

## Hotel Rules

In the following rules below you will find the most important house rules that apply within the hotel. Grand Hotel Central has set house rules in order to preserve order, peace and quietness in our hotel. To ensure everybody gets to enjoy their stay in our hotel, please observe the following house rules and pass those on to your fellow travellers. We ask you kindly to respect the rules.



## Check – in

Your room is available from 15:00H. If you arrive earlier and your room is not ready yet, you can leave your luggage at the reception.

A valid ID must be presented at check-in. Check-in is only possible for persons older than 18 years. Guests staying in your room must also be aged 18 or older. All guests must identify themselves with a valid ID. If you do not meet our conditions and have made a non-refundable reservation, we will not refund the amount. This is your own responsibility.

## Check – out

We kindly request you to check-out before 11:00H. If you wish to stay in your room, please ask the reception for your options. If the standard check-out is exceeded by the guest without notifying the reception, Grand Hotel Central is entitled to charge additional costs.

## Fire and emergency exits

In case of fire, keep calm. Report a fire at the reception and/or hit the nearest fire alarm. In case of a general fire alarm, leave the building immediately. Under no circumstances use the elevators in case of fire. Emergency routes, corridors and exits must remain clear at all times. Use of emergency exit doors is strictly prohibited in non-emergency situations.

## Penalty for Smoking & Smoke detectors

Smoking is not permitted throughout the entire hotel. In the event that you or any member of your party smoke in our hotel, we reserve the right to charge you €150,- for the cleaning costs and/or damage suffered. It's strictly forbidden to touch our smoke detectors. Guests found to have tampered with any fire detection or firefighting equipment, will be charged €400,-. Should the fact that fire fighting or detection equipment had been tampered with come to light after the guests has departed, the hotel reserves the right to make a charge to the guest's credit or debit card. It is strictly forbidden to use any type of candles and/or incense items in relation to the fire alarms and fire hazard. (The security system will be activated automatically).



### **Prostitution, Drugs, Nitrous Oxide & Weapons**

Prostitution, drugs, laughing gas and weapons are strictly forbidden in our hotel. In case that the guest and other people in the same room violate these rules, it will lead to immediate eviction from the hotel without a refund. We will charge you €150,- for the use of laughing gas. Laughing gas bottles and cartridges will be confiscated and you will not receive them back. Grand Hotel Central will notify the proper authorities.

### **Damage / Theft**

The hotel reserves the right to charge you for any damage to the Hotel's property caused by you or by your guests. The hotel is not responsible for loss or theft of your belongings. We respectfully remind you that any items brought into the Hotel, are brought in at your own risk and we advise you to not leave valuable belongings in the room.

### **Deposit**

At check-in you have to pay a deposit of €100;- per room. The payment can be made by credit card, pin or cash. Upon check-out, we will return the deposit after we have inspected the room(s). Violating our hotel rules will lead to a deduction of the deposit.

### **Luggage storage**

The hotel has a free luggage storage. The hotel will not be held responsible for damaged or missing luggage during the storage.

### **Cancellation policy**

You can cancel your reservation free of charge up to 24 hours before arrival. If you cancel within 24 hours before arrival, we will charge 100% of the reserved value. Non-refundable reservations cannot be cancelled free of charge.

### **Camera's / CCTV**

For your safety and the safety of the other guests of Grand Hotel Central camera's are hanging in various places within the hotel. In the event of calamities and/or incidents, these recordings can be shown to third parties as supporting material.

### **Guarantee**

You can guarantee a reservation with your credit card or a deposit. If we do not have a deposit or credit card details, your room will be released if you have not arrived before 16:00. The hotel reserves the right to pre-authorize your card.

### **Guest Behaviour**

Please ensure that you respect all members of staff and your fellow residents. Grand Hotel Central is a friendly environment where everybody should be treated with the same level of respect. Grand Hotel Central has a zero tolerance approach to bullying, intimidation or violence to any of its staff or guests. We respectfully ask that guests do not disrupt the comfort and enjoyment of other guests by means of loud music, unsafe behaviour or noise of any kind.

### **Lost & Found**

Lost and found items should be reported or handed in at the reception.

Grand Hotel Central  
Tel: 010-4140744  
VAT nr: 0094 640 13 B01

Kruiskade 12  
Fax: 010-4125325  
CoC nr. 228070671 0000

3012 EH Rotterdam  
E-mail: [info@grandhotelcentral.nl](mailto:info@grandhotelcentral.nl)  
Swift/Bic: ABNANL 2A

The Netherlands  
Internet: [www.grandhotelcentral.nl](http://www.grandhotelcentral.nl)  
IBAN: NL03ABN A.0403762618

Grand Hotel Central is part of Hotel Lunchroom Hendriks B.V.

**Terms & Conditions Grand Hotel Central V.2023.1**



### Group reservations

When booking more than 3 rooms, special conditions and additional supplements may apply.

### Pets

Pets are not allowed in Grand Hotel Central.

### Internet Use

Grand Hotel Central offers its guests free Wi-Fi. We strictly prohibit our guests from using the Wi-Fi network for illegal activities and the use and installation of private networks or private routers. The quality of our Wi-Fi network can be negatively influenced by these private networks and routers and we want all our guests to benefit from our Wi-Fi network. Any use of the Wi-Fi network for illegal activities and use of private networks or routers can lead to fines and cancellation of the contract.

### Children and extra beds

Children are not allowed

Cots and extra beds are not available in our hotel.

### Technical issues

Please always report technical issues. We will process technical malfunctions as soon as possible during office hours on week-days. Urgent issues will be dealt with as a priority and will be handled urgently. Our technical staff is able to enter your room. You do not have to be present for repairs to be carried out.

### Uniform Conditions

The Uniform Conditions for the Hotel and Catering Industry (UVH) apply to all agreements entered into by us. These are available for inspection at the reception and will be sent free of charge on request. The UVH are binding for everyone who uses our services.

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**Grand Hotel Central is authorized to refuse you access to the hotel when violating the House Rules as mentioned above.**

**In all circumstances, we respect your privacy. However, the hotel and police enforcement are authorized to enter your room in case of failure to comply with our Hotel Rules & Regulations and, if necessary, vacate your room and remove you from the hotel without a refund.**

**In all cases not covered by these rules, the Management of the hotel decides.**

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