

Terms and conditions

1. OFFERS AND OPTIONS

Our offers are precise and detailed and are not subject to any supplement not provided. This allows the customer to determine his budget in advance. When offers and options are given, they are valid for 14 days. For events that occurs shortly after the request for a quotation, the quotation is valid for a duration of 7 days. After this term and without any confirmation, Level2 reserves the right to delete the offer made.

2. CONFIRMATION OF OFFERS AND OPTIONS

The offers and options given must be signed and marked "read and approved" during the period of validity of the said offer. It must be sent by email or fax to Level 2 headquarters with the signature of the customer. Once the signed contract has been received, the offer is confirmed, and an acknowledgement of receipt will be sent to you.

3. DEPOSIT AND BALANCE

Once signed, for the offer to be valid, the client must make a deposit of 30% of the amount requested on the day of signature of the offer. No later than 15 days before the event date, the remainder of the balance must be paid. One week after the event, an invoice will be written including any extras. Any delay of payment will incur interest charges of 15% with a minimum of 750€.

The booking of the event is validated as soon as the offer is received signed or payment of the deposit.

4. CANCELLATION

In the event of cancellation of a reservation, after signing the offer and/or payment of the deposit, the deposits remain the property of Level2.

- If the cancellation occurs 30 calendar days before the date of receipt, we charge 50% of the total agreed price.
- If the cancellation occurs 9 calendar days before the date of receipt, we invoice 100% of the total agreed price.

5. OTAGO SERVICE & BAR

For the Otago Catering service and bar, our prices are as follows:

- Excluding VAT
- Per person
- For a minimum of 50 guests

If the number of guests is less than 50, the basic prices are increased as follows:

- From 40 to 49 people: basic price +10%.
- From 30 to 39 people: basic price +15%.
- Less than 30 people: the service is to be counted in addition, i. e. 35€/hour per member of the staff necessary for the smooth running of the event.

The reduction in the number of guests can take place for up to 15 days before the date of receipt. After this deadline, the number of guests expected will be charged to you. If the decrease that takes place is more than 10% of the guests initially planned, a rate increase may have a negative impact on the place.

There is no reimbursement for people absent for for any reason whatsoever.

6. ETHICS AND CONDUCT

It is strictly forbidden to smoke inside the premises and the building. All advertising or signs are prohibited outside of the establishment except for the client "Corporates" and with Level2 authorization. The customer may not bring any outside drinks without an agreement. If this is not the case, the latter reserves the right to request a "corkage fee". Any project, decoration, technical/electrical installation or various arrangements will have to be accepted by Level 2 and respond safety standards and internal regulations.

7. COLLECTOR'S ITEMS/WORKS OF ART

Level2 has several collectibles and works of art in the event room. These elements have artistic value. An inventory before and after the event plans to incorporate these artistic elements. The customer is liable in the event of theft or damage.

8. LIGHTING

Level2 will be the only one able to make changes to the lighting. In agreement with the

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customer, the colours for the exterior and interior of the building will be decided before the event. No changes are made can be made during the event.

9. CLEANNESS

Private order waste will in all cases be taken back by the customer. Any failure to comply with these regulations results in the provision of cleaning. The amount of these will be deducted from the deposit with a minimum of 55€. When cleaning is included in the rental price, only the "water" cleaning of floors is included.

Toilet:

Toilet paper is provided. The customer will ensure that there is no soiling out of the ordinary.

10. DAMAGE AND DEPOSIT

An inventory of fixtures will be drawn up before and after, and the occupancy of the room and the premises. In case of damage, the room manager will indicate the findings in the inventory of fixtures and repair costs will be charged. In order to have a guarantee against damage, a 400€ deposit will be requested from the contractor before the start of the evening. If no damage has been found, the deposit will be returned, up to 30 days after the event, fully after the status of the exit points. In the event of a personal or building damage, the organization providing the building against fire and civil liability may be to return against the customer.

12. COPYRIGHT

The client will be required to take the necessary copyright action (SABAM and Equitable Remuneration) 10 days before the event of the event. The latter will carry out the required formalities in particular with regard to the declarations made in the regulations in this matter and will directly take charge of all the expenditure resulting therefrom, as well as any fine imposed on it for non-compliance with the regulations in this area. The fact that our resident DJ's are in order of license does not exempt the client from to fulfil these copyright obligations.

13. SECURITY

For each public event, the client will be required to take a security service at his own

expense in order to ensure the right the functioning of its organisation, the car park and by the same token for the event. More than 9 children present, a responsible person/facilitator, ONE approved, must be present, for the good management and security of these. This obligation is the responsibility of the customer. Level2 can provide the staff. The daycare option is mandatory as soon as the number of children exceeds 15% of the total number of guests.

14. TERMINATION OF CONTRACT

If the client does not comply with the terms of these general conditions, Level2 will terminate its commitments at any time.

15. RESPONSIBILITY

Level2 does not accept any responsibility for the direct consequences of fortuitous events or force majeure, which would prevent the performance of the contract. Except in the case of duly proven fault of Level2, the customer will be responsible alone any personal injury or damage to property of any kind, occurred during the performance of the contract. The customer can subscribe an insurance required for this purpose. Proof of subscription to such a contract insurance must be produced by the client. 72 hours after the event, all damage will be notified by Level2 to the customer.

The customer undertakes to comply with local regulations, in particular with regard to day and night noise. The customer undertakes to respect the neighbourhood as a good family man (including the spaces common, exteriors, parking, traffic on and outside of the site). In accordance with the legal and regulatory provisions in the material, the general noise limit value applicable to Level2 is established as follows:

- DAY < 50 dB (from 07h to 19h),
- NIGHT < 40 dB (from 22h to 06h),
- Transition period < 45 dB (from 06h to 07h, from 19h to 22h)

16. DAYTIME AND NIGHT-TIME NOISE

(Extract from the General Police Regulations of the City of Namur - Chapter 6 - Section (1))

Art. 184

All daytime noise likely to disturb the tranquillity of the persons concerned is prohibited.

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inhabitants when caused unnecessarily or due to a lack of precautionary or precautionary measures, whether they are the personal acts of their authors or whether they result from devices in their possession or from animals attached to their guard (e.g. broadcasting equipment, musical instruments, works, games, etc.) noisy, animal cries, engines...).

Art. 184 bis

All night noise (between 22.00 and 07.00 hours), from disturb the tranquility of the inhabitants when they are caused without necessity or due to a lack of foresight or precaution, whether they are the personal acts of their authors or that they result from devices in their custody or animals attached to their care (e.g. broadcasting devices, instruments for music, works, noisy games, animal calls, engines,...).

Art. 185

Noises likely to disturb the tranquility or rest of the persons concerned are prohibited. inhabitants of the neighbourhood, especially those from broadcasting equipment, musical instruments, industrial, commercial or household work, or noisy games or animal cries.

Art. 186

The following are prohibited on public roads, unless authorized in writing by the Mayor:

- the use of firecrackers and fireworks;*
- the use of loudspeakers, amplifiers or other sound devices.*

Art. 187

Automatic or non-automatic detonators of any type, intended to keep birds away from sown fields, are prohibited except written authorization from the Mayor. This authorization specifies the hours during which their operation is allowed.

Art. 188

Organisers of public or private meetings and premises operators where such meetings are held are required to ensure that the noise produced inside does not inconvenience the residents of the neighbourhood.

17. CONTESTATION

Any dispute should be addressed to support@level2.be within 8 days from the sending of the invoice. Once this period has passed, all the complaint will be inadmissible.

18. LITIGATION

Any dispute relating to the execution of these general terms and conditions of sale will be decided under Belgian law and subject to the jurisdiction of the Courts of the Namur borough.

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