required based on the numbers on the final invoice
	<b>Group numbers drop:</b> the invoice cannot be updated anymore.