

Disclaimer & Cancellation Policy Suite 30 v.o.f.

Overnachten in Stijl

Main business: Hotel Apartments

Kamer van Koophandel nummer: 01145017

BTW ID nummer: NI.8203.53.826



1. Cancellation (Uniform policy Horeca Netherlands – UVW)

Cancellation is when the guest writes to Suite 30 vof. That he does not want to go through with the booking of part of the booked period of one of more of the booked accommodation.

If a reservation for hotel accommodation is made, either with or without breakfast/ with or without parking or any other extra's, for a one or more Individuals then the following applies to the Cancellation of this reservation.

- a. In case of Cancellation more than 1 month before the Arrival Date, the Customer is not obliged to pay any money to Hotel Establishment.
- b. In case of Cancellation more than 14 days before the Arrival Date, the Customer is obliged to pay 15% of the Reservation Value to the Hotel Establishment.
- c. In case of Cancellation more than 7 days before the Arrival Date, the Customer is obliged to pay 35% of the Reservation Value to the Hotel Establishment.
- d. In case of Cancellation more than 3 days before the Arrival Date, the Customer is obliged to pay 60% of the Reservation Value to the Hotel Establishment.
- e. In case of Cancellation more than 24 hours before the Arrival Date, the Customer is obliged to pay 85% of the Reservation Value to the Hotel Establishment.
- f. In case of Cancellation 24 hours or less before the Arrival Date, the Customer is obliged to pay 100% of the Reservation Value to the Hotel Establishment.

2. No show

In case of a no- show the Guest will be obligated to pay 100% of the total price, included any of the ordered extra's, like breakfast, diners, parking or extra cleaningservices.

3. Our obligations to the guest

We are obligated to offer a accommodation according tot he normal quality standards of a hotel accommodation.

We will be obligated to provide the normal standards and amenities according to a hotel accommodation quality.

We will do our best to have the hotel accommodation available after 15:00 PM on arrival day and until the check-out time of 10AM.

The house Rules will be available for all customers on our website and wit the visible link in all the email correspondence with the customers.

The guest needs to respect the houserules

We are authorized to immediately stop our accommodation services when guests disrespect the house rules. We are authorized to immediately stop our accommodation services when guests disturb the normal peace and quiet in our accommodations. We are authorized to immediately stop our accommodation services when guests if the guests doesn't obey the Dutch Law.

At our first request to leave the accommodation, the guests needs to leave the accommodation.

We are allowed to cancel the booking if we don't hear from the guests, before 18PM on the arrival day.

Overbookings

We are allowed to re-allocate the guests to another similar accommation if necessary. If we can save money on the re-allocation we are obligated to pay out the difference to the guest within 7 days after check-out. If the guests doesn't approve it the re-allocation, the guest is allowed to immediately cancel the current booking without any further costs. For all other situations, we are never obliged to compensate in any way.

3. Accountability and responsibility

We are never responsible for any damage. Only if the guest could prove we would have any cruel intentions we would be responsible.

We are never responsible for any loss, damage or theft of any goods or things of the customer. You will park your car always at your own risk.

The customer, guests and any other visitors of the customer and guests are mainly responsible for keeping their own goods safe.

As well the use of any storage of any goods or luggage after check-out, is at the risk of the guests.

4. Theft

We will always report any theft tot he police.