

Rules of de Hoge Rielen

approved on 19 November 2014 by the Board of Directors of non-profit organisation ADJ

The domain de Hoge Rielen, located at Molenstraat 62, 2460 Kasterlee, is managed by the non-profit organisation Algemene Dienst voor Jeugdtoerisme (ADJ - General Service for Youth Tourism) on behalf of the Flemish Government. These regulations must be respected by all guests and visitors to the domain.

A guest (also called resident) is someone staying at the de Hoge Rielen domain. For this stay, an agreement will be concluded with non-profit organisation ADJ de Hoge Rielen. A visitor (also called a non-resident) is someone who visits the domain, traverses, walks, jogs, etc., but has not concluded a residence agreement with the non-profit organisation ADJ de Hoge Rielen.

I. Rules on the domain

1. Take care of the domain

- Take care of buildings, equipment, and furniture.
- Use water and energy sparingly.
- Never leave rubbish behind, never throw rubbish on the ground.
- Remove your own (game) signage.
- Pets are not allowed on the domain.
- A sound system is intended for your own group, adjust the volume. Respect the silence between 10 pm and 8 am.

2. Limited accessibility

- The central road, all concrete roads, the GR path and the jogging path are accessible from 7 am to 9 pm.
- During the months of July and August, only the central road is accessible to visitors.
- Unpaved roads, forest trails, sports grounds, the forests, the swimming pond are only accessible to guests.
- The gates are opened at 7 am and closed at 9 pm. During the weekend and on public holidays, the gates are opened at 8.15 am and closed at 9 pm.
- The nature reserves are not accessible.
- Suppliers and caterers for residents are not allowed on the domain. Only suppliers for non-profit organisation ADJ De Hoge Rielen have permission to drive on the domain.

3. Traffic

- Walkers, cyclists and playing children always have priority.
- Drive carefully with cargo bikes (only on paved roads, max. load 200 kg and limbs must be kept inside when aboard).
- Motorised transport on the domain is only possible with permission and only on the concrete roads.
- The speed is limited to max. 20 km/hour
- Parking is available at one of the five car parks provided.

4. Fire

- Making a fire (including campfire, cooking fire) is only possible with the explicit permission of the non-profit organisation ADJ de Hoge Rielen, at the places designated for this purpose, and subject to the following rules:
 - Never unmanned.
 - Dispose of completely extinguished ashes in the ashes barrel or the ashes pit.
 - On your own camp ground, with permission:
 - o place 10 buckets of water near the fire
 - o cooking fires must be 50 to 80 cm above the ground
 - o small campfire in the designated campfire circle: the fire is a maximum of 1 m high and 1 m wide
 - At the campfire circles: with permission:
 - o the fire is a maximum of 2 m high and 2 m wide
 - o fire hose ready for use
 - o inspection at the end by someone from non-profit organisation ADJ de Hoge Rielen in the presence of the group leader
 - For lighting the barbecue, with permission:
 - o place 3 buckets of water near the barbecue
 - o be at least 10 meters from the trees
 - o you cannot use the barbecue as a fire basket
- Smoking is only allowed on the edge of the accommodation, the café, the restaurant, reception & information and at the campfire circles

5. Safety

- Non-profit organisation ADJ de Hoge Rielen has an emergency plan and can be reached by telephone 24/24.
- Every emergency must be reported via telephone number 014 55 84 10
- Non-profit organisation ADJ de Hoge Rielen assists the emergency services (ambulance, physician, police, fire brigade, etc.) from the moment they arrive at the domain.
- Doorways and emergency exits must always be kept clear.
- In the case of evacuation, everybody needs to assemble at the "reception & information" square or at the designated assembly point.
- Swimming is possible in the swimming pond, but only when the green flag is displayed, the lifeguard is present and there is a supervisor per group.

In special circumstances (for example in the event of a fire, bad weather, extreme drought, flooding and the like) non-profit organisation ADJ de Hoge Rielen may temporarily increase the safety measures and possibly deviate from the aforementioned provisions. Any modification to the aforementioned provisions will, where appropriate, be clearly communicated to guests and visitors.

II. Rules for reservation and use of the accommodation

1. Inventory and state of the accommodation

1.1. The non-profit organisation ADJ de Hoge Rielen assumes the obligation to offer accommodation to the groups of residents in a proper state and in full accordance with the inventory. The residents receive a copy of the inventory upon arrival. Any damage or defects that are not shown on the inventory must be reported to reception within 2 hours, after which they will be noted in a contradictory manner.

1.2. After the departure of a group, the inventory and condition of the building are checked by a person in charge of the non-profit organisation ADJ de Hoge Rielen, if necessary in the presence of a person in charge of the group concerned. Any shortages and / or damages will be charged on the invoice, as compensation for the new purchase or repair costs.

2. Maintenance and care of the accommodation

2.1. The opening hours of all services of the non-profit organisation ADJ de Hoge Rielen are added in the annex to these regulations and can also be found on the website www.dehogerielen.be.

2.2. The buildings must be cleaned by the residents in accordance with the following guidelines:

- Leave the accommodation clean and tidy, pay extra attention to the sanitary facilities and kitchen.
- Arrange the inventory as it was on arrival.
- Leave the bed neatly with the bedding folded.
- Wipe or vacuum the floors in the accommodation.

In the case of insufficient cleaning of the buildings, additional cleaning costs will be charged.

2.3. At the start of their stay, residents can opt to have the buildings cleaned by ADJ de Hoge Rielen against payment of a fixed cleaning fee per accommodation, according to the rates described in 3.4.

In the event that the buildings are left behind in a state where exceptional cleaning is required, additional costs will also be charged for sorting of incorrectly sorted waste, cleaning costs, laundry costs, etc.

2.4. Waste must be sorted in the following fractions:

- PMD: Plastic bottles and flasks, metal packaging and beverage cartons, empty and rinsed.
- KGA (small dangerous waste): Always offer in original packaging, always dispose at the container park. Only small quantities, less than 2 litres.
- ASHES: Ashes from the fireplace, BBQ charcoal, ashtray waste.
- PAPER and CARDBOARD: Non-soiled, unpainted, paper and cardboard.
- RESIDUAL WASTE: Filthy and dirty waste. No hazardous substances and pure waste products.
- GLASS: White, brown, and green cleaned glass from empty and rinsed bottles and jars. Broken drinking glasses are residual waste!
- GFT (VFG): Vegetables, fruit and garden waste, no food waste.

2.5. Waste must always be taken to the container park during opening hours.

However, the green container must always remain at the accommodation or on the camping ground.

Residents can opt to leave their waste sorted in the bins at the accommodation, for collection by non-profit organisation ADJ de Hoge Rielen. In that case, an additional cost must be paid:

- If well sorted: € 5 per fraction
- In the case of poor sorting: € 10 per fraction
- In the case of no sorting: € 50 fine plus the costs for the removal and processing of the waste

2.6. Waste left after cleaning or the inspection round at the end of the stay can be left in a transparent bag of non-profit organisation ADJ de Hoge Rielen at the door of the accommodation or at the sanitary block of the camping ground if the container park is already closed at that time.

3. Prices

3.1. The unit price of the accommodation, as communicated at the time of confirmation of the reservation, refers to a stay of 24 hours starting from the time stated on the reservation. For stays longer than 24 hours, an additional amount of 1/3 of the unit price is charged for each additional 4-hour time period. In the case of an additional overnight stay, an additional unit price will be charged.

If the actual arrival time is earlier than the set time, the arrival time is the time noted by the reception & information service when the key is handed over.

The departure time is the time indicated at the time of reservation. If the actual departure time is later than the set time, the departure time is the time recorded by the reception & information service upon the return of the key.

3.2. Reservations during the weekend are always from Friday evening 7 pm to Sunday evening 7 pm.

3.3. The price confirmed by the non-profit organisation ADJ de Hoge Rielen when booking is valid until 31 December of the year in which the stay was booked, and is subject to any rate changes made for the year in which the stay actually takes place.

3.4. The prices are determined annually. They are added as an annex to these regulations and are also published on the website www.dehogerielen.be. Special rates and rules regarding specific accommodation, meal obligations, use of drinks and food will also be published there.

3.5. The non-profit organisation ADJ de Hoge Rielen uses different price categories and reservation periods. To this end, the non-profit organisation ADJ de Hoge Rielen classifies the persons residing in the following categories:

- Category 1: Initiatives recognised as a youth work initiative by a local, provincial or Flemish government. A reservation period of 36 months in advance applies to this category.
- Category 2: Other domestic youth, domestic school groups and all care groups. A reservation period of 30 months in advance applies to this category.
- Category 3: Foreign youth and schools, domestic socio-cultural groups. A reservation period of 24 months in advance applies to this category.
- Category 4: All other groups, family groups, adults and companies. A reservation period of 18 months in advance applies to this category.

The applicable price is determined on the basis of the information provided by the contracting party on the composition and activities of the group and corresponds to a specified price category.

The non-profit organisation ADJ de Hoge Rielen may request evidence in advance to ensure residents to belong to a certain price category fall within its remit. For youth work initiatives, the non-profit organisation ADJ de Hoge Rielen can always request the official certificate of recognition. The non-profit organisation ADJ de Hoge Rielen assesses the supporting documents and applies a price category based on these. If no supporting documents are submitted, price category 4 shall be applied. Each group of residents must provide a full list of all participants to the non-profit organisation ADJ de Hoge Rielen, and this no later than 2 hours after arrival at the domain.

In the event that the group composition or the nature of the group's activities during the stay do not appear to be in accordance with the price category described, the non-profit organisation ADJ de Hoge Rielen is still entitled to charge the price that in reality corresponds with the group composition or the actual activities.

3.6. Any discounts are determined annually (both with regard to the nature, as well as the percentage and the categories of residents to which they apply) and are announced via the "information and rates" service and the website www.dehogerielen.be.

3.7. Normal energy consumption is included in the rental price. Exceptional energy consumption (for example through the organisation of theatre, large installations, and specific installations) can be invoiced separately by non-profit organisation ADJ de Hoge Rielen.

4. Reservation – Advance payment - insurance

4.1. A residence agreement is established by the reservation of a specific stay followed by the confirmation thereof by the non-profit organisation ADJ de Hoge Rielen.

However, all accommodation contracts are concluded under the suspensive condition of the advance payment of at least 25% within 10 days.

4.2. Each group of guests must be represented on site by a responsible adult. This person undertakes to be available at all times and thus acts as a contact person with non-profit organisation ADJ de Hoge Rielen. This person is also responsible for compliance with the rules of non-profit organisation ADJ de Hoge Rielen during the entire stay by the group of participants or guests.

4.3. The person who organizes the stay of a group (for example school, youth movement, etc.) is responsible for the insurance of both the group and the individual members of this group for any damage they may cause to the non-profit organisation ADJ de Hoge Rielen. The non-profit organisation ADJ de Hoge Rielen can request the presentation of the insurance policies and proof of payment of insurance premiums in advance.

4.4. A reservation can only be moved once, at the latest 3 months before the initially planned stay, and provided that the accommodation is available.

4.5. All foreign groups and commercial companies must pay all foreseeable costs associated with the reserved stay at least 1 month in advance. In the absence of such payment, the non-profit organisation ADJ de Hoge Rielen has the right to regard the accommodation contract as dissolved. Where appropriate, it must inform the foreign group or commercial company concerned by registered letter.

4.6. For parties and events in the sports hall, a deposit of € 1800 must be paid together with the advance payment. In the case of damage, the deposit will remain acquired by the non-profit organisation ADJ de Hoge Rielen as compensation.

5. Cancellation

5.1. The cancellation of a stay must always be made in writing, either by letter, fax or e-mail.

5.2. The following rules apply to both partial and full cancellations:

- Cancellation of accommodation:
 - less than 1 month in advance: the full rental fee is due
 - 1 to 3 months in advance: 50% of the rental price is due
 - up to 6 months in advance: 35% of the rental price is due
 - 6 to 12 months in advance: the amount of the advance is due
 - more than 12 months in advance: € 25 administration costs
- Cancellation of activities, meeting accommodation, sports hall, theatre, rental equipment, etc.
 - less than 2 weeks in advance: administrative costs and the minimum price of the activity will be charged.
 - more than 2 weeks in advance:
 - o residents: no costs
 - o non-residents: 1/3 of the cost of the activity, with a minimum of € 25

5.3. Depending on the weather conditions, the non-profit organisation ADJ Hoge Rielen can cancel certain activities it organises.

5.4. The management of the non-profit organisation ADJ de Hoge Rielen is authorised to terminate any stay in the event that a resident or a group of residents violates the law or the provisions of these rules and regulations. In such a case, however, the booked stay will be charged in full for the reserved period.

6. Payment of the invoice

6.1. Residence invoices are payable within 14 days of the invoice date.

The person who organizes a stay for a certain group of residents (for example school, youth movement, etc.) is responsible for the timely payment of the residence invoice.

In the absence of payment of the residence invoice within the aforementioned period, interest on arrears is due at the statutory rate.

In the event that the residence invoice plus interest for late payment has not been paid within 10 calendar days after the sending of a registered notice of default, the amount due will be automatically increased with an indemnity of 15% of the invoice amount, with a minimum of € 50.

III. GENERAL

1. Each visitor declares to be tacitly in agreement with these rules by entering the domain.

Each resident declares to agree with the rules of non-profit organisation ADJ de Hoge Rielen through the reservation of a stay and the payment of the deposit. On arrival, each resident declares that he or she is aware in writing of the safety measures taken by non-profit organisation ADJ de Hoge Rielen, which are applicable in emergency situations.

The management of the non-profit organisation ADJ de Hoge Rielen is authorised to deny any visitor or guest access to the domain if he/she violates the law or the provisions of these rules.

2. All disputes concerning compliance with these rules shall be settled before the competent courts of the judicial district of Turnhout.

3. Belgian law applies.

ANNEXES:

1. Overview opening hours various services non-profit organisation ADJ de Hoge Rielen
2. Overview of the prices