

House rules Van der Valk Hotel Leiden/ Restaurant Het Haagsche Schouw

Below you will find the house rules that apply to the Van der Valk Hotel Leiden hotel and/or premises. A inspection copy of the house rules and regulations is also available at reception. You are supposed to respect these rules. If you violate any of the house rules we have the right to bar you from our hotel or call in the police.

Moor

You can moor at the dock; it is forbidden to moor at the long side of the terrace. This offence carries a fine. You are not allowed to use your boat for overnight stays.

Alcohol

Alcohol abuse is strictly prohibited. Hotel Leiden applies the social hygiene regulations that allow the hotel to stop serving alcohol in case of excessive drinking. We don't sell any alcohol to underage guests (under 18). Our staff members are entitled to check your ID and age.

Waste

Waste should be sorted and placed into the respective, appropriate dustbin.

In-house emergency response team

Van der Valk Hotel Leiden has an in-house emergency response team. In case of emergency you are supposed to follow its directions.

Fire safety

Instructions on what to do in case of a fire(alarm) are in the hotel rooms. The same information is also available for inspection at reception. Escape routes are indicated throughout the building.

Don't panic in case of fire; warn management immediately (internal emergency number 555) and/or break the glass of the closest fire alarm and follow the instructions of the emergency response team. Never use the elevator in case of fire. Do not place any objects in front of the fire extinguisher and fire hose reel and do not block these in any other way.

If you should welcome visitors to your room, you are supposed to always inform reception.

Cameras

For your and our security various security cameras have been installed within and around the building. Everyone who visits Van der Valk Hotel Leiden agrees to the fact that they can be taped. In case of calamities these recordings can be shown as supporting information to third parties.

Refreshments

When you visit the restaurant, brasserie and/or terrace, you are required to take some refreshment. It is forbidden to consume any food or drinks that haven't been ordered at the restaurant, brasserie, on the terrace and/or at the banqueting rooms.

First aid

A first-aid box is available at reception. Van der Valk Hotel Leiden also has an AED.

Property

It is forbidden to take away property that belong to Van der Valk Hotel Leiden or others. You will responsible and held liable for the payment of repair or replacement costs as a result of

the damage inflicted on any of our belongings or of other guests. Hotel Leiden is not liable if your property is lost or stolen.

Cloakroom

Leaving a coat and/or similar objects is at one's own risk.

In case of loss, theft, damage respectively Hotel Van der Valk Leiden cannot be held liable for damage sustained.

Lost property office

Lost and found objects can be handed in at reception; these will be stored during 3 months.

Noise nuisance

In consideration of other (hotel)guests and the neighbours guests must restrain from noise nuisance while leaving Van der Valk Hotel Leiden.

Glassware and crockery

It is not allowed to take glassware and crockery along to the carpark.

Merchandise

It is forbidden to merchandise at and on the outside premises of Van der Valk Hotel Leiden and/or handle stolen goods.

Hotel rooms

Use of fire or candle are forbidden in the hotel rooms. If the fire alarm is activated as a result of smoking in a hotel room, the guest in question will be charged with the costs involved. It is not allowed to cover the smoke detector. The costs for inflicted damage to the hotel room and/or to its interior and/or decoration or the removal of interior or decoration will be charged to the one who caused it. It is permitted to re-arrange furniture in the hotel rooms and disturb the silence between 23.00h/11 p.m. and 07.00h/7 a.m. The maximum number of guests per room depends on the type of room; due to safety precautions (fire), it is not allowed to exceed the maximum number. Van der Valk Hotel Leiden reserves the right to cancel or modify your booking.

Pets

You are not allowed to bring your pet to the restaurant, hotel bar, boardrooms, banquet rooms and hotel rooms. You can bring your dog to the terrace. It goes without saying that guide dogs for the blind are allowed.

Check in

You can check in from 14.00h/2 p.m. with a valid ID. If you can't present a valid ID, Hotel Leiden reserves the right to deny you access, in accordance with article 438 of the Dutch penal code.

You are requested to pay all costs for your overnight stay when you check in. If you wish to pay when you check out, you need to be the owner of a valid credit card.

Van der Valk Leiden reserves the right to request a credit card authorisation.

If you, for whichever reason, wish to end your stay sooner than planned, we will have to charge the additional cancelled nights. If payment has taken place, we regret to inform you that we cannot reimburse the paid sum.

Complaints

If you have a complaint, you are requested to contact the Van der Valk Hotel Leiden management.

Children

For security reasons, it is not allowed to leave children without the presence of an adult in the hotel room or in any other room at the hotel

Attire

You are expected to dress properly. We reserve the right to deny shirtless guests access to the restaurant, hotel and/or terrace.

Environment

In order to shrink our environmental footprint, we ask you to switch off the lights when you leave the room and not to use an unnecessary amount of water.

Mobile phone

You are requested to turn on the silent mode on your mobile phone. In this way other guests will not be bothered.

Non-smoking

All rooms at Van der Valk Hotel Leiden are non-smoking.
Smoking is only allowed in designated areas. We do not sell tobacco to a person under 18.
Our staff members reserve the right to ask for an ID.

Emergency exits

The use of emergency exits is only permitted if an emergency occurs.

Inappropriate behaviour

The Van der Valk Hotel Leiden management reserves the right to take appropriate action, in case of sexual harassment and/or other inappropriate (verbal) behaviour towards its guests and/or staff members. We do not tolerate racism.

Van der Valk Leiden reserves the right to demand you to leave the hotel, if you do not respect the house rules and regulations

Parking

The Van der Valk Hotel Leiden car park consists of three parking areas. You are kindly requested to park your car within the marked parking space, to prevent any inconvenience. Parking is at one's own risk. You are kindly requested to be considerate with respect to the parking space for the disabled, the load/unload area and the parking space for electric cars.

Bicycle park

You can park your bicycle in the various bicycle racks on the Van der Valk Hotel Leiden premises. Bikes or not allowed on the terrace. The covered bicycle racks are to be used by hotel guests only.

Gathering

If we suspect an assembly or tout, we reserve the right to deny the persons in question access to (the premises of) Van der Valk Hotel Leiden.

Terrace

Guests are welcome to stay on our terrace until midnight.

Check out

You can check out before 11.00h/11 a.m. Hotel guests are requested to keep the check-out time in mind and to make sure that the hotel room is in a decent state.

Drugs

Using, buying, selling or carrying drugs is strictly prohibited at the hotel and on the premises, including car park.

Fire arms

Fire arms are strictly prohibited at the hotel and on the premises, including car park.

The above regulations include the house rules that apply to Van der Valk Hotel Leiden. You are obliged to respect these rules. Breach of the house rules can be reported to the police - immediately and without fear or favour. Additionally, access may be denied.