



General Terms and Conditions of Booking

The registered office of "TRAIN World", which belongs to SNCB, is located at Place Princesse Elisabeth, 1030 Schaerbeek. VAT registration number: BE -

This contract shall be governed exclusively by Belgian law. In case of a dispute regarding the interpretation or the application of the present general terms and conditions which cannot be settled by amicable means, it shall be submitted to arbitration before the courts of the Brussels district.

The present general terms and conditions shall apply in all respects and to all services rendered by "TRAIN WORLD".

ARTICLE 1: CONFIRMATION OF BOOKING

An event shall be validly booked by way of an offer signed by the client and returned to "TRAIN WORLD". The booking of an event shall be registered only after written confirmation from "TRAIN WORLD". Any signed document shall bind the signatory under his own name, as well as the legal person or entity in whose name the signatory acts. The client shall inform "TRAIN WORLD", at the time of booking, of the nature of the event and the public to which that event is addressed.

ARTICLE 2: CONFIRMATION & PROGRAMME

The client shall confirm and respect the agreed schedule of the event. In the case of additional hours arising from non-compliance with the agreed deadlines with regard to organisation and any catering services, the client shall pay an additional charge of EUR 100.00 excluding VAT for each started hour to "TRAIN WORLD".

ARTICLE 3: CANCELLATION

Complete cancellation of the event or service booked: If the client completely cancels the services booked, fixed compensation shall be due to "TRAIN WORLD", pursuant to the date on which "TRAIN WORLD" was informed in writing of the cancellation:

- In the event of cancellation within 70 calendar days prior to the event: **25%** of the total estimated price at the time of booking.

- In the event of cancellation within 50 calendar days prior to the event: 50% of the total estimated price at the time of booking.
- In the event of cancellation within 20 calendar days prior to the event: 75% of the total estimated price at the time of booking.
- In the event of cancellation within 3 calendar days prior to the event: 100% of the total estimated price at the time of booking.
- Without notice of cancellation: 100% of the agreed price at the time of booking plus compensation for the catering

ARTICLE 4: PURPOSE

4.1. The client shall use the rooms only for the purposes set out in the booking agreement. The purposes for rental shall be the following: conferences, seminars, corporate events, meetings, gala evenings, product presentations, cocktails, concerts, private viewings, exhibitions and weddings (all rights reserved). Any change in the stated purpose shall automatically result in the revision or annulment of the contract, without entitlement to compensation or reimbursement.

4.2. "TRAIN WORLD" shall always be reserved solely for private use (no access for paying customers), the client shall provide an adequate and efficient service so as to ensure the smooth running of the event, without incident, and in order to prevent any damaged being caused to "TRAIN WORLD" installations. The client shall automatically be held liable in the event of an incident.

4.3. "TRAIN WORLD" shall make the museum, main hall and facilities in perfect condition available to the client. The client shall ensure that the rooms and facilities are kept in that same state, while acting in accordance with the general security guidelines of "TRAIN WORLD". Any damage caused, irrespective of whether intentional or accidental, to "TRAIN WORLD" installations or infrastructure shall engender the joint and several liability of those who have caused the damage and those having organised the event. Any damage caused shall be charged to the client.

4.4. "TRAIN WORLD" reserves the right to cancel an event entirely or to interrupt it with immediate effect without entitlement to compensation or damages at their expense, if the event is contrary to the law or may pose a threat to public safety. In this case, the estimated price shall be paid in full by the client.

ARTICLE 5: PAYMENT TERMS AND CONDITIONS

The prices stated are excluding tax. They shall be listed separately on the invoice addressed to the client. Payment shall be made in EUR.

5.1. For all bookings, a deposit in the amount of 50% of the estimated total shall be paid to "TRAIN WORLD". Invoices shall be issued after signing the quotation.

5.2. All invoices shall be paid within 30 calendar days from the date of invoice.

5.3. Claims or objections must be made in writing within 8 days from the date of invoice. After this deadline, our services shall be considered as having been definitively accepted. With regard to food and drink, claims shall not be possible after consumption.

5.4. Outstanding amounts payable by the client on the due date shall be automatically increased and at any time without notice in the interest of "TRAIN WORLD", in the amount of 1% interest per month from the due date with interest for each started month to be paid for the full calendar month.

5.5. In the event of dispute, the Brussels courts shall be competent and Belgian law shall be applicable.

ARTICLE 6: GENERAL PROVISIONS

6.1. The booking agreement shall be amended only by means of a document signed by "TRAIN WORLD" and the client.

6.3. The client may use its own catering services provider on the "TRAIN WORLD" premises. *The client will be due a corkage fee and/or cover charge if he decides to use his own catering services provider.*

6.4. "TRAIN WORLD" must be in possession of booking numbers (purchase orders) and detailed billing information at the time of confirmation. In the event of any subsequent amendments to be made to these data, the client shall pay an administrative charge in the amount of EUR 15.00 to amend the invoice.

ARTICLE 7: LIABILITY

7.1. "TRAIN WORLD" shall not be held liable in the event of unforeseen circumstances outside the control of the parties which prevent the provision of services: labour disputes, fire, conscription, bringing of legal proceedings, embargo, uprising, lack of transport, general shortage of raw material and restrictions on energy consumption.

7.2. "TRAIN WORLD" shall not be held liable for any damage to, destruction or theft of objects or belongings brought to "TRAIN WORLD" by the client or his guests.

7.3. "TRAIN WORLD" shall be held liable for any damage resulting from the provision of services only to an amount limited to the cost of the service in question.

ARTICLE 8: INSURANCE

The client must have insurance to cover the risk of damage or incident, and shall submit a copy of the insurance policy to "TRAIN WORLD".