

## **House rules Hotel Papendal**

Hotel Papendal has house rules that apply to every guest and visitor of our hotel, our bar, meeting rooms and restaurant. We ask that you respect these rules in the interest of both your safety and that of our guests and employees. When entering our hotel, you agree to the following house rules.

All instructions from employees of Hotel Papendal, which are related to the house rules, must be followed immediately.

### **1. GENERAL HOUSE RULES FOR YOUR AND OUR SAFETY**

- The employees of Hotel Papendal watch over your safety, the emergency plan comes into effect in case of emergencies. Visitors must follow instructions from the employees.
- At Papendal we treat each other with respect. It is forbidden to utter insults or make discriminatory remarks. It is also forbidden to verbally or non-verbally intimidate guests or employees (whether or not sexually).
- It is forbidden to use violence or threaten violence within Hotel Papendal.
- Security cameras are installed at various places within Hotel Papendal. Every visitor who enters our hotel consents to the making of recordings. In the event of calamities and/or incidents, these recordings can be shown to third parties, including the police.
- Found objects must be handed in at the reception.
- Do not leave your belongings unattended within Hotel Papendal and its premises, including in your car. Hotel Papendal and Trainingcentre Papendal are not liable for the loss, damage or theft of your belongings. Parking is at your own risk.
- At Papendal there is no room for purposes other than those set out in our policy. It is therefore prohibited to trade, heal or offer services. Upon detection, removal from the premises will follow. The amount of an already paid room will not be refunded.
- All cases that are not covered by these regulations, the management of Hotel Papendal decides.
- 

### **2. FIRE**

- Always stay calm in the event of a fire.
- Report the fire immediately to the reception (telephone key 9) and warn the staff by smashing the nearest fire alarm.
- Stay low to the ground in case of smoke development.
- Under no circumstances should we use the elevators.
- In the event of a general fire alarm, leave the building as quickly as possible.
- In the event of a fire, the instructions of Hotel Papendal's employees and 'BHV' (company emergency responders) must be followed.
- A map with the nearest emergency exits and instructions can be found on every hotelroom door.

### **3. EMERGENCY EXITS**

All emergency exits are clearly marked in the corridors, equipped with emergency lighting. The emergency exits are only used in case of fire or on the instructions of employees or emergency response team of Hotel Papendal. It is expressly not permitted to use the emergency exits as normal entrances and exits.

### **4. ACCIDENT**

In the event of a serious accident, call 112 immediately and report this to the reception (telephone key 9). Hotel Papendal employs an emergency response team. They are trained to assess situations and support them in starting up external professional assistance.

### **5. CHECK IN**

- A valid ID must be presented at check-in.
- Check-in is possible from 13:00 on weekdays and from 15:00 on weekends. Check-out must be done before 10:00 AM on weekdays and 12:00 PM on weekends. If you wish to stay longer or book a late check-out (up to 17:00 max and based on availability) please go to the reception for more information
- It is not allowed to stay in your room with more guests than reserved. After 23:00 it is also no longer possible to receive guests from outside in your hotel room. Visitors are required to register and identify themselves at the reception.
- Payments can be made by PIN and credit card.

### **6. PROPERTIES OF THE HOTEL**

It is forbidden to take property of Hotel Papendal outside the building. Cycling is of course excluded. In case of willful damage to property of Hotel Papendal, the visitor will be held liable for the repair and/or renewal costs. In the event of deliberate damage, removal from the premises will follow. The amount of an already paid room will not be refunded. In addition, the guest is of course liable for the costs incurred.

### **7. DRUGS**

- Hotel Papendal complies with the requirements of the Drinks and Catering Legislation. Alcoholic beverages are therefore not provided to visitors under the age of 18. When in doubt about the age of a visitor, employees of Hotel Papendal ask for proof of identity.
- In order not to negatively influence the atmosphere at Hotel Papendal, alcohol will no longer be served to the person in question if drunkenness is suspected.
- To ensure that every visitor and all our employees have a safe and pleasant stay at Hotel Papendal, it is prohibited to possess, use or trade (soft) drugs (including nitrous oxide cartridges or a water pipe) or weapons.

### **8. WEAPONS**

It is not allowed to have and/or carry weapons at Hotel Papendal. Upon detection, the police and the ministry of justice will be called in.

## **9. NOISE POLLUTION**

To maintain peace at Hotel Papendal it is not allowed to cause noise nuisance. Hotel Papendal applies a one-time warning policy. If a given instruction is not followed, a visitor will be immediately removed from the premises to ensure peace for our other hotel guests. When disturbing our other guests, we will charge you a compensation.

## **10. ZERO TOLERANCE**

It is not permitted:

- To smoke in Hotel Papendal and/or in a hotel room. If we discover that there has been / is smoked in a hotel room, we are forced to charge € 150.00 cleaning costs.
- Cover and/or disable fire detectors. Upon detection, a fine of € 150 will be charged. If the fire alarm goes off because there is smoking in a hotel room, the call-out costs of the fire brigade at € 275.00 will be charged.
- Burning candles/incense/etc. in a hotel room.
- To cause nuisance in and around the hotel through loud music, obnoxious behavior and/or noise of any kind.
- Consume, use and/or trade narcotics.
- To consume, use, trade or carry laughing gas and/or (whipped cream) cartridges.
- We have a zero-tolerance policy. This means that, in case of non-compliance with our house rules, a warning will be given. If this warning is not followed, the person causing the nuisance will immediately be requested to leave Hotel Papendal and the premises. No money will be refunded, and any deposit paid will be retained.
- Customers who make a booking for several guests remain responsible at all times for the behavior of their guests. Any damage will be recovered from the person responsible for the damage
- There is no access to the wellness if not permitted by the manager.
- To climb out of windows or use the emergency exits of the hotel as regular exits.
- To use the Pitch and Putt courses and other outdoor facilities on the terrain after closing time.
- To take pets into the hotel, with the exception of guide and/or assistance dogs.
- To consume your own consumptions within the bar, the restaurant and on the terrace.
- By placing your signature at the bottom of these house rules, you agree to comply with our house rules. Unfortunately, we cannot check you in without a signature.