



Terms & Conditions

General

These terms and conditions are between you and Hotel de Looier and apply to all bookings of hotel rooms and accommodations in any property of the ZDS Group Collection, and Hotel de Looier, to the exclusion of all other general terms and conditions.

You agree that you will make reservations in good faith for legitimate use by you and your invited guests only and not for any other purpose, including but not limited to reselling, impermissibly assigning or posting on third party websites, or making speculative, false or fraudulent reservations or any reservations in anticipation of demand.

These terms and conditions and any bookings made under them shall be governed by and construed in accordance with Dutch law. This choice of law is without prejudice to consumer protection afforded by provisions that cannot be derogated from by agreement by virtue of the law which, in the absence of any choice, would have been applicable in the country where you reside. Disputes shall be submitted to the exclusive jurisdiction of the competent court of Amsterdam, the Netherlands.

Rates & City tax

The room rate charges agreed when you made your reservation will apply to your booking. Meals, drinks and other extras are not included in room rate charges, unless otherwise agreed on (if booked breakfast included). All charges are including service and VAT and must be paid in local currency. Prices are subject to change without further notice. Room rate, breakfast and city + tourism tax charges must be paid upon arrival. All other charges must be paid upon check-out.

City and tourism tax will apply. The city tax may change between the time of booking and the time of your stay in our hotel. The city tax in Amsterdam is 7% per room per night and €3,- per person per night.



Please note, our hotels are cashless. We do not always accept cash. Please contact the reservation department to make sure if this applies to the hotel of your choice. Always bring your credit card details to guarantee the payment. Please note that we are obligated to cancel your reservation if we do not receive a credit card as a guarantee.

Cancellation, no show & changes

Do you want to cancel your reservation? We have two types of rates; standard and non-refundable.

Standard rate

You are able to cancel your reservation free of charge until 24 hours prior to the day of arrival. Cancellations after this time will be charged for the first night. We only accept cancellations in writing. For any unforeseen incidents, we advise you to take a travel and / or cancellation insurance at all times.

Refunds or prepaid charges are generally processed within 10 business days after your request to cancel or modify your booking.

Valid credit details are required, while no prepayment is obligated Hotel de Looier holds the right to pre-authorize your card.

Please note that the date of arrival starts at 0.00 am (CET).

If you cancel later or in case of no-show the full price of the first night will be charged.

Non-refundable rate

With a non-refundable rate you are not able to change or cancel your stay and thus you will be charged for 100% of the costs.

The hotel is authorized to charge your credit card at any moment after making a non-refundable reservation. Please be aware that the charged credit card need to be presented at the check-in.



If you booked a room through the use of a travel agency or an online travel agency (such as Booking.com or Expedia.com and Hotels.com), you must cancel or modify your booking through the agency that you used to make the booking.

No-show

In case of no-show, we will charge the first night of your reservation when you have made a flexible booking. If you have made a non-refundable booking, the full amount will remain charged. The room will be released at 12 p.m. (noon) the following day.

Changes

Should you wish to amend your reservation, neither the availability nor the rate upon your booking can be guaranteed. To avoid late cancellation costs, we advise you to amend your reservation at least 48 hours prior to the arrival date and no later than 24 hours prior to arrival.

Check-in time

Our check-in time is from 2 p.m. on. Should you wish to guarantee an early arrival, we advise you to reserve the night prior to your arrival. Please note that this is subject to availability.

Check-out time

Our check-out time is until 11 p.m. (noon). Should you wish to extend your check-out time, we ask a supplement of € 10,00 per hour until 6 PM. Should you wish to check-out after 6 PM, we will charge an extra night. All extensions of your check-out time are subject to availability.

Early check-out

Should you wish to depart earlier than the above-mentioned departure date, we kindly ask you to inform us before 3 p.m. the day prior to your departure. This will also be to prevent any late cancellation costs.



Current: Covid19 Pandemic and your reservations

Please note that any bookings made as non-refundable after the global announcement of the Covid19 pandemic on 11-MAR-2020 hereby acknowledge that no refunds or discounts are in order for these bookings due to travel restrictions of any kind. We advise to make use of the standard rate bookings until the pandemic is scaled back and global travel is no longer impacted as such that cancellations may be needed.

Underaged

If you are underaged and you are not accompanied by someone of age 18 or older, Hotel de Looier reserves the right to evict you from the hotel or accommodation.

Families with children

Hotel de Looier provides baby cots. Please inform the reception at info@hoteldelooier.com prior to your arrival.

Pets

Unfortunately, pets are not allowed in the hotel.

Non- smoking

The hotels including all rooms, breakfast area, and other public indoor areas are non-smoking. When evidence of smoking is found in your room or in the public areas, the management holds the right to take appropriate measures, and a fine of €250,- will be charged.

Parking

Hotel de Looier does not have its own parking facilities. You are able to park your car on the street (residential area) or in any public parking garage close by. Hotel de Looier has various 3rd party car services we can offer. Please note extra costs are involved and reservations are not possible. You can always inquire regarding these options at info@hoteldelooier.com.



Liability

The management cannot be held liable for loss or theft of your belongings in the hotel or public areas. Safes are provided in all rooms, or items may be left at the reception for safekeeping. You hereby agree that in the event of you sustaining injury during your stay at the hotel or of your property being lost or damaged, you will notify the management of the hotel prior to your departure and you also agree that any claim you may have arising out of such matters shall be subject to the laws of the country in which the hotel is situated and that the courts of the country will have exclusive jurisdiction over any such claim. You agree that Hotel de Looier is not liable for any losses or damages to belongings or your person during your stay and no refunds or discounts are required.

Lost & Found

All items found in the hotel and public areas will be registered and stored for three months before handed off to the Lost property office in Amsterdam.

Deposit

A €100,- deposit will be required upon check in for incidentals or damages

The deposit will be held as a reservation on the Credit Card used for the reservation and will be released after check-out once the room and facilities are checked as left undamaged and in order.

All rooms are verified of it's state of quality, properties, and present amenities prior to each check-in and after each check out -any damages of thefts are therefor always identifiable as having occurred during a specific stay. You hereby agree that any damages or removal of hotel property of the room you stay in will result in loss of your deposit and give permission to charge the deposit amount to your card, and for any further costs that may occur as a result of thefts of damages will be billed to you.



Damage to our hotels and property

Any damages to rooms or the hotel and its premises caused by your party during the stay and items missing upon your departure will be charged to your credit card in file or taken from the deposit if this value is not exceeded. In case of the damages exceeding the €100,- of your room deposit that additional charges will be made to your credit card on file.

Unforeseeable circumstances

Hotel de Looier does not accept liability or pay any compensation for our failure to provide services contracted due to circumstances beyond our control: (natural) disaster, fire, (acts of) war and terrorism, strikes, riots, civil disorder, governmental regulations, industrial disputes, adverse weather conditions, pandemics or any other exceptional and catastrophic event, circumstances or emergency, making it impossible, illegal or preventing guests from staying in our hotels.

WIFI

Throughout the building all guests can enjoy our complimentary WIFI services. Ask the reception for the password and/or login details.

Our wireless network is provided without warranties of any kind, either expressed or implied. We do not warrant that access to our wireless network will be uninterrupted, timely, secure or error-free at all times or will meet your requirements. Hotel de Looier is not responsible for the security, integrity, accuracy or completeness of any information that you transmit or receive while using our WIFI. You may not use our WIFI network for any purpose that is unlawful or prohibited.

Privacy

During your stay, Hotel de Looier collects your personal data. These data are processed in accordance with our Privacy Statement as well as GDPR applicable laws and regulations. Data collected by third booking parties using cookies etc. when browsing their website, is beyond our control. We will refer to the Privacy Statement of the agency you used to make your booking. For



more information about your privacy within Hotel de Looier, we refer you to our Privacy Statement on our website.

Photography and video

Any photoshoots, audiovisual recording, reproduction or representation of images including the premises and buildings of the hotels, apartments or restaurants of the Hotel de Looier or ZDS Group collection, other than for strictly private use is subject to our prior approval. We are happy to help you to obtain permission and discuss the possibilities. Please contact info@hoteldelooier.com