SPECIAL TERMS AND CONDITIONS – ROBINS TRAVEL

In accordance with the Belgian Package Travel Act of 21 November 2017

Uniglobe Robins Travel is a trading name of Robins Travel NV – BE0452.101.855

Article 1

In addition to the guarantees provided for in the terms and conditions set out below, the obligations of the travel intermediary and the travel organiser are covered by a statutory guarantee (coordinated Royal Decrees of 30 June 1966 and 1 February 1975). A claim under this guarantee may only be made following formal notice sent by registered post, with a copy sent by registered post to the Flemish Commissioner-General for Tourism, Grasmarkt 61, 1000 Brussels, within 12 months of the performance of the services giving rise to the debt.

Article 2 – Authority

By signing this booking form, the traveller expressly authorises the travel intermediary to represent the traveller in all dealings with service providers and the travel organiser.

Article 3 – Price

§ 1. Prices communicated verbally by the travel intermediary are always provisional. Only written price confirmations shall be valid.

§ 2. Bookings may be subject to file-handling fees imposed by the professional association of which the travel intermediary is a member.

Article 4 – Payments

§ 1. Deposits and invoices shall be payable at the registered office of the travel intermediary, net and without discount.

§ 2. Deposits and invoices not paid by their due date shall automatically, and without any prior notice of default being required, be increased by fixed compensation of 10%, together with statutory interest accruing from the due date.

Uniglobe Belux Travel NV

Prins Boudewijnlaan 7C
2550 Kontich
Belgium

E: info@uniglobe.be
BTW: BE 0474 001 881
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BIC: BBRU BE BB

Uniglobe.be

Our general and special conditions can be consulted on www.uniglobe.be/terms-of-use
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Article 5 – Formalities

§ 1. The traveller must acquaint themselves with the information concerning the formalities to be completed, as communicated in the brochure or by the travel intermediary.

The traveller is responsible for:
• identity documents;
• visas;
• vaccinations.

§ 2. Minors must hold a travel document bearing a photograph. Minors not accompanied by their parents must hold documents demonstrating that they are authorised to travel alone and specifying their dates of arrival in and departure from the country concerned, the address at which they will stay during their holiday, and their address in Belgium.

The traveller shall bear all losses arising from failure to comply with these requirements.

Article 6 – Timetables

The timetables stated are indicative. The traveller must in all circumstances take into account that they may be changed both before and during the trip.

Article 7 – Cancellation and Amendments by the Traveller

§ 1. In the event of cancellation, the traveller shall in all cases pay the contractually stipulated charges, even where the cancellation results from a fortuitous event or force majeure.

§ 2. In addition to the cancellation charges determined by the travel organiser, the travel intermediary shall be entitled to charge its own costs up to a maximum of 15% of the total travel price.

§ 3. Amendments to a booked trip shall be accepted subject to payment of EUR 15 per person up to 30 days before departure, or EUR 30 per person less than 30 days before departure, in addition to the normal price adjustment.

Article 8 – Complaints Procedure

In the event of a dispute, an amicable settlement shall first be sought. If this proves unsuccessful, recourse may be had to the Travel Disputes Committee;
For any disputes that cannot be resolved through the Travel Disputes Committee, the courts of Antwerp shall have exclusive jurisdiction.

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Article 9 – Trips Organised by Robins Travel NV

§ 1. All the foregoing articles shall also apply to incentive trips, tailor-made trips and group trips organised by Robins Travel NV.

§ 2. However, the following amendment and cancellation charges shall apply to such trips:

(a) Amendments up to six weeks before departure: EUR 19 per person. Thereafter, the cancellation charges set out below shall apply.

(b) Cancellation up to one month before departure: 30% of the total travel price.
Cancellation up to 15 days before departure: 60% of the total travel price.
Cancellation up to seven days before departure: 75% of the total travel price.
Cancellation within seven days before departure, or where the traveller fails to present themselves at departure: 100% of the total travel price.

§ 3. The traveller may avoid these costs by taking out cancellation insurance providing reimbursement of such costs (reimbursement being subject to the general terms and conditions of the insurer concerned).

Article 10 – Insolvency Protection

Secretariat of the Travel Disputes Committee:
Telephone: 02 277 62 15 or 02 277 61 80 (9 a.m. to 12 noon); fax: 02 277 91 00
City Atrium, Vooruitgangstraat 50, 1210 Brussels
Email: reisgeschillen@clv-gr.be

This body guarantees reimbursement and, where applicable, repatriation in the event of insolvency.

Article 11 – Insurance

Unless otherwise stated, no insurance is included. The traveller is strongly advised to take out cancellation and travel assistance insurance.

Article 12 – Final Provisions

Any derogations shall be valid only if agreed in writing. If any provision is invalid, the remaining provisions shall remain in full force and effect.

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