

Terms & Conditions – Hitrex SRL

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Website: www.hitrex.be

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Definitions

1. **Hitrex:** Hitrex SRL, established at Rue Long Pré 23, 4420 Grâce-Hollogne, Belgium, VAT BE.XXX.XXX.XXX
2. **Customer:** The party which Hitrex has entered into an agreement with.
3. **Parties:** Hitrex and Customer together.
4. **Consumer:** Any person or company who books or participates in a trip organized or sold by Hitrex.

Applicability

1. These terms and conditions apply to all quotations, offers, activities, orders, agreements, and deliveries of services or products by or on behalf of Hitrex.
2. When booking services or products with Hitrex, you confirm that you have taken prior knowledge of these conditions and accept them as applicable to the contract.
3. Deviations from these conditions are only valid if explicitly agreed in writing.
4. The applicability of supplementary or deviating conditions of the customer or third parties is expressly excluded.

Prices

1. All prices used by Hitrex are in Euros unless stated otherwise and include VAT, but exclude other costs such as administrative fees, levies, penalties, or additional transport expenses unless explicitly stated.
2. Hitrex reserves the right to adjust prices shown on its website, social platforms, or other media at any time.
3. The agreed price is a target price unless a fixed price is explicitly agreed in writing.
4. The price may include:
 - a. Transport of passengers and luggage
 - b. Accommodation, meals, and drinks as per the program
 - c. VAT
 - d. Administrative booking fees
5. The price does **not** include:
 - a. Passport, visa, vaccination, testing, and travel formalities
 - b. Personal expenses
 - c. Personal preferences
 - d. Transport to/from pickup point
 - e. Entry fees unless stated
 - f. Local tourist taxes
 - g. Travel and cancellation insurance

Payment and Payment Terms

1. Day trips and weekend trips must be paid immediately.
2. Hitrex may require a down payment of 50% at booking.
3. Payment deadlines are fatal. Non-payment results in legal default without reminder.
4. Hitrex may suspend services or require security until full payment is made.
5. A booking becomes final only upon receipt of payment. No cancellation without penalty thereafter.

Right of Recovery

1. Any damage caused during the trip can be recovered from the customer upon presentation of proof.
2. Recovery will be communicated in writing or electronically.
3. Payment must be made immediately unless agreed otherwise.

Right of Withdrawal

1. Trips may require a minimum number of participants. If not reached, cancellation will occur at least 14 days prior.
2. Customers confirm they are physically and mentally fit to participate.
3. Hitrex may cancel bookings if safety risks are identified.
4. Hitrex may exclude participants for unsafe or antisocial behavior.
5. No refund will be issued for “no-show” cases.

Reimbursement on Cancellations

1. Cancellation requests must be sent to info@hitrex.be
 - (a) More than **30 days before departure** → €20 admin fee deducted
 - (b) **14–30 days before departure** → 50% refund
 - (c) **Less than 14 days before departure** → 25% refund
 - (d) **On or after departure date** → No refund
2. If Hitrex cancels, full refund or rebooking is offered.
3. Refunds processed within 14 days.

Guarantee

1. Services are provided under a best-effort obligation, not a result obligation.

Transfer of Rights

1. Customers may transfer bookings up to **7 days before departure** via written notice.
2. Both parties remain jointly liable for outstanding payments.

Duty to Inform

1. Customers must provide correct and complete information.
2. Additional costs due to incorrect or late information will be charged.

Group Bookings

1. The booking party is jointly liable for all group members.

2. Participants accept decisions made by the group leader.
3. Minimum participant age is **18 years**, unless otherwise stated.

Travel Documents

1. Customers are responsible for required documents.
2. Travel instructions are sent at least 24 hours before departure.
3. Hitrex bears no responsibility for denied boarding or entry.

Insurances

1. Travel insurance is strongly recommended.
2. Hitrex accepts no liability for incidents unless legally required.
3. No liability for interruptions caused by unforeseen events.

Intellectual Property

1. All intellectual property remains the property of Hitrex.
2. Reproduction is prohibited without written permission.

Penalties

1. Breach results in fines
2. Daily penalty: 2%
3. Additional compensation claims remain valid.

Liabilities of Hitrex

1. Governed by Belgian Travel Law of 21 November 2017.
2. Liability limited to direct damages only.
3. No liability for indirect losses.
4. No responsibility for accidents caused by alcohol, drugs, or risky behavior.
5. Participation is voluntary and at own risk.
6. Liability capped at insurance coverage amount.

Force Majeure

1. No liability for force majeure events (weather, war, strikes, pandemics, disasters).
2. Obligations suspended until normal conditions resume.
3. No compensation owed.

Complaints

1. Complaints must be submitted to info@hitrex.be
2. Within **14 days** of discovery.
3. Must include detailed description and proof.

Applicable Law and Jurisdiction

1. Belgian law applies exclusively.
2. Courts of the district where Hitrex SRL is established shall have exclusive jurisdiction.

Company Information

Hitrex SRL

Rue Long Pré 23
4420 Grâce-Hollogne
Belgium
VAT: BE.XXXX.XXX.XXX
www.hitrex.be

Hitrex SRL is insured against **financial insolvency and professional liability** in accordance with Belgian regulations.