



MONASTERIUM
POORTACKERE

WELCOME

NO IMPOSING ENTRANCE OR RED CARPET. NO CLUE THAT BEHIND THE CENTURIES-OLD-FRONTAGE ON THE OUDE HOUTLEI YOU CAN FIND AN ANCIENT MONASTERY: POORTACKERE. AN OASIS OF PEACE, HIDDEN AWAY FROM THE BUSTLE OF THE CITY. ONCE INSIDE YOU FIND YOURSELF IN A FORMER NUNNERY WHOSE HISTORY DATES BACK TO 1278. THE BUILDING THAT TURNED ITS BACK ON THE WORLD FOR SO MANY CENTURIES NOW REVEALS ITS SECRETS TO A FEW FAVOURED GUESTS. THE ATMOSPHERE, AN AGE-OLD NEO-GOTHIC BUILDING, IS SERENE AND RESTFUL. YET POORTACKERE RETAINS ITS UNIQUE CHARACTER, AS A MEDIEVAL CLOISTER WITH ITS OWN HISTORY.

IN THIS BROCHURE YOU CAN FIND THE POSSIBILITIES THAT THE HOTEL OFFERS CONCERNING GROUPS EN MEETINGS. IF YOU HAVE ANY QUESTIONS, DO NOT HESITATE TO CONTACT US BY PHONE/E-MAIL/FAX/POST. WE ARE HAPPY TO HELP YOU.



**MONASTERIUM
POORTACKERE**

CONTENT

SEMINARS	3
1. ROOMS	4
2. EQUIPMENT	6
3. COFFEE BREAKS	7
4. LUNCHES	9
5. WELCOMING / GOODBYE DRINK	14
6. MEETING PACKAGES	16
7. PARKING FACILITIES.....	17
8. ORDERS AND RESERVATION	17
 HOTEL MONASTERIUM POORTACKERE	 18
 GUESTHOUSE POORTACKERE.....	 19
 RESERVATION FORMS.....	 20
 GENERAL CONDITIONS	 29



**MONASTERIUM
POORTACKERE**

SEMINARS

Did you ever dream of having a meeting in a church?

MONASTERIUM POORTACKERE,

THE IDEAL PLACE TO ORGANIZE MEETINGS: A PEACEFUL ENVIRONMENT SURROUNDED BY A HISTORIC SCENERY SITUATED IN THE CITY CENTRE AND WITH EASY ACCESS (PUBLIC TRANSPORT (TRAIN & TRAMWAY) AND BY OWN CAR.



**MONASTERIUM
POORTACKERE**

1. ROOMS

A. CAPACITY

Name of the Meeting room	Capacity (= formation)				Surface
	Cinema	Class	O-shaped	U-shaped	
Sint-Augustinus	40	20	24	20	40 m ²
Sanctus Erasmus	40	20	24	20	40 m ²
Sanctus Ireneus	40	20	24	20	40 m ²
Church	250	120	60	50	300 m ²
Sint-Lucas	150	90	60	50	160 m ²

NOTE: The Erasmus and Ireneus room can be transformed into one whole meeting room if the neo-gothic doors to the adjacent room are opened.



**MONASTERIUM
POORTACKERE**

B. PRICES*

All our rooms have free wireless internet.

From day two onwards you are entitled to a 10% discount.

	Residential seminar			Non-residential seminar		
	MORNING/ EVENING	AFTERNOON	DAY	MORNING/ EVENING	AFTERNOON	DAY
St-Augustinus	€ 95,00	€150,00	€ 180,00	€ 115,00	€ 180,00	€ 210,00
St-Erasmus	€ 95,00	€150,00	€ 180,00	€ 115,00	€ 180,00	€ 210,00
St-Ireneus	€ 95,00	€150,00	€ 180,00	€ 115,00	€ 180,00	€ 210,00
Church	€ 740,00	€ 775,00	€ 920,00	€ 965,00	€ 990,00	€1150,00
Sint-Lucas	€ 270,00	€ 430,00	€ 520,00	€ 330,00	€520 ,00	€ 710,00

*NOTE: Prices of Sint-Lucas and the Sint-Aubertuschurch include the use of video projectors, screens, audio, flip-charts and whiteboard. Water ,pens and paper also included.



**MONASTERIUM
POORTACKERE**

2. EQUIPMENT

	MORNING/ EVENING	AFTERNOON	DAY
Flipchart (with paper and pens) *	€ 6,00	€ 8,00	€ 12,00
Projector screen *	€ 6,00	€ 8,00	€ 12,00
Multimedia projector (2000 ansi lumen)	€ 75,00	€ 75,00	€ 75,00
Stage (5 pieces of 1 by 2m)	€ 25,00/piece	€ 25,00/piece	€ 25,00/piece

* NOTE: No charge for residential seminars.



**MONASTERIUM
POORTACKERE**

3. COFFEE BREAKS

- **‘Welcome’ coffee**

Coffee, a variety of tea & orange juice

Croissants & chocolate buns

Price per person, per break, service and VAT included: € 4,25 p.p.

- **‘Morning’ coffee break**

Coffee, a variety of tea & orange juice

Cake & biscuits

Seasonal fruits

Price per person, per break, service and VAT included: € 4,50 p.p.

- **‘Afternoon’ coffee break**

Coffee, a variety of tea & orange juice

Cake & pastries

Seasonal fruits

Price per person, per break, service and VAT included: € 4,75 p.p.

- **‘Evening’ coffee break**

Coffee, a variety of tea & orange juice

Cake & seasonal fruits

Price per person, per break, service and VAT included: € 4,50 p.p.



**MONASTERIUM
POORTACKERE**

- **Special coffee break: (except mornings)**

Coffee, a variety of tea & orange juice

Two mini sandwiches or one “baguette” per person with ham or cheese

Price per person, per break, service and VAT included: € 6,00 p.p.

Based on consumption, all other drinks will be charged in accordance with bar prices.

Possibility to have continuously coffee, tea, orange juice and/or water during your meetings.
Charged based on consumption.



**MONASTERIUM
POORTACKERE**

4. LUNCHESES

We offer you:

4.1) Sandwich buffet € 18,00 p.p.

Variety of 4 to 5 sandwiches with different toppings including (tomato salad, pasta salad, cucumber salad, etc..)

Additional costs drinks:

Soft drinks, coffee and tea: € 5,00 pp

Soft drinks, coffee and tea + wines and beers: € 10,00 pp

Option for the sandwich buffet:

4.1.1)

- Soup: € 4,00 p.p.

4.2) Cold Lunch buffet € 21,00 p.p. (20 people minimum)

- Homemade pie with chutney/Caesar salad/Chickenwok with Thai noodles/Vitello tomato/Tomato mozzarella/Smoked trout with couscous/Crab salad
- Vegetable buffet: Celeriac salad/Mesclun salad & rucola/Tomato salad/ Pasta with grilled vegetables
- Mayonaise/Cocktail sauce/Tartare sauce
- All kind of small bread/farm butter/olive oil/pepper and salt mix

Additional costs drinks:

Soft drinks, coffee and tea: € 5,00 pp

Soft drinks, coffee and tea + wines and beers: € 10,00 pp



**MONASTERIUM
POORTACKERE**

Option for the Lunch buffet:

4.2.1)

- Soup: € 4,00 p.p.

4.3) Warm buffet of 'croque monsieur' sandwiches € 22,00 p.p.

Tasty 'croque monsieur' sandwiches with bacon, cheese, salmon

Additional costs drinks:

Soft drinks, coffee and tea: € 5,00 pp

Soft drinks, coffee and tea + wines and beers: € 10,00 pp

4.4) Ghent speciality € 18,00 p.p.

Ghent stew with chicken (with fish + € 3,00 pp)

Ghent stew with beef and beer

Additional costs drinks:

Soft drinks, coffee and tea: € 5,00 pp

Soft drinks, coffee and tea + wines and beers: € 10,00 pp



**MONASTERIUM
POORTACKERE**

4.5) Monastery (warm) lunch in buffet at € 32,00 (min. 20 persons)

(walking buffet is optional)

***Italian buffet**

minestrone soup

homemade pasta

homemade pizza

fresh fruit & fruit salad

a variety of bread

Additional costs drinks:

Soft drinks, coffee and tea: € 5,00 pp

Soft drinks, coffee and tea + wines and beers: € 10,00 pp

***Flemish buffet**

tomato soup with meatballs

chicken casserole

‘parmentier’ of leaks & minced beef

rice pudding

Additional costs drinks:

Soft drinks, coffee and tea: € 5,00 pp

Soft drinks, coffee and tea + wines and beers: € 10,00 pp



**MONASTERIUM
POORTACKERE**

4.6) Monastery lunch starting at € 20,00 pp (min. 16 guests)

- | | | |
|--------|--------------------------------|------------|
| 4.6.1) | starter & main course | € 20,00 pp |
| 4.6.2) | starter, main course & dessert | € 25,00 pp |

Drinks:

Soft drinks, coffee and tea: € 5,00 pp

Soft drinks, coffee and tea + wines and beers: € 10,00 pp

4.5) Monastery dinner € 31,00 pp (min. 16 guests)

A three course dinner:

freshly prepared soup

main course

dessert

The evening of arrival, before a seminar, we can offer a fresh season salad with bread, a glass of wine and coffee at 18,00 euro.

Drinks:

Soft drinks, coffee and tea: € 6,00 pp

Soft drinks, coffee and tea + wines and beers: € 12,00 pp

*You can of course also make a choice out of our **monthly menus** or our **banquet offers**.*



**MONASTERIUM
POORTACKERE**

BREAKFAST IN THE MEETING ROOM

4.8) Cold breakfast € 9,00 pp

coffee & tea

orange juice

butter/ margarine

marmalade, chocolate paste

cheese, ham, cream cheese

two croissants

two piccolos

seasonal fruit

4.9) Mixed breakfast (hot and cold dishes) € 13,00 pp (min. 10 guests)

coffee & tea

orange juice

butter/ margarine

marmalade, chocolate paste

cheese, ham, cream cheese

two croissants

two piccolos

seasonal fruit

scrambled eggs & bacon



**MONASTERIUM
POORTACKERE**

5. 'WELCOMING' / 'GOODBYE' DRINK

You can welcome your guests or have a chat with them after the meeting while having a drink:

5.1) Half an hour drink including appetizers +(€ 10,00 pp):

5.2) One hour drink including 2 appetizers from the chef (€ 18,00 pp):

Appetizers:

- Served at your table

Beverages:

- Coupe Gantoise
- Assortment of 'Gruut' beer
- Orange juice



**MONASTERIUM
POORTACKERE**

RECEPTION MONASTERIUM

An all-in formula inspired by the monastery kitchen with a glimpse into the artisanal products of Ghent.

5.3) A drink of **1 hour** includes (€ 28,00 pp):

- beverages “all in”
- 4 appetizers from the chef

5.4) A drink of **1,5 hour** includes (€ 36,00 pp):

- beverages “all in”
- 6 appetizers from the chef

Beverages:

- Coupe Gantoise
- Assortment of ‘Gruut’ beer
- ‘Framboise van Boon’ (Champagne among beers)
- ‘Plumetje’ (brandy of berries)
- Orange juice

Before and after the agreed duration, drinks are counted according to consumption.

The cost for each waiter is € 30,00 / hour.



**MONASTERIUM
POORTACKERE**

6. MEETING PACKAGES

A. HALF DAY SEMINAR

This seminar applies to at least 5 persons and a maximum of 20 persons.

The contents of this package consists of:

- Meeting room for half a day
- Material rental: flipchart, screen and video projector
- ‘Welcome’ coffee
- Coffee break in the morning of afternoon
- Water in the room

Price per person: € 28,00

B. FULL DAY SEMINAR

This day seminar applies to at least 5 persons and maximum of 20 persons.

The contents of this package includes:

- Meeting room
- Material rental: flipchart, screen and video projector
- ‘Welcome’ coffee
- Coffee break in the morning and afternoon
- Lunch: 2-course meal or sandwiches PoortAckere, including coffee, tea and water
- Water in the room

Price per person: € 59,00



**MONASTERIUM
POORTACKERE**

1. PARKING FACILITIES

The hotel has a limited number of parking spaces (around 50), which costs € 10/ night

Priority for hotel guests & residential seminars. The hotel is within walking distance from the underground car park “Sint Michiels” .and the car park “Ramen.

2. ORDERS AND RESERVATIONS

If you would like to make a reservation, please contact our reception desk. They will handle your application with the utmost care. To confirm the reservation, we ask you to fill in and fax us the enclosed order forms. Please complete them as accurate as possible, in order to organize your seminar to perfection.

Our contact details:

Monasterium PoortAckere

Oude Houtlei 56

9000 Gent

Tel. + 32 (0) 9 269 22 10

www.monasterium.be

info@monasterium.be



**MONASTERIUM
POORTACKERE**

Hotel Monasterium PoortAckere

Come wander in our monastery, a quiet retreat in the city centre of Ghent.

A high-end luxury room, a standard hotel room or a more modest room?

Monasterium PoortAckere offers you the choice within a total of 47 hotel rooms.

All rooms are provided with bathroom (bath or shower), television, telephone & free wireless internet.

For long term accommodation we can offer you a room with a small kitchen!

Hotel Monasterium PoortAckere:

- 49 rooms located in the “Huis van de rector”, the ‘Breedhuis’, the “Maagdenvleugel” and the “Slot”.

Prices are on request.

Feel free to inform about our group discounts, seasonal discounts and discounts for longer stays.



**MONASTERIUM
POORTACKERE**

Guesthouse PoortAckere

Authentic renovated cell rooms with washing bin. Showers & toilet facilities are down the hallway. View on the monastery's garden.

Guesthouse PoortAckere:

13 single rooms with television and telephone.

Prices are on request.

Feel free to inform about our group discounts, seasonal discounts and discounts for longer stays.



**MONASTERIUM
POORTACKERE**

RESERVATION FORM SEMINAR (1)

In order to handle your reservation fruitfully, we ask to fill in as many blanks possible. We can only work with the information you provide us.

Please indicate on the 'mode of payment form' how payment will be carried out.

ARRIVAL: _____ (DAY) ____/____/____ AT _____ H

DEPARTURE: _____ (DAY) ____/____/____ AT _____ H

NUMBER OF PERSONS: _____

WITH OVERNIGHT STAY: _____ NIGHTS (PLEASE FILL OUT SPECIFIC FORM)

WITH MEAL(S) IN RESTAURANT (PLEASE FILL OUT SPECIFIC FORM)



**MONASTERIUM
POORTACKERE**

Seminar room	Formation	Equipment
<ul style="list-style-type: none"> ○ Room 1: Saint-Augustinus ○ Room 2: Sanctus Erasmus ○ Room 3: Sanctus Ireneus ○ Room 4: Sint-Autbertus church ○ Room 5: Saint-Lucas 	<ul style="list-style-type: none"> ○ Cinema ○ class ○ O-shape ○ U-shape ○ square tables (number: _____) ○ other: 	<ul style="list-style-type: none"> ○ Projector screen ○ Flipchart (number: _____) ○ Laserpointer ○ Multimedia projector ○ other :

MEETING PACKAGES

<ul style="list-style-type: none"> ○ ½ day Seminar <ul style="list-style-type: none"> ○ Coffee break morning ○ Coffee break afternoon 	<ul style="list-style-type: none"> ○ Full day seminar <ul style="list-style-type: none"> ○ 2-course meal ○ Sandwiches PoortAckere
---	---



**MONASTERIUM
POORTACKERE**

RESERVATION FORM SEMINAR (2)

PLEASE RESERVE:

	Date	Hour	Number of persons
Welcoming coffee			
Morning coffee break			
Afternoon coffee break			
Special coffee break			
Evening coffee break			
Reception			
'Welcoming' drink/ 'Goodbye' drink			

NAME ON INDICATORS (ARROWS):

"-----"



**MONASTERIUM
POORTACKERE**

RESERVATION FORM RESTAURANT

PLEASE RESERVE:

Date	Hour	Number of persons	Meal		
_____ day ____/____/____	_____ hour	_____ pers.	<input type="radio"/> 4.1		
			<input type="radio"/> 4.1.1		
			<input type="radio"/> 4.2	<input type="radio"/> 4.6.1	<input type="radio"/> 5.1
			<input type="radio"/> 4.2.1	<input type="radio"/> 4.6.2	<input type="radio"/> 5.2
			<input type="radio"/> 4.3	<input type="radio"/> 4.7	<input type="radio"/> 5.3
			<input type="radio"/> 4.4	<input type="radio"/> 4.8	<input type="radio"/> 6.1
			<input type="radio"/> 4.5	<input type="radio"/> 4.9	<input type="radio"/> 6.2
_____ day ____/____/____	_____ hour	_____ pers.	<input type="radio"/> 4.1		
			<input type="radio"/> 4.1.1		
			<input type="radio"/> 4.2	<input type="radio"/> 4.6.1	<input type="radio"/> 5.1
			<input type="radio"/> 4.2.1	<input type="radio"/> 4.6.2	<input type="radio"/> 5.2
			<input type="radio"/> 4.3	<input type="radio"/> 4.7	<input type="radio"/> 5.3
			<input type="radio"/> 4.4	<input type="radio"/> 4.8	<input type="radio"/> 6.1
			<input type="radio"/> 4.5	<input type="radio"/> 4.9	<input type="radio"/> 6.2
_____ day ____/____/____	_____ hour	_____ pers.	<input type="radio"/> 4.1		
			<input type="radio"/> 4.1.1		
			<input type="radio"/> 4.2	<input type="radio"/> 4.6.1	<input type="radio"/> 5.1
			<input type="radio"/> 4.2.1	<input type="radio"/> 4.6.2	<input type="radio"/> 5.2
			<input type="radio"/> 4.3	<input type="radio"/> 4.7	<input type="radio"/> 5.3
			<input type="radio"/> 4.4	<input type="radio"/> 4.8	<input type="radio"/> 6.1
			<input type="radio"/> 4.5	<input type="radio"/> 4.9	<input type="radio"/> 6.2



**MONASTERIUM
POORTACKERE**

4.1	Sandwiches buffet	5.1	Welcoming-/ Goodbye drink (half an hour)
4.1.1	Option soup	5.2	Welcoming-/ Goodbye drink (1 hour)
4.2	Cold Lunch buffet	5.3	Welcoming-/ Goodbye drink /reception à volonté (1 hour)
4.2.1	Option soup	5.4	Welcoming-/ Goodbye drink /reception à volonté (1,5 hour)
4.3.	Warm Croque monsieur buffet	6.1	Half day seminar
4.4	Ghent Speciality	6.2	Full day seminar
4.5	Italian buffet		
4.5	Flemish buffet		
4.6.1	Monastery Lunch (2 courses)		
4.6.2	Monastery Lunch (3 courses)		
4.7	Monastery Dinner		
4.8	Breakfast in meetingroom (cold)		
4.9	Breakfast in meetingroom (hot and cold)		

THE SANDWICHES CAN ALSO BE CONSUMED IN THE MEETING ROOM



**MONASTERIUM
POORTACKERE**

RESERVATION FORM HOTEL MONASTERIUM POORTACKERE

WE WISH TO MAKE RESERVATIONS AT THE HOTEL:

	Number	Arranged price per night	Arrival	Departure	Number of nights	Remarks
Standard double single use						
Standard double room Double use						
Comfort double room single use						
Comfort double room double use						
Superior double room Single use						
Superior double room Double use						

REMARKS:



**MONASTERIUM
POORTACKERE**

RESERVATION FORM

GUESTHOUSE POORTACKERE

WE WISH TO MAKE RESERVATIONS AT THE GUESTHOUSE:

	Number	Arranged price per night	Arrival	Departure	Number of nights	Remarks
Single room with tv and phone						

REMARKS:

GENERAL:

ARRIVAL : _____ (DAY) ____ / ____ / _____ AT _____ H

DEPARTURE: _____ (DAY) ____ / ____ / _____ AT _____ H

PERSON RESPONSIBLE FOR GROUP:



**MONASTERIUM
POORTACKERE**

MODE OF PAYMENT – INVOICE

COMPANY / ASSOCIATION : _____

ADDRESS: _____

TELEPHONE: _____ / _____ FAX: _____ / _____

CONTACTPERSON: _____

TELEPHONE (DIRECT): _____ / _____ FAX: _____ / _____

E-MAIL: _____ @ _____

CONCERNING: _____ ON(DAY)/..../20...

1. INVOICE MAY BE SENT TO:

- ADDRESS ABOVE
- TO: _____ C/O MR/MRS _____
- 12 € ADMINISTRATIVE COSTS IN CASE OF BANK TRANSFER FROM ABROAD

2. VAT-NUMBER: BE _____ . _____ . _____

3. SPECIFICATIONS:

- TOTAL CALCULATION
- INDIVIDUAL CALCULATION

IN CASE OF OVERNIGHT STAY:



**MONASTERIUM
POORTACKERE**

- PAY ROOM INCLUDING PERSONAL EXTRAS (TEL., RESTO, ...).
- INVOICE ROOM, PERSONAL EXTRAS TO BE PAID BY GUEST.
- OTHER (PLEASE SPECIFY):

YOU DID FIND MONASTERIUM POORTACKERE THROUGH:

° OUR WEBSITE / OTHER WEBSITE: WWW.....

° PUBLICATION:.....

° OTHER:.....

DATE: ... / ... / ...

SIGNATURE:

NAME:



**MONASTERIUM
POORTACKERE**

GENERAL CONDITIONS

The following conditions apply to the reservation of meeting rooms at PoortAckere ltd., for organizing events, activities, meetings, and other gatherings, afterwards referred to as “activities”, and to overnight stays in the hotel of. PoortAckere Ltd.

1. RESERVATIONS

Any reservation made by a customer, whether for an activity or stay in the rooms of PoortAckere ltd., must be confirmed in writing by the customer, either by the reservation form included, or through a letter, fax or e-mail. When this reservation is confirmed in writing by PoortAckere ltd. the reservation is considered binding for both parties.

Reservations made by the customer involve his conditional agreement with our general sales conditions.

2. NUMBER OF PERSONS

PoortAckere ltd. must be informed about the number of participants in an activity, with an allowed margin of 10% at least 8 days before the activity takes place. PoortAckere ltd. cannot guarantee additional rooms on arrival if not mentioned beforehand.

The definitive number of participants has to be informed to PoortAckere ltd. at least three days before the actual activity or stay in the hotel. In case of reservations including meals, PoortAckere ltd. will calculate the price in accordance to this definitive number of participants; drinks are calculated per person present. In case of reservations for rooms PoortAckere ltd. will calculate the price in accordance to this definitive number of participants.

3. DURATION

For all activities, specific agreements will be made about the duration prior to the activity. (cfr. page 4 of our brochure, prices are based upon usage during morning, afternoon and day)

If the activity lasts longer than agreed upon, PoortAckere ltd. will charge for this extra time.

4. TERMS OF PAYMENT

A) For any activity, including an overnight stay, the customer has to pay an advance on the total amount of:

- 20% if reservations were made more than 6 months in advance
- 30% if reservations were made more than 3 months in advance
- 50% if reservations are made one month in advance

B) This advance amount can be paid by credit card, bank transfer or cash; in case of credit card payment the customer will provide us the number of the card, the expiration date and the verification code.

Bank transfers should be made on the following account:

IBAN BE94 6528 2162 2014 | BIC HBKABE22

in the name of N.V. PoortAckere, Oude Houtlei 56 in 9000 Gent, Belgium.

C) If we should not receive this advance payment in due time, PoortAckere ltd. has the right to cancel the activity without notice.

D) Invoices are to be paid within 14 days of postage date. In case payment is not made in time PoortAckere ltd. will monthly increase the total amount of the invoice with 1% interest until the full amount is paid. Moreover, from the first non-payment onwards a fixed amount is indebted consisting of 10% of the invoice with a minimum of € 25.

5. CANCELLATION POLICY

A) When a reservation is cancelled, the following cancellation costs will be charged on the total amount:

- 10% if the reservation was cancelled more than 30 days in advance.
- 25% if the reservation was cancelled between 30 and 15 days prior to your stay.
- 50% if the reservation was cancelled between 15 and 8 days prior to your stay.
- 75% if the reservation was cancelled between 8 and 3 days prior to your stay.
- 100% if the reservation was cancelled less than 3 days prior to your stay.

- B) In case of partial cancellation (eg. the number of participants or part of the activities) the following costs will be charged:
- 100% of the room if partial cancellation occurred between 8 and 3 days prior to the activity.
 - 100% of the room + 100% of the requested services if partial cancellation occurred less than 3 days prior to the activity.
- C) In case of a complete cancellation of an activity the following costs will be charged:
- 50% of the room if the activity was cancelled between 30 and 15 days before the event, activity, meeting or other gathering.
 - 75% of the room if the activity was cancelled between 15 and 8 days before the event, activity, meeting or other gathering;
 - 100% of the room + 100% of the requested services if the activity was cancelled less than 8 days before the event, activity, meeting or other gathering.

6. DAMAGES

- A) Any damages to the property or furnishings of PoortAckere ltd. by a customer, indoor as well as outdoor, within the territory of PoortAckere and established by PoortAckere is to be accepted by the customer without dispute and is to be paid in cash at the latest before the departure of the customer. All rooms, furnishings included, will be in perfect state at the customer's arrival. The customer acknowledges this by using the room.
- B) The use of a parking space is at one's own risk; PoortAckere cannot be held responsible for any damage or theft of vehicles: nor any physical damages to customers or others within the territory of PoortAckere ltd..



**MONASTERIUM
POORTACKERE**

COMPLAINTS

The customer is obliged to report (an) eventual complaint(s) if feasible during his stay (ie.before leaving) in order to give the direction a chance to investigate the complaint and take measures if necessary. Complaints involving the services delivered will only be accepted if they were sent to PoortAckere ltd. within 8 days after the departure of the customer.

7. PRICES

Prices are VAT and services included.

8. DISPUTES

Every dispute concerning the competence, the interpretation or execution of a closed contract that could not be settled between the two parties involved, will appear before the courts of the district of Ghent.