

### Standard terms of engagement

These terms of engagement are binding for all guests. They are available for inspection at the reception.

Your reservation is only valid after confirmation

We make every effort to ensure that you have a pleasant stay. We can, however, not be held responsible for temporary and unforeseen defects to equipment and/or furniture. In this case we always try to remediate the defect as soon as possible. Shortcomings or defects cannot be invoked as a reason for price discounts.

Check in: at 2 p.m and before 6.30 p.m

Check out : 10.30 a.m

If the customer still has not vacated his room by 11:00 hrs at the latest, the hotelier has the right to charge for one extra night's stay, plus any damages arising from the customer's delayed departure.

Please always keep your room in good condition and leave a tidy room upon your departure. We request that you use energy responsibly. This is the only way we can continue to offer competitive rates.

If a customer wishes to bring a domestic pet to the hotel with him, then he must inform the Hotelier thereof beforehand. He also remains responsible for it and may never leave it unaccompanied. In addition, a one-off charge will be made for the animal. The Hotelier may refuse permission for an animal at any time and without having to give reasons therefor.

The Customer must show his identity card upon his arrival at the hotel, to enable registration in the police registration card, which he must sign.

A late arrival – i.e., after the appointed time – of which the Customer gave no warning, gives automatic entitlement to termination of the hotel contract, with entitlement for the Hotelier to claim compensation.

Any price reduction, reimbursement or commission granted by the Hotelier will no longer be valid if the account is not settled on its due date.

All promotions, arrangements or discounts that form part of the contract must be paid for in cash (thus, not with cheques, dividends, credit cards or other means of postponed payment) or paid in full before the date of arrival by means of a direct bank transfer.

Cancellation of reservations during while the customer is staying in the hotel only the day commenced will be charged for, whereby the Hotelier may charge for that day's services. After 10.00 a.m. the hotelier can charge an additional night.

In cases for which the Hotelier is neither responsible nor liable, or no proof can be produced of serious and proven reasons, the Customer shall pay for the day commenced in full and half of the remaining reserved period pro rata of the price stated in the reservation.

If discounts for groups are granted, then the term group will be taken to mean 10 (ten) paying persons who have actually signed in at the hotel.

The final number of customers must be announced to the Hotelier at least one week before their arrival. The stated number is binding for the settlement of the hotel account.

Cancellation policy:

- More than 4 weeks before arrival:

no costs

- Between 1 week and 4 weeks before arrival:

25 % of stay must be paid.

- Less than 1 week before arrival:

50 % of stay must be paid.

- Less than 2 days before arrival:

75 % of stay must be paid.

- Less than 1 day before arrival:

100 % of stay must be paid.

The hotel owner is not responsible for personal items that are deposited in the rooms during the stay. Valuables can be deposited at reception

