

General Terms and Conditions of Souvenir.Gent for distance selling

1. Contact details of Souvenir.Gent

Souvenir.Gent
Bvba Sydralon
Brabandam 134
9000 Ghent

VAT number: BE 0536.727.229

Hereinafter referred to as “Souvenir.Gent”.

2. Content and framework of the agreement

§1 These general terms and conditions apply to any offer made by Souvenir.Gent and to any distance agreement concluded between the Customer and Souvenir.Gent, via the website www.souvenir.gent, related websites where products and services of Souvenir.Gent (such as for example <http://www.resengo.com/>) can be purchased and/or reserved or by telephone (hereinafter referred to as “distance selling”). This agreement can consist of the purchase of products and/or the reservation of services.

§2 These general terms and conditions take precedence over any general terms and conditions of purchase of the Customer, the application of which is explicitly excluded.

§3 The Customer can take note of the general terms and conditions by clicking the link on the website www.souvenir.gent or in the booking and order screens. These general terms and conditions are made available on a durable medium (PDF), which can be stored and/or printed unchanged by the Customer so that the Customer can easily consult them afterwards. During the purchase process, the Customer is also explicitly asked to acknowledge that he or she has taken due note of the general terms and conditions and accepts them without reservation. He or she does this by ticking the box provided.

§4 In the case of distance telephone sales, these general terms and conditions are sent as a link in the confirmation email.

Gift voucher terms and conditions

The publisher responsible for Souvenir vouchers is Sydralon BVBA, Brabantdam 134, 9000 Ghent, Belgium, VAT BE 0536.727.229, office@souvenir.gent

The Customer does not have any purchase obligation during the ordering process. At any time, he or she can abort the process without being tied to a purchase. The Souvenir voucher is only sent after receipt of payment. Only when the payment has actually been made do we speak of a purchase with the following mutual obligations.

- The Customer has the right to cancel the order of a Souvenir voucher within fourteen days without justification. This solely on condition that the Customer has purchased the voucher himself or herself and that the voucher has not yet been used. The Customer is only reimbursed the value of the Souvenir voucher without the administrative costs.
- The order for a Souvenir voucher can easily be cancelled by replying to the confirmation email. After making his payment, the Customer receives this

confirmation email with a link to the Souvenir voucher or vouchers. The Customer can also revoke the order by sending this request by email to office@souvenir.gent or by post to Sydralon BVBA, Brabantdam 134, 9000 Ghent

- In the event of disagreement between the Customer and Sydralon BVBA whereby the customer is of the opinion that the problem is not solved by Souvenir, Sydralon BVBA, the Customer can address the European platform for extra-judicial disputes: <https://ec.europa.eu/odr>.
- A Souvenir voucher expires one year after purchase. The voucher is only valid if the Customer reserves before the expiry date of the voucher.
- Only electronic redemption of the Souvenir voucher is valid, this check must be done before the expiry date of the voucher. Souvenir therefore recommends cashing the voucher in during the online reservation. The Customer can book online and validate the number and verification code of the Souvenir voucher. Analogue vouchers, purchased at the Souvenir restaurant itself, must be registered with their code in the comment box when booking.
- If the Customer has not registered the Souvenir voucher during the booking process, the trader can also register it via his or her back office. However, the trader has the right to refuse this if there is a possibility to register the Souvenir voucher during the online reservation process.
- Only one Souvenir voucher is accepted per reservation.
- If there is a lack of clarity about the registration when offering the Souvenir voucher, the Customer can contact Souvenir on 0032 9 335 60 73.
- If the Customer spends a smaller amount than the value of the Souvenir voucher, the remaining amount can only be offered in the form of a Souvenir credit note, with the same validity date as the original voucher. The residual value of a Souvenir voucher is never repaid in cash.
- The expiry date of a Souvenir voucher cannot be extended.