

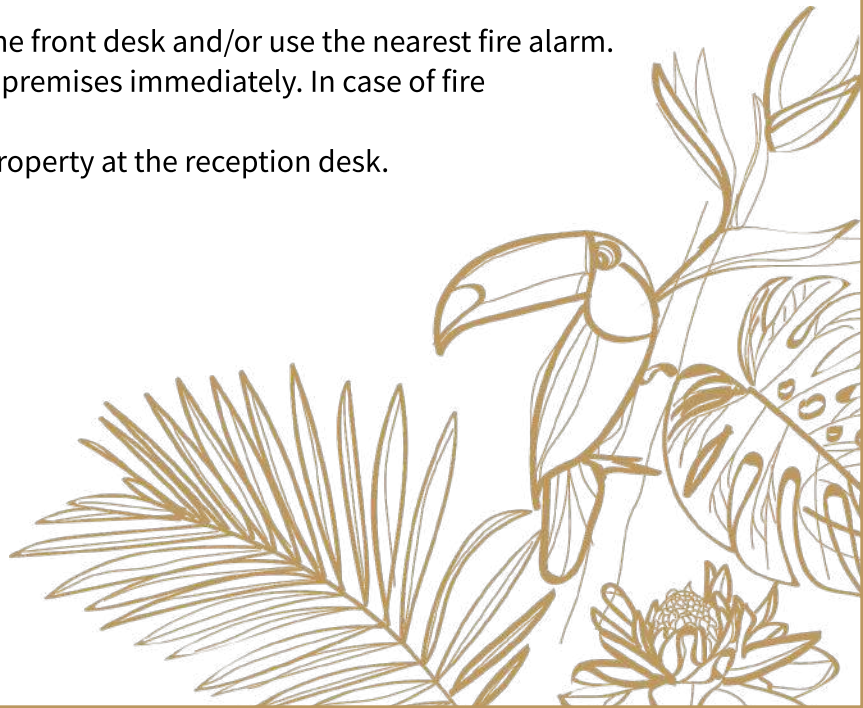


VAN DER VALK
HOTEL DEN HAAG - WASSENAAR

House rules

General Rules

- All instructions from employees of this hotel, 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 of the house rules.
- When making a room reservation (online or by phone) we ask you for your name and address, phone number and an e-mail address. We need this information in order to make a booking. A room reservation without payment is guaranteed until 6 p.m. After 6 p.m. we are authorized to cancel your room reservation. Should you arrive later than 6 p.m., please contact the reception.
- Every guest must be able to show an identity card or passport.
- Check-in is possible from an age of 16 years. At least one adult aged 18 or older must be present at check-in.
- There is camera surveillance in several places within the hotel. In case of emergencies and/or incidents, these recordings can be shown to the authorities as evidence.
- The hotel is not liable for loss or theft of your belongings. The employees of the hotel cannot be held liable for any injury and/or material or immaterial damage suffered by visitors to the location.
- Parking in the parking lot or garage is at your own risk.
- If the house rules are violated and the guest is asked to leave the hotel, 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 charge a deposit of €150.00 upon check-in. Deposits can only be paid by debit or credit card. It is not possible to pay deposit in cash.
- For reservations with an open account over €500.00 and credit card authorization, we require an interim payment.
- Unwanted intimacies, racism and discrimination, as well as aggression against employees or other guests of the hotel will not be tolerated. Anyone that behaves offensively or is a nuisance on hotel property will be denied access.
- In case of fire, remain calm. Report fire to the front desk and/or use the nearest fire alarm.
- If you hear the general fire alarm, leave the premises immediately. In case of fire do not use the elevators.
- We ask you to hand in any lost and found property at the reception desk.



- The hotel would love to welcome you and your pets! However, we have taken some precautions to keep your stay and the stay of your pets and other guests as hygienic and pleasant as possible. We charge a pet surcharge 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 allowed only in the bar and not in the restaurant. For more detailed information, please read our house rules regarding pets.

It is forbidden to:

- Take hotel property outside of the building. If you willfully damage hotel property, you will be held liable for repair and/or renewal costs.
- It is not allowed to receive unregistered or other hotel guests in the room.
- Consuming, dealing or carrying drugs. In case of detection, the police will be called.
- To cause nuisance to others by loud music, other loud noises of any kind or unruly behavior.
- Renting the room in your name, without staying in the room yourself.
- Receiving guests in the room for the purpose of sexual activities.
- Emergency exits to be used as normal entrances and exits.
- Light candles for fire safety reasons.
- Disabling and/or misusing our fire or safety devices will result in removal from the hotel.
- Smoking is prohibited in the room. Smoking is only allowed on the balcony or terrace. Smoking is NOT allowed from a French balcony or from the window. If these rules are violated, we are forced to charge €150.00 cleaning fee. For our suites a cleaning fee of €250.00 applies.

In all other situations not covered by these regulations, the management of Van der Valk Hotel The Hague - Wassenaar will have full authority to make decisions regarding the situation. Failure to comply with these rules may result in the decision to call in the police and judicial authorities and you may be requested to leave the premises immediately. The hotel reserves the right to immediately terminate the reservation without refund of the paid reservation amount.

