

HOUSE RULES BY AMRÂTH HÔTELS

In the regulations below you will find the most important house rules that apply within Amrâth Hôtels.

We ask you to respect and accept these rules.

General rules

- All instructions from employees of this hotel, related to house rules, must be followed. Comments can be reported to the reception.
- A valid ID must be presented at check-in. Check-in is possible from the age of 18.
In the case of minors, permission must be given by e-mail by parents and/or guardian with identification.
- Check-in is possible from 15:00 and check-out is before 12:00 (unless otherwise stated on the key card or booking confirmation).
- If you wish to stay longer or reserve a late check-out (until 5:00 pm max.), you must let us know before the latest departure time (as indicated on your key card or reservation confirmation). Based on availability, we can look at what options are available. The extension must also be settled before the regular departure time, after which we will extend your room pass.
- There are cameras in various places within the hotel. In the event of calamities and/or incidents, these recordings can be shown to the authorities as supporting material.
- Lost and found items must be handed in at the reception.
- The hotel management is not responsible for the loss or theft of your belongings.
- Amrâth Hôtels does not make its location available for other purposes than stated in our policy, it is therefore prohibited to trade, heal or offer services. In case of violation of our policy, the guest will have to leave the hotel immediately and the amount of a room already paid will be non-refundable.
- The management, the owner of this location and/or persons working for the hotel cannot be held liable for any injury and/or material or immaterial damage that visitors to the location may experience.
- At Amrâth Hôtels we treat each other with respect and it is therefore prohibited to express insults or make discriminatory remarks. It is also prohibited by word or gesture (action), other guests and to (sexually) intimidate employees.
- We are free, if the employee deems this necessary, to ask for a deposit upon check-in. In that case, after check-out, the room will be checked and the deposit will be refunded, provided the hotel room is left in the correct condition and the house rules have not been violated during the stay. Any products and/or services that have not been settled will also be recovered from the deposit.
- We take care of the cleaning between 09:00 and 14:00. If there is a Do Not Disturb card on the door at 12:00 PM, a laundry bag with clean towels will be hung on the door and the room will not be cleaned.
- We take care of the daily cleaning of the common areas and hotel rooms. This is an obligation from the hotel to the guest, but also from the guest to the hotel. The guest must provide the hotel with the space to provide this service.
- Cleaning costs are included in the room price. If you leave the room in a tidy condition, no (extra) cleaning costs will apply. However, if your room is left in such a condition that a housekeeping employee cannot clean your room in the usual time, we will charge an additional cleaning fee of at least €30.

Acting in case of calamities

Fire:

- In case of fire, remain calm. Report a fire to reception and/or hit the nearest fire alarm.
- In the event of a general fire alarm, leave the building immediately and report to the hotel's meeting point.
You can find these on the escape route map.
- Never use the lifts in the event of a fire.
- Stay low to the ground in case of strong smoke development.
- Follow hotel staff instructions and regular hotel procedures.
- A map with the nearest emergency exits and instructions is available on every hotel room door.
- In the public areas and corridors, follow the signs: Emergency Exit/Exit.

Accident:

In the event of an accident, call 112 immediately and report this to the reception. The hotel employs emergency response officers. They are trained to assess certain situations and to quickly give shape to the start-up of external professional assistance.

It is forbidden to:

- Emergency exits to be used as normal entrances and exits. All emergency exits are clearly marked in the corridors, equipped with emergency lighting. The emergency exits are only used in the event of a fire or on the instruction of personnel.
- Take hotel property outside the building. In case of willfully damaging property of Amrâth Hôtels, one can be held liable for the repair and/or renewal costs.
- To consume, use, trade or carry narcotics. If found, the police and the judiciary will be called in.
- Use nitrous oxide in the hotel.
- Causing nuisance to another, for example through loud music, obnoxious behavior or noise of any kind.
- Stay in the room with more people than the number of beds in the room.
- Paid reception of guests in the room for activities.
- Smoking in the room. Upon discovery, we are forced to charge €250 for cleaning costs. If the fire alarm goes off due to smoking in the room, the call-out costs of the fire brigade will be charged to you.
- Use or threaten to use violence. If found, the police and the judiciary will be called in.
- Burning (waxine) candles in the (bath) room.
- Renting the room in your name without staying in the room yourself.
- Make changes to the appearance of the property, such as putting up posters, flower boxes or the like visible from the outside, or using curtains other than those supplied by the hotel.
- Sticking stickers on doors, walls and windows.
- Use certain decorations, such as confetti. Ask at the reception if your decoration is allowed.
Additional cleaning costs or technical defects as a result of this will be borne by the guest.

Uniform Conditions Hospitality

The Uniform Hospitality Conditions (UVH) are the conditions under which catering companies established in the Netherlands such as hotels, restaurants, cafes and related companies provide catering services and conclude catering agreements. For more information about the UVH, go to www.khn.nl/uvh-nl

In all cases not covered by these regulations, the management of the hotel will decide. If these rules are not followed, it may be decided to contact the police and the judiciary and you may be asked to leave the premises immediately. The hotel reserves the right to immediately terminate the reservation without refund of the paid reservation amount.

We have a zero tolerance policy. This means that, if these house rules are not observed, one warning will be given. If you do not follow this, you will be asked to leave the hotel immediately. There will be no refunds and any deposit paid will be retained. By checking in at our hotel you have agreed to these house rules.