

Terms and Conditions - SportsFriendlyHotels

Article 1: Description

1.1 Description

Welcome to **SportsFriendlyHotels** (SFH)! By using our services, websites, mobile applications, and other media, you agree to the terms outlined below. Please read these carefully to have a clear understanding of what to expect from us and what we expect from you.

Article 2: Definitions

In these terms, the following definitions apply:

- **"SportsFriendlyHotels", "we", or "us"**: refers to **SportsFriendlyHotels**, part of Time2Change, with headquarters at Ronkenburgstraat 5, 9310 Lede, Belgium, registered under BE0464.662.761.
 - **"Website"**: our online platform at www.SportsFriendlyHotels.com.
 - **"Mobile Applications"**: our apps available for download and use.
 - **"Media"**: all our communication channels, including social media.
 - **"Services"**: all products, features, and support offered through our platforms.
 - **"User", "you", or "member"**: anyone using our platforms or services.
 - **"Account"**: your personal profile after registration.
 - **"Content"**: all information, images, and data posted on our platforms.
 - **"Member Content"**: content you upload, such as photos and experiences.
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Article 3: Our Services

SportsFriendlyHotels provides a platform that allows sports enthusiasts to easily book sports-related trips. Our key services include:

1. **Information on sports facilities and events.**
2. **Connecting with sports-friendly hotels.**
3. **A secure payment system for hotel reservations.**
4. **The ability to share travel documents and experiences.**

5. **Customer support and advice.**
 6. **Advanced search functions with filters for both athletes and families.**
 7. **Exclusive partnerships with sports accommodations for additional benefits.**
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Article 4: Access to Our Services

- **Registration:** Certain features require an account. Registration is easy via our website or app.
 - **Availability:** We strive to be operational 24/7, but we cannot guarantee uninterrupted access. Maintenance and updates may affect availability.
 - **Security:** While we work to keep our platforms free from viruses and errors, it is your responsibility to use antivirus software and protect your system.
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Article 5: Use of the Platforms

- You may only use our content for **personal, non-commercial purposes**.
 - **Copying, distributing, or modifying** our content is prohibited without our written permission.
 - Our services are not available to persons **under the age of 13**.
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Article 6: Your Responsibilities

- **Proper use:** You must use our platforms and services in compliance with the law.
- **Member Content:** You are responsible for the content you upload. It must not infringe on third-party rights or contain inappropriate material.
- **Hotel Agreements:** The accommodation agreement is made directly between you and the hotel. You must accept the hotel's terms before booking.
- **Cancellations:** Cancellations must be processed through the hotel according to their policies. We recommend keeping written proof.
- **Customer Responsibility:** Each customer is responsible for their reservations and must fulfill their commitments.
- **Sports Facilities:** Hotels are carefully selected for their sports-friendly nature. SFH ensures quality control of the offered sports facilities.

Article 7: Limitation of Liability

- **SportsFriendlyHotels** is an intermediary platform and not a direct service provider. We are not liable for:
 - Issues with hotels or services provided by them.
 - Losses or damages caused by force majeure (e.g., strikes, natural disasters).
 - Changes or cancellations made by the hotel.
- Our liability is limited to the amount you paid for the services.
- **SFH does not guarantee sports performance or training results when using affiliated hotels and facilities.**

Article 8: Arbitration in Case of Disputes

If a dispute arises between the hotel and the customer, **SportsFriendlyHotels** may intervene as an arbitrator.

- All interactions are logged on our portal, including requests, proposals, acceptances, invoices, payments, and vouchers.
- This allows us to review conversations and make an objective decision.
- We are not required to justify our arbitration decisions.

Article 9: Intellectual Property

- All content on our platforms, including texts, images, logos, and software, is owned by **SportsFriendlyHotels** or our partners. Reproduction is strictly prohibited without permission.
- Unauthorized use of our databases or brand may result in legal consequences.
- **SFH reserves the right to use collected user experiences and reviews for marketing purposes, with user consent.**

Article 10: Complaints and Contact

If you have questions or complaints, contact us:

- **Email:** CustomerService@SportsFriendlyHotels.com
 - **Postal Address:** SportsFriendlyHotels, Ronkenburgstraat 5, 9310 Lede, Belgium
 - **Phone:** +32 468 48 76 91
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Article 11: Changes

SportsFriendlyHotels may modify these terms at any time. We recommend reviewing the latest version regularly.

- **Users will be notified via email of significant changes to the terms and conditions.**
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Article 12: Applicable Law

These terms are governed by **Belgian law**. Disputes will be submitted to the competent court in **Dendermonde**.

Thank you for your trust in **SportsFriendlyHotels**. We look forward to making your sports experience unforgettable!

English Version:

If documents have been translated for clarification purposes, the English version shall at all times remain the official and binding reference. In the event of any discrepancy or difference in interpretation between the translation and the English version, the English version shall prevail.

Nederlandse Versie:

Indien documenten vertaald zijn ter verduidelijking, blijft de Engelse versie te allen tijde de officiële en bindende referentie. In geval van enige discrepantie of interpretatieverschil tussen de vertaling en de Engelse versie, prevaleert de Engelse versie.

Version Française:

Si des documents ont été traduits à des fins de clarification, la version anglaise demeure en tout temps la référence officielle et juridiquement contraignante. En cas de divergence ou de différence d'interprétation entre la traduction et la version anglaise, c'est la version anglaise qui prévaudra.