

Registration form

ANIMAL CARER EXPERIENCE

BOOKING AND PARENTAL CONSENT

I, the undersigned [identity of the legal representative]:

As his/her legal representative, authorises [child's identity]:

Born on [date and place of birth]:

to take part in the "Animal Carer Experience" activity,

On the following date [date]:

at [time]:

Contact details [phone number + email address]:

I have read and unconditionally accept the terms and conditions that are mentioned hereafter.

Signature:

TERMS & CONDITIONS

1. Scope of these terms and conditions

The ANIMAL CARER EXPERIENCE is an activity organised by the GROTTES DE HAN S.A. (DOMAIN OF THE CAVES OF HAN LTD), registered at the Belgian Business register (Banque Carrefour des Entreprises) under the business number 0405.618.366. The company's headquarters are located at rue Joseph Lamotte, 2 in 5580 Rochefort (Belgium) and the company will henceforth be referred to as "the Organisation".

The ANIMAL CARER EXPERIENCE is designed to enable the participating child to discover the job of an animal carer, which consists in cleaning the pens (50 % of the time), preparing their food rations (20 % of the time), improving the animals' welfare as well as observing their behaviour.

2. Booking

It is compulsory to book this activity via our online ticketing.

Registration is nominative; it cannot be transferred to a third party without the Organisation's prior consent.

The client confirms having read and accepted the [terms and conditions of sale](#).

3. Duration and cancellation conditions

The service is provided for a limited time. The activity will take place on the agreed place and time. It is the legal representative's obligation to bring the child to the agreed location at the latest 15 minutes before activity's starting time. Lateness will not be tolerated; the Organisation reserves the right to refuse participation to latecomers, who cannot claim a refund.

The client consumer has 14 calendar days to cancel his/her order if the activity was booked outside of our establishment or remotely, without needing to justify their decision. The 14-calendar day period runs from the date of your order confirmation. To cancel the order, the customer must notify the company by e-mail (reservations@grotte-de-han.be) or by letter addressed to our headquarters. They must also use the withdrawal form, which is available on request. In application of article VI.53 of the Code of Economic Law, the customer does not benefit from this right if the service has been fully executed and its execution has begun with his express agreement before the expiration of the withdrawal period, and he has acknowledged that he loses his right of withdrawal once the contract has been fully executed by the company.

Notwithstanding article 1794 of the Civil Code, and subject to the aforementioned right of withdrawal, the customer is not entitled to cancel

the contract without reason once it has been concluded.

4. Activity details

The child must be in possession of clothes suited to the activity, and at least bring the following equipment:

- Closed shoes that may get dirty;
- Gloves;
- Clothing that is suited to working with animals (trousers are compulsory).

No equipment of any kind will be provided by the Organisation. If the child fails to arrive dressed in suitable clothing, the Organisation has the right to refuse access to the activity for health and safety reasons, without the possibility of a refund.

The activity's schedule and the animals visited can be altered for reasons linked to the animals' wellbeing or nature (for example: veterinary emergencies).

Participants will not be allowed in the pens at the same time as the animals. No direct contact with the animals will be allowed without the accompanying carer's explicit authorisation. All contact can only occur under his/her supervision. In the event of non-authorised contact with an animal, the child will be immediately excluded from the activity, without the possibility of a refund. Children must respect the supervising animal carers' instructions to the letter as well as the Organisation's rules and regulations. If participants do not respect the aforementioned stipulations, the Organisation reserves the right to interrupt the activity at any time, without the possibility of a refund. The Organisation may take pictures or videos of the activity. Public broadcasting of pictures or videos, in any shape or form, is not authorised.

5. Responsibilities

Both Parties are aware that the activity in question entails an inherent risk linked to the presence of animals. The Organisation will take all necessary measures to avoid damages and accidents and commits itself to giving clear instructions and providing sufficient security measures.

The obligations to which the Organisation commits itself are described as obligations of means in the sense of article 5.72 of the Belgian civil code. It cannot be held directly or indirectly responsible, for whatever reason or cause, in the event of errors or even gross negligence committed during the execution of its services, subject to the following provisions. The Organisation is however responsible in the event of damages resulting from an act of fraud or wilful misconduct by the Organisation, by its employee(s) or by its authorised representative(s) or in the event of death or personal injury resulting from any act or omission on its part.

The Client, as the legal representative of the participating child, authorises any doctor to carry out or arrange for the carrying out of any medical and/or surgical procedure and/or to prescribe any treatment made necessary by the child's state of health. The legal representative is under the obligation of informing the Organisation of any allergies or contraindications.

6. Prices and terms of payment

It is compulsory to book the activity via our online ticketing.

If the activity does not meet the customer's expectations, the customer must inform the Organisation without delay. Should the customer fail to do so, the Organisation is entitled to consider the services as having been provided and carried out to the customer's full and complete satisfaction.

7. Privacy policy

The customer is informed that the personal data processed in connection with the contract (offer document or agreement) is strictly confidential. The processed data is the following: surname, first name, address, telephone number. This data is collected for accounting and contract management purposes. Incomplete or inaccurate data may in some cases hinder the smooth running of the contract execution process; we cannot under any circumstances be held responsible for this.

The personal data provided by the customer is managed by the data controller, les GROTTES DE HAN S.A. (info@grotte-de-han.be), represented in this capacity by Mr Jean-François LEDENT.

This data will be kept for the duration of the contract and for 12 months after the contract has expired. Once this period has elapsed, the accounting and/or legal data will be archived, and the other data deleted.

In accordance with current regulations, the customer has the following rights: the right to access the data; the right to rectify the data; the right to delete the data and, where applicable, the right to request a restriction on the processing of personal data; the right to data portability; the right to object at any time to the use of data for purposes other than the proper management of his or her file, where applicable. If you have any questions in this respect, please contact the person responsible for processing your data.

The Organisation commits to implementing all appropriate and reasonable technical and organisational measures to ensure the protection of customer data. In this respect, it undertakes an obligation of means.

If the customer feels that he/she has been wronged with regard to the protection of his/her personal data, he/she may contact the supervisory authority: Data Protection Authority - Rue de la Presse, 35, 1000 Brussels – Belgium.
+32 (0)2 274 48 00 - +32 (0)2 274 48 35 - contact@apd-gba.be - www.autoriteprotectiondonnees.be/contact

8. Disputes

The applicable law is Belgian law, in the French language.

In the event of a dispute between the parties or default on payment, the courts having jurisdiction over our headquarters shall have exclusive jurisdiction except in the case of mandatory provisions or public policy to the contrary which supersede the present clause.

Within the framework of their relationship, all parties concerned accept the validity of digital evidence (for example: e-mails, computer backups, etc.).

Drawn up in, on: / /

Signature preceded by the mention "read and approved":