Last updated: 29/06/2026

Article 1 – Identity of the Restaurant

These general terms and conditions apply to all services offered by:

Hof Ten Broeck

Address: Liezele-Dorp 1, 2870 Puurs-Sint-Amands
VAT number: BE0423.661.950
Telephone: 03/318.64.98
E-mail: welkom@hoftenbroeck.be
Website: www.hoftenbroeck.be

Hereinafter referred to as: “the restaurant”.

Article 2 – Applicability

These general terms and conditions apply to:

- Reservations;
- Restaurant visits;
- Gift vouchers;
- Group reservations;
- Events and private parties;
- All agreements concluded via the website, telephone, e-mail or other communication channels.

By making a reservation or placing an order, the customer declares that they have read and accepted these terms and conditions.

Article 3 – Reservations

3.1 Confirmation

A reservation is only final after confirmation by the restaurant via e-mail, SMS, telephone or an online reservation system.



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3.2 Correct Information

The customer undertakes to provide accurate contact details. The restaurant may cancel a reservation if incorrect or incomplete information has been provided.

3.3 Late Arrival

The restaurant reserves the right to release reserved tables if the customer arrives more than 15 minutes late without prior notification.

Article 4 – Cancellations and No-Shows

4.1 Individual Reservations

Cancellations can be made free of charge up to 24 hours before the reserved time.

In the event of cancellation less than 24 hours in advance or a no-show, the restaurant may charge a reasonable fixed fee, as communicated in advance at the time of reservation. Where applicable, this fee may amount to a maximum of €50 per reserved person.

4.2 Group Reservations

For reservations of 10 or more persons, the following conditions apply:

- 50% is payable upon reservation and approval of the quotation. In the event of cancellation by the customer, the deposit is non-refundable, except where otherwise agreed or in the event of force majeure.
- The remaining 50% must be paid no later than 1 week before the reservation.
- Persons who do not attend will be charged at the agreed menu or package rate.
- All additional consumption outside the agreed menu will be settled on site.

4.3 Force Majeure

No-show or cancellation fees will not be applied where the customer can demonstrate that the cancellation is the result of a situation of force majeure.



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Article 5 – Deposits

The restaurant may request a deposit for:

- Group reservations;
- Special events;
- Public holidays;
- Menus requiring advance ordering.

Deposits will be deducted from the final invoice.

Unless otherwise agreed, deposits are non-refundable in the event of late cancellation in accordance with Article 4.

Article 6 – Prices

All stated prices are expressed in euros and include VAT, unless expressly stated otherwise.

Prices on the website, menu or promotional materials may be changed at any time. The price applicable at the time of the order or reservation shall apply.

Obvious pricing errors or technical errors are not binding on the restaurant.

Article 7 – Payment

Payment must be made immediately after the services have been provided, unless otherwise agreed in writing.

The restaurant may accept the following payment methods:

- Cash (within the limits permitted by law);
- Bancontact;
- Credit card;
- Digital payment methods.

In the event of non-payment of an invoice by its due date, late payment interest shall be payable by operation of law in accordance with applicable Belgian legislation.



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For certain reservations, credit card details may be requested. For certain reservations, the restaurant may request credit card details as a guarantee for the reservation. These details may only be used to charge a previously communicated no-show or cancellation fee, where applicable.

Article 8 – Allergens and Dietary Requirements

Hof Ten Broeck provides information regarding the allergens present in accordance with applicable legislation.

Guests with a food allergy or intolerance must inform the restaurant at the time of reservation and no later than before placing their order. This enables us, where possible, to take the necessary measures to prepare the meal safely.

Although we take the necessary care when preparing allergen-free meals, the risk of cross-contamination can never be completely excluded.

If an allergy or intolerance is only reported after the order has been placed and an adapted preparation or additional handling is required, an additional charge of €10 may be applied. This charge will be communicated to the guest in advance.

Hof Ten Broeck reserves the right not to serve a dish if, taking into account the reported allergy or intolerance, it cannot be prepared safely.

Article 9 – Gift Vouchers

9.1 Validity

Gift vouchers are valid for 12 months from the date of issue, unless otherwise stated.

9.2 Use

Gift vouchers cannot be exchanged for cash and cannot be refunded.

9.3 Loss or Theft

The restaurant is not liable for the loss, theft or unauthorized use of gift vouchers.



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Article 10 – Guest Conduct

The restaurant reserves the right to refuse entry to or remove persons if they:

- Disturb public order;
- Display aggressive or intimidating behaviour;
- Cause damage to property;
- Disturb other guests or members of staff.

In the event of removal as a result of such behaviour, no refund of amounts already paid shall be due, to the extent permitted by law.

Article 11 – Liability

Hof Ten Broeck undertakes to provide its services with due care and professionalism.

Hof Ten Broeck may only be held liable for damage that is the direct result of a proven fault or negligence on the part of the restaurant, insofar as such liability cannot legally be excluded or limited.

To the extent permitted by law, Hof Ten Broeck shall not be liable for:

- Loss or theft of personal belongings;
- Damage caused by third parties;
- Damage resulting from incorrect or incomplete information provided by the customer;
- Temporary technical disruptions or problems beyond the restaurant's reasonable control;
- Damage resulting from force majeure.

The statutory liability of Hof Ten Broeck cannot be excluded or limited to the extent that mandatory law does not permit this.

Article 12 – Force Majeure

Force majeure means any event beyond the restaurant's reasonable control, including but not limited to:

- Fire;
- Flood;
- Power outage;
- Pandemic;
- Government measures;
- Strikes;
- Technical failures.

In such cases, the restaurant may suspend its obligations without being liable to pay any compensation.

Article 13 – Intellectual Property

All content on the website, including texts, photographs, logos, designs and menus, remains the property of the restaurant or its licensors.

Without prior written permission, these materials may not be copied, distributed or used commercially.

Article 14 – Complaints

Complaints relating to the services must be submitted in writing as soon as possible and no later than 7 calendar days after the restaurant visit or delivery, via:

welkom@hoftenbroeck.be

The restaurant will handle the complaint within a reasonable period.

Article 15 – Invalidity of Provisions

If any provision of these general terms and conditions is declared wholly or partially invalid, the remaining provisions shall remain fully in force.

Article 16 – Applicable Law and Competent Court

All agreements to which these general terms and conditions apply shall be governed exclusively by Belgian law.



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Any disputes shall fall under the jurisdiction of the courts of the judicial district in which the registered office of the restaurant is located, unless mandatory law provides otherwise.