

House rules

Our aim is a pleasant stay for all of our hotel guests, employees and visitors of Hotel Levell. To achieve this we believe it is important to establish clear house rules. These house rules apply to everyone who is on the property of Hotel Levell.

We ask you to follow the instructions from the staff of Hotel Levell, regarding but not limited to the house rules. If you do not agree with the house rules or have a complaint, you can contact the managers of the hotel.

- A valid proof of identity must be presented at check-in. Check-in is possible from the age of 18 years. Minors must always be accompanied by a parent and/or caregiver.
- On request of the (security) personnel, you must show a valid ID.
- Failure to show a valid ID will result in your access being denied.
- It is not allowed to use hotel facilities if you are not a guest of Hotel Levell. That means also that visitors are not allowed in the hotel.
- All guest staying in our hotel must identify themselves at the reception at check-in. This cannot be changed for the duration of the stay.
- Because of fire safety it is not allowed to stay in the room with more than the allowed number of people you booked for.
- Smoking (including electronic cigarettes) is strictly prohibited in the entire building. Other means that can cause smoke, are also prohibited. In case of violation, or in case of suspicion, we will impose a fine of €200 upon you and you are requested to leave the hotel immediately, without restitution of already paid amounts.
- It is prohibited to use and/or trade drugs and other (illegal) goods in or around the building.
- It is not allowed to use nitrous oxide (laughing gas) and/or take it with you during your visit to our hotel. If nitrous oxide is found (in the room), or if there is a suspicion, you will be requested to leave the hotel immediately, without restitution of already paid room costs. We will impose a fine of €200 upon you.
- The possession of firearms and other weapons is strictly prohibited.
- Everyone must feel safe in our hotel. Indecent and undesirable behaviour (such as: sexual harassment, racism, discrimination or aggression) against staff and/or guests will not be tolerated.
- Prostitution is strictly forbidden. You will be requested to leave the hotel immediately, without restitution of already paid costs.
- Causing (noise) nuisance in and around the building will not be tolerated. You may be asked to leave the hotel.
- Because of fire safety, it is not allowed lighten candles (or other flammable means). The security system is activated immediately.
- Acts that could affect the safety are prohibited, such as covering the smoke detector. We will impose a fine of €200 upon you and you are requested to leave the hotel immediately.

- Cameras are placed in and around the building. By entering the building or terrain you agree that recordings can be made of you.
- Hotel properties may not be taken outside the building under any circumstance.
- Please do not leave your belongings unattended. The hotel cannot be held responsible for loss of and/or damage to your personal belongings in and/or around the hotel.
- When you damage possessions of the hotel, you are held responsible for repair - or replacement costs.
- Pets are not allowed in our entire hotel
- Instructions of our staff must be followed at all times. In case of irregularities such as calamities and/or (suspected) violations of the house rules, our employees are authorized to enter the hotel rooms without prior permission or notice.
- We have a zero-tolerance policy.
- The Uniform Conditions for the Hotel and Catering Industry (UCHCI) applies there where our conditions / rules are less strict and / or fall short.

By entering Hotel Levell you accept the house rules. In case of violation, or a suspicion of this, the staff will urgently request you to leave the hotel and a fine may be imposed (per room/person). Other rooms/persons in the same group, according to staff assessment, may also be held liable. There will be no restitution of costs made / already paid amounts. This may also result in you being denied access for a definite or indefinite period of time.

The main language for this document will be Dutch and any translation of this document into a language other than Dutch will be for reference purposes only. In the event of a conflict of interpretation, the Dutch language will prevail.

Hotel Levell
October, 2020