



# VAN DER VALK

## HOTEL DEN HAAG - WASSENAAR

### General rules

- All instructions from employees of this hotel, which are related to our house rules, must be followed.
- We respect your privacy, however we are authorized to enter your room in case of non-compliance with our house rules.
- When making a room reservation (online or by telephone) we ask you for your name and address details, mobile phone number and an email address. We need these to be able to make a booking. A room reservation without payment is guaranteed until 18:00. After 18:00 we are authorized to cancel your room reservation. If you arrive later than 18:00, please contact the reception.
- Every guest must be able to show an ID
- Check-in is possible from the age of 16. At least one adult person aged 18 or older must be present at check-in.
- There is camera surveillance at various locations within the hotel. In the event of calamities and/or incidents, these recordings can be shown to the authorities as supporting material.
- The hotel is not liable for loss or theft of your belongings. The 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.
- Parking in the parking lot or in the parking garage is at your own risk.
- If the house rules are violated and the hotel has to be left, the amount already paid for the room will not be refunded.
- For reservations for our suites, we charge a standard deposit of €250.00. For other room bookings, we reserve the right to also request a deposit of €150.00 upon check-in.
- For reservations with a credit card authorization and an open account above €500.00 we will ask for an interim payment.
- Unwanted intimacies, racism and discrimination, as well as aggression against employees and visitors of the hotel will not be tolerated. Anyone who behaves in a disruptive or offensive manner inside or outside the catering establishment will be denied access.
- Remain calm in the event of a fire. Report the fire to the reception and/or use the nearest fire alarm.
- Leave the building immediately in the event of a general fire alarm.
- Do not use the elevators in the event of a fire.
- We ask you to hand in lost property at the reception.



- Our hotel welcomes your pets, but we have taken a number of precautions to keep the stay as hygienic and pleasant as possible for you, your pets and other guests. We charge a pet fee of €17.50 per pet per night. Pets are only allowed in the 'Comfort plus with bath' room type with a maximum of 2 pets. Pets are only allowed in the bar and not in the restaurant.
- It is mandatory to receive a room cleaning at least once every 3 nights.
- We can no longer accept cash after 22:00.
- It is not possible to pay the deposit in cash.
- To pay by credit card at the hotel, the guest must pay with a physical credit card at the hotel. Credit card details provided by third parties are only charged in the event of no shows.
- It is not permitted to walk barefoot in the common areas. You are requested to wear normal footwear.

## **It is forbidden to**

- Take hotel property outside the building. In case of wilful damage or serious pollution of hotel property, you can be held liable for the repair, cleaning and/or renewal costs.
- It is not allowed to receive unregistered or other hotel guests in the room.
- To consume, trade or have narcotics with you. If this is discovered, the police and/or the judiciary will be called in.
- To cause a nuisance to another person, for example by means of loud music, rude behavior or noise of any kind.
- To rent the room in your name, without staying in the room yourself.
- Receiving paid guests in the room for sexual activities.
- Using emergency exits as normal entrances and exits.
- Lighting candles for fire safety reasons.
- Disabling and/or abusing our fire or safety provisions will result in removal from the hotel.
- Smoking is prohibited in the room. Smoking is only permitted on the balcony or terrace, smoking is NOT permitted from a French balcony or from the window. If we find that smoking is taking place in the room, we will be forced to charge €150.00 in cleaning costs. Our suites are subject to a cleaning fee of €250.00.

**In all cases not provided for in these regulations, the management of Van der Valk Hotel Den Haag – Wassenaar will decide. Failure to comply with these rules may result in the police and the judiciary being called in and you will be asked to leave the premises immediately. The hotel reserves the right to terminate the reservation immediately without refunding the paid reservation amount.**

