

General Terms and Conditions

1. APPLICABILITY

These General Terms and Conditions apply to all reservations, agreements, and services provided by this hotel establishment (hereinafter "the Hotel") via this website. By completing a booking, the guest (hereinafter "the Guest") accepts these terms in full.

2. RATES AND TAXES

All rates displayed on the website are subject to the following tax regulations:

- **Value Added Tax (VAT):** In accordance with Dutch tax legislation, a standard **VAT rate of 21%** applies to all accommodation and related services.
- **Amsterdam City Tax:** For establishments located within the municipality of Amsterdam, a mandatory **City Tax of 12.5%** of the overnight rate (excluding VAT) is applicable.
- **Adjustments:** The Hotel reserves the right to adjust the final price should there be statutory changes to VAT, City Tax, or other government-mandated levies between the date of booking and the date of the stay.

3. PAYMENTS AND GUARANTEES

- **Non-Refundable Rates:** Full payment is required at the time of booking. These reservations are final and cannot be modified or refunded.
- **Flexible Rates:** A valid credit card is required to guarantee the booking. Payment is due upon arrival or check-out unless otherwise specified.
- **Payment Methods:** The Hotel may operate a "Cashless Policy," accepting only major credit cards and debit cards.

4. CANCELLATIONS AND NO-SHOWS

- Cancellations must be submitted in writing via the website's booking portal or the contact details provided in the booking confirmation.
- For flexible bookings, the cancellation deadline is typically **24 to 48 hours** prior to the arrival date. Please refer to your specific booking confirmation for the exact window.
- In the event of a "No-Show" (failure to arrive without notice), the Hotel is entitled to charge the full amount of the reservation.

5. ARRIVAL AND DEPARTURE

- **Check-In:** Rooms are generally available from **15:00** local time.
- **Check-Out:** Guests must vacate their rooms by **11:00** on the day of departure. Late check-outs are subject to availability and may incur additional fees.

- **Identification:** All guests are required to present a valid government-issued photo ID upon check-in.

6. LIABILITY AND CONDUCT

- The Hotel is not liable for the loss, theft, or damage of personal property unless caused by gross negligence of the Hotel.
- Guests are expected to follow the Hotel's House Rules. The Hotel reserves the right to terminate a guest's stay immediately, without a refund, in the event of a nuisance, illegal activity, or violation of safety protocols.

7. WEBSITE ACCURACY

While every effort is made to ensure the accuracy of the website content, the Hotel and the website provider are not bound by obvious errors, typos, or technical glitches regarding pricing and availability.

8. GOVERNING LAW

These terms are governed by the laws of the **Netherlands**. Any disputes shall be submitted exclusively to the competent court in the district where the Hotel is situated.