

HOTEL POLICIES / HOUSE RULES

ENJOY THE MOMENT, LIVE NOW, BE HAPPY AND SMILE

We strive to provide our guests with a clean, safe, and friendly hotel experience. These policies and house rules are considered part of the reservation agreement we have with you. As a guest of the hotel and upon check-in, you agree to abide by all our hotel policies/house rules, terms and conditions and procedures. These policies/rules are presented here to help promote the safety and enjoyment of our guests and to ensure that each guest is aware of the agreements between them and Hotel Le 830. Our policies and house rules may change from time to time.

We are all here to work hard or for leisure but also to have a good time. Our policy is simple; respect the building and everyone in it. We are not here to control you and spoil your fun, but we do expect that you respect our building, the staff, and other guests.

In order to avoid any misunderstanding on what "respect" implies, please find below our policies and house rules. For people who continue to disrespect our building and other guests, we will take the measures pointed out below.

DAMAGES POLICY

DAMAGE AND/OR THEFT OF HOTEL PROPERTY

You are responsible for any damage caused (whether by deliberate action, negligence, or recklessness) to the room(s), premises, or property of the hotel by you or any person in your party, whether staying at the hotel or not during your stay. Hotel Le 830 reserves the right to retain your credit card or debit card details as presented at the time of check-in and to charge the credit/debit card such amounts as it may, in its sole discretion, deem necessary to compensate or make good any costs or expenses incurred or suffered by Hotel Le 830 as a result of the foregoing. The party responsible for the damage will be charged for labour and replacement costs. If the damage, vandalism, or theft results in a loss of turnover for Hotel Le 830, the perpetrator will also be charged for this loss of turnover. If such damage is discovered after the guest's departure, we reserve the right and you hereby authorize us to charge your credit or debit card for any damage caused to your room or hotel property during your stay, including and without limitation for any property damage, missing or damaged items, smoking fines, cleaning costs, guest compensation, loss of business, etc. We will do our utmost to rectify any damage internally before calling in a company to carry out repairs, and we will therefore do our utmost to keep any costs the customer may incur to a minimum.

DAMAGE DISCOVERED AFTER DEPARTURE

Rooms found with rubbish strewn about, in a total mess and/or "trashed" will be subject to a deep cleaning fee of minimum € 250,00, plus administration and/or third-party fees if necessary.

DAMAGE TO ROOMS

Damage to rooms, facilities, furnishings, and equipment, including the removal of electronic equipment, towels, decorative items etc. will be charged at 150% of the full new replacement value,

plus shipping and handling. Any damage to hotel property, whether accidental or intentional, is the responsibility of the registered guest for each individual room. All costs associated with repairs and/or replacement will be charged to the registered guest's credit card. In extreme cases, criminal proceedings will be taken.

DAMAGE TO MATTRESSES AND BEDDING

Damage to mattresses and bedding, including towels, mattresses, sheets, bedspreads, and blankets, caused by the use of body oils, make-up, shoe polish, etc. will result in a charge for special cleaning, repair or replacement of the damaged item.

DAMAGE OR TAMPERING WITH FIRE DETECTION SYSTEMS/FIRE FIGHTING EQUIPMENT

HOTEL Le 830 reserves the right to take action against any guest or visitor who has tampered with or interfered with any detection equipment in the hotel, including detectors in public areas, rooms, alarm boxes and fire extinguishers. Guests or visitors found to have tampered with any fire detection or fire-fighting equipment will be charged for any costs incurred by the hotel as a result of their actions and will be evicted from the hotel. Depending on the severity of the guest's actions, law enforcement may intervene at the hotel's discretion. If the fact that firefighting or detection equipment has been tampered with is revealed after the guest's departure, we reserve the right and you hereby authorize us to charge your credit or debit card for any damage caused to your room or hotel property during your stay, including without limitation for any property damage, missing or damaged items, smoking fines, cleaning costs, guest compensation, etc.

SAFETY POLICY

CANDLES, INCENSE, ESSENTIAL OILS

Candles, incense, essential oils (diffusing, spraying, etc.) are not permitted. These items and activities will be treated as smoking and the client may be evicted without refund. A cleaning fee of €150.00 will be charged to any guest who violates this policy.

NO COOKING, COOKING APPLIANCES, FUEL OR FIREWORKS

The safety of our guests, staff and this establishment is extremely important to us. It is not permitted to prepare food in the rooms using any type of cooking device. A minimum charge of € 150,00 will be made for cooking in a room; fireworks are not allowed on hotel property. All such items will be removed immediately by our staff.

ILLEGAL SUBSTANCES, DRUGS AND WEAPONS

The introduction of illegal substances, drugs and weapons into the hotel is strictly prohibited. It will result in immediate expulsion and may be subject to legal action. In this case, the obligation to pay for the duration of the reservation will continue without interruption. Hotel Le 830 will immediately inform the police.

ILLNESSES AND EPIDEMICS

Hotel Le 830 reserves the right to refuse accommodation to a guest arriving with a contagious disease. In the event that an illness occurs during your stay, please inform the reception staff. In the event of serious illness, you may be required to receive appropriate treatment in a nearby health

facility. In the event of an epidemic, we are entitled to take precautionary measures within the limits of our judgement or as required by the local authorities. We may charge you for cleaning the room if we consider it appropriate in the circumstances.

INFESTATION

The cleanliness of our rooms is extremely important to our guests. If you cause an infestation in your room or on our hotel premises, we may charge you for any costs and expenses, including immediate or emergency response requirements and loss of room revenue, that we deem necessary to deal with the infestation.

FIRE SAFETY POLICY

LIGHTING AND ELECTRICAL APPLIANCES

Please note that it is dangerous to cover lamps or other electrical appliances. This could cause overheating and lead to a fire. Therefore, it is forbidden to cover lamps, televisions, coffee machines, ... using towels, wigs, clothes or any other object.

FIRE ALARM

Hotel Le 8 30 will not pay the costs of fire alarms triggered by the illegal burning of candles, illegal smoking or the manipulation of smoke detectors by any person. Tampering with or obstructing a smoke detector will result in a fine of € 150,- and immediate termination of the hotel stay. In this case, the obligation to pay for the duration of the reservation continues without interruption.

EMERGENCY ROUTES AND EXITS

It is forbidden to store personal objects or belongings in the vicinity of or in the stairways or corridors of Hotel Le 830. Routes, corridors, and emergency exits must be kept clear at all times. Anyone blocking the stairs, emergency routes, corridors and/or exit points will be given an immediate official warning and will also be fined 150 euros.

ALCOHOL POLICY

Registered guests of legal age who choose to bring their own alcoholic beverages must consume them in their room. Alcohol is not permitted in public areas.

CODE OF CONDUCT AND RESPONSIBILITY

100% NON-SMOKING

Hotel Le 830 is a 100% non-smoking hotel. For safety reasons and to ensure that our establishment is not exposed to objects or actions that create an unhealthy and unpleasant odour for our guests and staff, which is difficult to eliminate from the air, carpets, walls and furniture, we do not allow smoking of tobacco, marijuana, illegal drugs, electronic cigarettes, hookahs, cigars, the use of incense, lighted candles or the diffusion of patchouli oil or other strong smelling plants essential oils or synthetic products in our establishment.

Guests are encouraged to inform the front desk staff immediately if they smell cigarettes, marijuana or other unpleasant odours. This policy is not intended to prevent people from smoking, but to



regulate where they smoke and how it affects others. Smoking is permitted outside and away from the building.

A cleaning fee of €150.00 will be charged to any guest who breaches the no smoking policy.

ROOM

It is forbidden to apply adhesive tape, nails, screws, etc. to the walls, floors and ceilings of your room. It is also forbidden to move the fixed furniture in the room, or to move or remove decorations or electrical appliances or to use them for personal purposes other than those for which they were intended. Our staff will return everything to its original place and any damage will be charged to your credit card.

The display of flags, posters or any other decoration on the windows is not permitted. Any decoration on the windows must be removed immediately.

BIKES/HOVERBOARDS/ROLLER BLADES

Bikes, Hoverboards and Rollerblades are not allowed in the rooms and will be removed by our staff. Depending on the space available, the reception staff will be happy to secure these items in our luggage room. We take no responsibility for theft, loss and/or damage, and you waive all liability.

CHILDREN

Well behaved children of all ages are welcome. Children under the age of 12 (maximum 2) have free breakfast when sharing a room with one or more paying adults. As parents, tutors, or carers of children, you are personally and legally responsible and must supervise them at all times. For safety reasons, please do not leave children unattended in the rooms or allow them to roam the hotel property unsupervised.

QUIET HOURS: 10pm to 9am.

If you notice a guest disrupting your stay, please contact the front desk staff immediately by phone in the room or in person. Televisions, voices or other devices must be kept at a respectfully low level at all times. Doors should be opened and closed quietly. No gathering or running in the corridors or lobby.

VISITORS

No visitors after 22:00. Visitors must notify the reception upon arrival. Visitors must be accompanied by the registered guest at all times. As a registered guest, you are responsible for your visitor at all times.

DO NOT DISTURB AND ACCESS TO ROOMS

In order to provide all our guests with an exceptionally clean and safe hotel experience, we reserve the right to enter your room for reasonable purposes, such as housekeeping, maintenance, checking that the room, its furnishings and mechanical equipment are intact, or to deal with or prevent a breach of our hotel policy/house rules? Hotel staff will normally knock and announce themselves before entering your room, unless we believe there are urgent circumstances. Please contact reception if you are a 'Day Sleeper' or if you are staying in the room due to illness. Management



reserves the right to enter a room with a known "Do Not Disturb" status in the event of an emergency, suspected illegal activity, disturbance of other guests or damage to hotel property. In the event of suspected illegal activity, management reserves the right to summon law enforcement to assist with eviction. The right to privacy ends when a hotel policy/house rule is violated. Law enforcement will be given immediate access.

NO PARTYING IN THE ROOM AND IN THE HOTEL CAR PARK

Hotel Le 830 has a no party policy in the room and in our car park to ensure that we can protect the hotel and our guests at all times. No parties, noise pollution and/or disturbances are allowed or tolerated in these areas. In case of disturbance, two polite requests (warnings) will be made to reduce the noise. If our request is not followed, the guest will be asked to leave the hotel without refund. Registered guests are responsible for all visitors. Unregistered visitors are only allowed until 10pm.

Guests are required to dispose of as much waste as possible that they or the persons accompanying them leave behind.

We remind you that security cameras monitor activities in the building and outside areas.

PARKING AT YOUR OWN RISK

All vehicles must be registered at the time of registration. Parking for registered guests is free. All vehicles are parked at the owner's risk. Hotel Le 830 assumes no responsibility for any vehicle, its occupants or its contents while in use or parked on hotel property. If a vehicle is left in the hotel car park after the guest's departure without the hotel's written consent, the hotel reserves the right to have the vehicle towed away at the owner's expense. Additional charges will apply.

HOUSEKEEPING/ROOM INSPECTION

Housekeeping is provided daily between 08:00 and 17:00. This is a 100% NON-SMOKING hotel. Rooms are cleaned and inspected daily and a detailed log is kept for each room and linen. Rooms are rented to guests in a suitable condition with no unauthorised odours. Housekeeping and reception staff are trained and qualified to identify prohibited odours. If our investigation concludes that you have smoked in your room, cooked or brought a prohibited product into our establishment, you will be fined and evicted without any refund.

CHANGE OF LINEN

Your comfort is very important to us. For guests staying several nights, bed linen is changed on a rotating schedule. Used towels are exchanged daily for clean ones. If housekeeping is unable to change a bed due to personal items left on a bed, a note will be left. Housekeeping will be happy to change your sheets every 2 days (3 days for groups) and make your beds daily if all personal items are removed. Please contact our reception staff if you have any further questions or concerns.

ACCESS TO THE HOTEL

The hotelier is at liberty to refuse to receive guests whose dress is indecent and neglected, and whose behaviour is noisy, unseemly, alcoholic, drugged, contrary to public decency and public order.



Any person wishing to stay at the Hotel is obliged to disclose his/her identity and age as well as those of the persons accompanying him/her. The guest may not allow third parties not known to the hotel to enter the room, unless authorised by the hotel. Similarly, the guest may not occupy a room for more people than the number provided for by the regulations in force.

In the event of non-compliance with these rules, the hotel reserves the right to charge the client responsible for the cost of the room corresponding to the number of persons in excess, with or without the presence of the client, at the rates in force at the time of the violation of the internal regulations. The hotel will charge the dishonest guest's credit card.

AVAILABILITY OF THE RECEPTION

The hotel reception is available 24 hours a day, 7 days a week. We will help you with any questions you may have, but please bear in mind that other matters might have priority.

RESPECT FOR OTHER CUSTOMERS AND STAFF

Please ensure that you respect all members of staff and other guests. Hotel Le 830 is a safe and friendly environment where everyone should be treated with the same level of respect. Hotel Le 830 has a zero-tolerance approach to bullying, intimidation or violence towards its staff or guests.

ROOM ACCESS CARD

Please inform reception immediately if you have lost your electronic access card. Hotel Le 830 can program a new card for you.

FITNESS

Hotel Le 830 does not offer a fitness room but we have a partnership with a local gym branded "Basic Fit" which grants our residents special access to do their exercises. The gym is only 600m away on foot and is open 24/7. Use of the gym is at the guest's risk. Hotel Le 830 accepts no responsibility for any injuries that may occur while using the gym equipment.

LOBBY

The lobby is open 24 hours a day, 7 days a week. The lobby is available to all guests of the 830 and accompanying persons. When inviting guests, please also take responsibility for the actions and behaviour of your guests.

The lobby should be a space that all our guests can enjoy. Please keep it clean and use the furniture and equipment with respect. The lobby is monitored by camera.

BRASSERIE LE 830 AND TERRACE

The Brasserie Le 830 and its terrace are open from 8.30 am to midnight and 7 days a week. They are available to all guests of the hotel Le 830 and accompanying persons. When inviting guests, please also take responsibility for the actions and behaviour of your guests. This area is monitored by cameras.

MAIL AND PARCELS

Mail and/or parcels will be delivered at the reception. If mail and/or packages have been delivered for you, you will receive an e-mail asking you to collect your mail and/or packages at the reception.



Please always include your room number in your address when registering somewhere or ordering something. Mail and/or packages without a room number in the address will be delayed or may end up in the unsorted mailbox.

Hotel Le 830 does not accept responsibility for damaged or lost mail and/or packages.

Hotel Le 830 will hold the mail of departed guests for 3 weeks after receipt of the mail. After 3 weeks the mail will be returned to the sender.

PETS

A maximum of one pet (cat or dog < 10 kg) is allowed per room. The guest will have to pay an additional fee of EUR 30 per pet per day. Guide dogs and assistance dogs are allowed free of charge with the prior agreement of the hotel.

All pets must be accompanied by an adult, be under the full control of the person accompanying them and be kept on a leash at all times when outside the room. Pets must not be left alone in the room.

Pets must be removed from the room during housekeeping services, or the guest must place a "Do Not Disturb" sign on the door to indicate that the service will not be required. Please call reception to arrange a suitable time for housekeeping service.

The guest agrees to inform the hotel staff immediately of any "accidents" involving a pet, so that additional cleaning efforts can be provided.

If we receive a complaint about noise or other direct disturbance caused by your pet, you will be notified so that the problem can be stopped immediately. If a second complaint is made, your pet must be removed from the hotel, or you will be asked to leave the hotel without refund or charge. Guests with pets are responsible for any loss of room revenue due to refunds made because of disruptive or aggressive behavior or damage that significantly affects another guest's experience and results in lost revenue.

Guests with pets understand and agree that if the hotel is unable to rent a room due to damage caused by a guest's pet, the guest is responsible for any loss of room revenue incurred by the hotel while the damage is being repaired. Guests with pets accept full responsibility for any property damage and/or personal injury caused by their pet, and agree to indemnify and hold harmless the hotel, its owners, and operators from any and all liability and damages incurred as a result of the guest's pet.

VIDEO SURVEILLANCE

For your safety and that of other guests of the Hotel Le 830, the video surveillance images of the common areas are recorded and archived. In the event of serious incidents on our property, Hotel Le 830 will provide the CCTV images to the relevant authorities.



TECHNICAL PROBLEMS

Please always report technical problems to reception as soon as you become aware of them. We will deal with technical malfunctions as soon as possible during weekday office hours. Urgent problems will be given priority and will be dealt with urgently. Our technical staff is able to enter your room. You do not need to be present for repairs to be carried out.

USE OF THE INTERNET

Hotel Le 830 offers its guests a free Wi-Fi connection. We strictly forbid our guests to use the Wi-Fi network for illegal activities and the use and installation of private networks and/or private routers. The quality of our Wi-Fi network can be negatively affected by these private networks and routers, and we want all our customers to be able to benefit from our Wi-Fi network. Any use of the Wi-Fi network for illegal activities and the use of private networks and/or routers may result in fines and termination of the contract without refund.

RIGHT TO REFUSE SERVICE

Hotel Le 830 is privately owned and operated. We reserve the right to refuse service to any person for any reason that does not violate federal, state or local laws. Hotel Le 830 has a zero tolerance policy in which we will refuse admission, service or accommodation in our hotel or return a person, without refund, who refuses to comply with reasonable standards and policies established by Belgian law and the owners for the operation and management of the hotel. Hotel Le 830 will refuse service or expel a guest : for refusal or non-payment of lodging, if he/she is under the influence of alcohol, drugs or any other intoxicating substance and acts in a disorderly manner so as to disturb the peace of other guests or is noncompliant with state liquor laws; acts in a disorderly manner so as to disturb the peace of other guests; if he/she is unable to properly supervise his/her children at any time, seeks to use the hotel for illegal purposes; seeks to bring into the hotel: an illegally possessed firearm; or anything, including an explosive or dangerous or toxic substance, which is illegal to possess and which may be dangerous to others; destroys, damages, defaces or threatens to harm the hotel property or guests; causes or permits persons to exceed the maximum permitted room occupancy, refuses to comply with reasonable standards or policies established by Le 830 Hotel for the operation and management of our hotel.

ACCEPTANCE OF THE HOUSE OF RULES AND NOTIFICATIONS

These policies and house rules apply to all reservations. Any stay implies acceptance of the hotel's policies and internal house rules. Failure to comply with the above rules will result in the immediate termination of the contract and financial penalties will be applied. In the event of non-compliance with the hotel's policies and internal house rules, the customer will be asked to leave the hotel without being able to demand any reimbursement.

For more information about Hotel Le 830 or any of our services, take a look at our website or our Room Directory which you can access by scanning the QR code displayed in your room or on your room key card holder.