

GENERAL TERMS AND CONDITIONS

The limited company SA Deveco Food – under the name 'le Chalet de la Forêt' - Drève de Lorraine, 43 BE-1180 Brussels, VAT 0466.681.747 - Tel: +32 (0)2 374 54 16 - Fax: +32 (0)2 374 35 71, info@lechaletdelaforet.be, hereafter referred to as 'SA Deveco Food'.

1. APPLICATION AND ENFORCEABILITY OF TERMS

1.1. These general terms and conditions are available online and can be downloaded on a sustainable carrier (PDF), which can be saved and/or printed without alterations by the Client. on the website www.lechaletdelaforet.be . They are automatically submitted to the Client on the internet and are addressed by email (as an hyperlink) or by post upon confirmation by SA Deveco Food. During the process, the Client is also asked explicitly to acknowledge that he has taken note of the general terms and conditions and to accept these without reservation. He does so by ticking the box provided for this reason. So any application implies full and unconditional acceptance of the client of these terms to the exclusion of all others. No special condition may prevail over these terms, unless express SA Deveco Food acceptance.

1.2. These conditions apply to all products and services provided in fine by SA Deveco Food, purchased and/or booked by the Client directly or indirectly through an intermediary offering services and products of SA Deveco Food, online or by phone.

2. PRICE

2.1. The products and services that the Client can purchase via the Internet , subject to availability, are described in sufficient details, on the website www.lechaletdelaforet.be. If needed, the Client can ask for further information from SA Deveco Food, and this prior to purchase via phone +32 2 374 54 16 or e-mail info@lechaletdelaforet.be.

2.2. The prices stated in the offer or the www.lechaletdelaforet.be website are quoted in Euro incl Vat and are per person. What the offer includes and the price for the given products or services are clearly set. Prices are published with the utmost care, however, possible errors in these prices do not bind SA Deveco Food for as long as the distance purchase is not completed. Once the distance selling is finalised, the prices as listed in the order overview are applicable. Offers are not necessarily an all-in price. Consumptions or options can still be consumed in addition by the Client on site and will then be charged at the going prices.

3. CONFIRMATION - CONCLUSION OF THE AGREEMENT

3.1. The Client, in the capacity of a natural or legal person, when placing an order and/or making a reservation that are in fine provided by SA Deveco Food purchased and/or booked by the Client directly or indirectly through an intermediary offering services and products of SA Deveco Food, may be required to make a deposit or to pay part of the complete amount, or to provide credit card details that legally belong to the Client as a deposit. If a deposit is asked for, the ultimate payment date will be communicated to the Client. If the deposit has not been received within the set time, SA Deveco Food holds the right to stop the contract unilaterally and without further notice. In case the Client opts to pay directly online, SA Deveco Food holds the right to stop the contract unilaterally if the payment is not completed successfully within 30 minutes after confirming the purchase. In case the Client gives credit card details as a deposit, SA Deveco Food holds the right to stop the contract unilaterally if these details prove to be invalid or if they do not belong to the Client.

3.2. The contract starts from the moment the Client confirms a booking and/or orders products and ticks the box to accept these terms and conditions and gives final confirmation of his order and/or booking by payment of the deposit or giving credit card details.

When placing an order and/or booking, the Client will always receive confirmation via e-mail in case a valid e-mail address was entered and potentially confirmation via SMS. The effective delivery of confirmations and/or reminders by e-mail and/or SMS can never be guaranteed 100% for technical reasons. As a result, failing to receive a confirmation and/or reminder can never be called upon as a reason for breaking the contract. If the Client does not receive a specific confirmation, he can always contact SA Deveco Food with the request to resend it.

4. RIGHT TO WITHDRAWAL

4.1. The Client, in the capacity of a natural or legal person, when placing an order and/or making a reservation that are in fine provided by SA Deveco Food purchased and/or booked by the Client directly or indirectly through an intermediary offering services and products of SA Deveco Food, holds the right to waive the transaction, within 14 calendar days.

4.2. If the Client wishes to call upon his right to withdrawal, he must submit his request, in writing and within the withdrawal period, to SA Deveco Food, Drève de Lorraine, 43 BE-1180 Bruxelles or via info@lechaletdelaforet.be. This shall be deemed accepted upon confirmation by email from SA Deveco Food.

If there has been delivery of the purchased products the Client only needs to cover the cost of returning the goods.

4.3. Any withdrawal made under the conditions of this section will result in repayment of the entire amount paid by the Client within 30 days from receipt of the return if it comes to goods or the confirmation of SA Deveco Food if it comes to services.

4.4. In the following cases, the Client does not have the right to withdrawal from the purchase and/or order: 1° Services for which the execution was started before the end of the grace period with the agreement of the Client, 2° the order contains perishable food, 3° the delivered goods were damaged after they were delivered - for damages recognized upon delivery, the Client should notify SA Deveco Food within 48h- or has already been used, 4° the goods were made according to the consumer's specifications or they have been personalized 5° the Client orders/books a service less than 14 calendar days in advance.

5. CANCELLATION POLICY

5.1. After the withdrawal period referred to in Article 4 (if it applies), in case the Client cancels his order and/or reservation that are in fine provided by SA Deveco Food that were purchased and/or booked by the Client directly or indirectly through an intermediary offering services and products of SA Deveco Food, the following cancellation rules are applied.

5.2. If the Client makes a cancellation more than 14 calendar days prior to delivery of services for reservations involving 6 persons or more (30 days for reservations for 20 persons or more - special conditions apply to the exclusive privatization of the restaurant), he will receive a full refund of the advance payment.

If the Client makes a cancellation between 14 and 7 calendar days prior to delivery of services for reservations involving 6 persons or more (21 days for reservations for 20 persons or more- special conditions apply to the exclusive privatization of the restaurant), he will receive a 50% refund of the advance payment.

If the Client makes a cancellation less than 7 calendar days prior to delivery of services for reservations involving 6 persons or more (14 days for reservations for 20 persons or more- special conditions apply to the exclusive privatization of the restaurant), the advance payment will not be refunded.

5.3. For reservations involving less than 6 persons, in case of cancellation less than 24 hours prior to delivery of the services, SA Deveco Food has the right to charge the Client €50 per person reserved and not honoured for lunchtime and €80 per person reserved and not honoured for supertime.

5.4. Any change of the number of persons which hasn't been notified to SA Deveco Food at least 24 hours prior to delivery of the services (48 hours for reservations for 20 persons or more) gives SA Deveco Food the right to charge the Client with the total number of persons initially planned if it exceeds by 10% the number of persons present.

5.5. In case of the exclusive privatization of the restaurant on weekdays (Monday to Friday), the amount of deposit claimed at the time of booking is 33% of 12,500€, followed by a second tranche of 33%, 30 days before the date of the event. The privatization of the restaurant during the week is required from 40 persons. In case of the exclusive privatization of the restaurant on weekends (Saturday or Sunday), the amount of the requested deposit at time of booking is 33% of the total price of the offer, followed by a second tranche of 33% , 30 days before the event date.

If cancellation of the exclusive privatization occurs less than 30 days before the event, the entire deposit will be kept as compensation.

5.6. All ordered services which are not canceled will be charged to the Client based on the initial order. Cancellations or changes can only be made by calling the restaurant +32 2 374 54 16 or via e-mail at the following address: info@lechaletdelaforet.be . When cancelling or changing an order and/or booking, the Client will always receive confirmation via e-mail in case a valid e-mail address was given. The effective delivery of confirmations of cancelling or modification by e-mail can never be guaranteed 100% for technical reasons. As a result, failing to receive a confirmation can never be called upon as a reason for breaking the contract. If the Client does not receive a specific confirmation, he can always contact SA Deveco Food with the request to resend it. Cancellation or modification is only valid if it has been confirmed by an email from SA Deveco Food.

The cancellation rules are always applied. The Client can in no case call upon force majeure (i.e. accident, bad weather, illness, death, impediment, etc.).

5.7. For any amount owed by SA Deveco Food to the Client under the terms of cancellation and the conditions of this section, the amount paid by the Client and received by SA Deveco Food will be refunded within 30 days of the confirmation of the cancellation by SA Deveco Food.

Any amount owed by the Client to SA Deveco Food under the terms of cancellation or modification, in case no payment in advance of the delivery of the services by SA Deveco Food had been made and that could therefore be kept as such, the exact amount will be punctured to the financial institution based on the as deposit provided credit card data. If this is not possible for one reason or another (incorrect data, insufficient balance) the amount will be billed directly to the Client. Any amount remaining unpaid past 30 days dated from the date of issue of the invoice, bear interest at 12% per annum and that of right and without prior notice, with a minimum of 50 euro.

5.8. The compensations are cashed by our reservation service provider, LA FOURCHETTE, which will transfer it to the restaurateur. LA FOURCHETTE will appear on the customer's bank statement in case of withdrawal of the due compensation.

6. PROPERTY RIGHTS

6.1. The intellectual property rights with regards to this website and the services all belong solely to le Chalet de la Forêt– SA Deveco Food It is strictly prohibited to copy, adapt, translate, make public or any other use, partial or full adaptation of this website, in any possible form or any possible way, without prior and written approval by le Chalet de la Forêt– SA Deveco Food. The names, logos and other signs that are used on this website, including the logo and the name of le Chalet de la Forêt– SA Deveco Food, are legally protected brands and/or trademarks. The use of any of these or similar signs is strictly prohibited without prior and written permission by the owner. An infringement on these rights can result in civil or criminal prosecution.

6.2. The information provided on this website can in no possible way result in rights or liability. The services and documents on this website were composed based on 'best sources'; however, these can be dated and may no longer correspond to the actual facts. The level of being up-to-date of the offered information must be interpreted in relation to the publication date. Links that are included on this website and that refer to other websites solely aim to offer further information. Le Chalet de la Forêt– SA Deveco Food is not responsible for the content of these websites and can in no possible way be held liable for information offered in any possible way on these websites. Le Chalet de la Forêt– SA Deveco Food does not guarantee that this website is free of viruses or other harmful components.

7. PROTECTION OF PRIVACY

Le Chalet de la Forêt– SA Deveco Food places great importance on the privacy of the users. Although most information on this website is available without having to provide personal details, it is possible that the user is asked to provide personal information. In this case, the information will be handled in accordance with the stipulations of the law of 8 December 1992 concerning the processing of personal details. As a result of the stipulations of this law, you are entitled to consult, change and remove all details linked to your name in accordance with the conditions provided in the law. You can always, free of charge and upon request, protest

against the use of your details for direct marketing. In order to exercise this right, you can contact le Chalet de la Forêt– SA Deveco Food via the following e-mail address: info@lechaletdelaforet.be. Simply by the fact of completing a form with personal details on this website or by placing an order, the Client authorises le Chalet de la Forêt– SA Deveco Food to process these personal details and to use these for internal business management. The term “internal business management” includes Client administration, order management, deliveries, invoicing, services, follow-up of solvency, as well as marketing and personalised publicity. In case of the use of your personal details (for example e-mail) for direct marketing, you are entitled at any moment, free of charge and without having to provide any reason, to protest the further such use of your details. le Chalet de la Forêt– SA Deveco Food will do everything possible to guarantee the safety and confidentiality of your details, and to act specifically against any change, deletion, distribution or unauthorised access to/of the details. For further information, the Client can turn to the public register that is kept by the Commission for the Protection of Privacy.

8. APPLICABLE LAW - DISPUTE

All clauses in these terms and conditions and any operation that would be linked to it and / or referred to are subject to Belgian law. In case of dispute concerning the validity, interpretation or execution of all or part of these terms, the courts of Brussels are competent. This contract is subjected solely to Belgian law.