

# Terms and Conditions

## **From what time can I check in?**

Our check-in times are between 3 pm and 11 pm.

## **Until what time can I check out?**

You can check out from 8:00 am to 11:00 am

## **How do I make a reservation?**

We can be reached by phone every day at: 0436010000

You can also send an email to [reserveringen@empereur.nl](mailto:reserveringen@empereur.nl)

Or, the easiest way, book through our booking system on our website.

## **When does my stay have to be paid for?**

The total amount of your stay must be paid when you check in at our hotel. You can pay with us by pin, by credit card (VISA / Mastercard) or cash

## **Are there any extra costs when making a reservation?**

When making a reservation, the total price does not include tourist tax (€ 2.00 per person per night).

## **Where can I find the terms and conditions of our hotel?**

Hotel de L'Empereur acts in accordance with the Uniform Conditions for the Hotel and Catering Industry.

## **What cancellation policy do we use?**

The hotel acts in accordance with the Uniform Conditions for the Hotel and Catering Industry.

The cancellation conditions according to the Uniform Conditions for the Hotel and Catering Industry are as follows:

When a reservation for hotel accommodation only, with or without breakfast, is made for one or more individuals, the following applies to cancellation of that reservation

A: In case of cancellation more than 3 days (up to 7 days) before the commencement date, the guest is obliged to pay 60% of the reservation value to the hotel company.

B: In case of cancellation more than 24 hours (up to 3 days) before the commencement date, the guest is obliged to pay 85% of the reservation value to the hotel company

C: In case of cancellation 24 hours or less, or No Show, before the commencement date, the guest is obliged to pay 100% of the reservation value to the hotel company.

## **Is there WIFI in the entire hotel?**

In the entire hotel there is free WIFI.

## **Are there non-smoking rooms in the hotel?**

Our hotel is completely non-smoking. It is not allowed to smoke in the rooms or in the public areas. If it is found that there is smoking in the room, an additional cleaning fee will be charged.

## **Is it possible to bring pets to our hotel?**

No, pets are not allowed in our hotel.

## **Where can I go with my comment or complaint?**

We do everything we can to make your stay as pleasant as possible. In the unlikely event that something has not gone completely to your liking, we would like to hear from you during your stay.