

HOUSE RULES AND GENERAL TERMS

For the safety of our guests and staff, a number of house rules and general terms apply during your visit to Van Oys Maastricht Retreat.

By visiting our hotel, you agree to the house rules and terms listed below.

GENERAL TERMS

All our services are provided in accordance with the Uniform Conditions for the Hotel and Catering Industry (UVH). You can find these conditions [\[here\]](#). For individual bookings of up to a maximum of 4 rooms, we deviate from the UVH, and the cancellation terms listed below apply.

CANCELLATION TERMS

Individual room reservations (up to a maximum of 4 rooms) made directly with the hotel can be canceled free of charge until 3:00 PM, 48 hours before the day of arrival, with the exception of non-refundable rates.

Please note that different cancellation policies may apply for reservations made through external partners.

For group reservations of 5 or more rooms, we adhere to the Uniform Conditions for the Hotel and Catering Industry (UVH). You can find these conditions [\[here\]](#).

OUR HOUSE RULES

Instructions from staff

All instructions from our staff related to house rules must be followed.

Use of hotel room

At check-in, all guests staying in the room must provide identification.

Check-in is possible from the age of 18. Guests under the age of 18 can only check in under the supervision of a parent or guardian. Children under 18 must be under parental supervision.

It is not allowed to accommodate more people in the room than the number of beds present or the number of guests registered at reception.

The hotel staff reserves the right to enter any event space/hotel room at any time for safety reasons if necessary.

**Check-in and check-out**

Check-in is possible from 3:00 PM.

Check-out is possible until 11:00 AM.

Breakfast

Monday to Friday: 7:00 AM – 10:30 AM

Saturday and Sunday: 8:00 AM – 10:30 AM

Spa facilities

Open from 7:00 AM – 10:00 PM. Children are welcome until 9:00 AM and after 5:00 PM.

Deposit

At check-in, you will be asked for your credit card details or a cash deposit. When using a credit card, the full amount of your stay plus an estimate of any additional costs will be reserved.

Foreign currency

In addition to the euro, we only accept the US dollar as valid foreign currency.

If you wish to pay in dollars, we apply the current exchange rate and a service charge.

Lost and found

Please kindly hand in any found items at the reception.

In case of loss, damage or theft, we advise to report it to your insurance and/or file a police report.

We are happy to assist you if necessary.

Not allowed during your stay

It is forbidden to trade, fence or offer services during your stay. Violations of the law are prohibited.

Any such activity will be reported immediately to the police.

Liability

The hotel, management, and staff are not liable for any injury, material or immaterial damage suffered by guests, nor for loss or theft of your belongings.

Emergency exits

Emergency exits may only be used in case of emergencies and not as regular entrances or exits.

These should never be obstructed with luggage or other items.

Hotel property

It is not allowed to take hotel property outside the building.

In case of deliberate damage to our property, you will be held liable for the repair and/or replacement costs.

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Van Oys Maastricht Retreat
Kasteellaan 1 . 6245 SB Eijsden . The Netherlands
welcome@vanoys.com . vanoys.com

What to do in case of fire

Stay calm.

Study the escape plan in your room.

Follow the instructions of our staff.

Report the fire to the reception and/or press the nearest fire alarm.

In case of a general fire alarm, leave the building immediately and proceed to the assembly point.

Do not use the elevators under any circumstances.

Drugs

It is not permitted to bring, possess, use, or trade drugs (including nitrous oxide) in the hotel.

If discovered, the police will be contacted.

Alcohol sale

No alcohol will be served to guests under 18 years old.

Visitors older than 18 but younger than 25 years must show valid identification when ordering alcohol.

Weapon possession

Possession of weapons is strictly prohibited in our hotel.

If discovered, the police will be contacted.

Disturbance

It is forbidden to cause disturbance to others through loud music, vibrations, disruptive behavior, or noise of any kind.

Respect for other guests and staff

Be considerate of others in terms of behavior and privacy. Treat staff and other guests with dignity and respect. Under no circumstances will unlawful actions and/or disrespectful behavior of any kind towards other guests or staff be tolerated.

Smoking

Outdoor smoking areas are provided for our smoking guests.

Smoking is prohibited throughout the building, including in rooms. Smoking is not allowed in window openings either. If you have a room with a terrace or balcony, smoking is only allowed outside when the terrace or balcony door is closed. Please dispose of cigarette butts and ashes responsibly.

If we detect that smoking has taken place where it is not allowed, we will charge cleaning costs in the form of a €300 fine per violation.

If the fire alarm is triggered due to smoking, we will charge the aforementioned fine and the call-out costs of the fire department.

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Smoke detectors

Covering, removing, or tampering with smoke detectors is strictly prohibited in the hotel. If we find that a smoke detector has been manipulated, we will charge a €300 fine per violation plus replacement costs.

Candles/incense

It is not allowed to light candles, incense, or similar items in the hotel rooms due to the fire hazard.

Appropriate attire

Appropriate clothing is required at all locations and during all occasions.

Camera surveillance

To protect the property of the hotel and our guests, we use CCTV surveillance in some publicly accessible areas. Anyone in our hotel consents to being recorded. In case of emergencies and/or incidents, these recordings may be shown to third parties as supporting material.

The footage is stored for a short period and then deleted unless there is an incident requiring extended retention. We do not use facial recognition or other methods to electronically identify persons. No audio recordings are made.

The data collected in this service is accessible only to senior hotel staff. In principle, no other parties will receive the data, but it may happen that the data is made available to external parties due to legal obligations or disputes.

Filming/photography

Filming and photography for purposes other than personal use are not permitted without written permission from the management.

Without permission, it is not allowed to film or photograph other guests and hotel staff.

Without prior warning or legal intervention, a fine of €1,000 per violation will be immediately imposed on the guest, without prejudice to the hotel's right to (additional) compensation.

Dogs

Your dog is more than welcome at Van Oys. However, you must register your loyal companion in advance at the time of making the reservation. Aside from your own room, dogs are only allowed in the bar, where they must be kept on a leash.

A maximum of 2 dogs per room is allowed. The dogs must not exceed 10 kg in weight. For your furry companion, we charge a supplement of €50 per dog per night.

We make an exception for assistance dogs. These service dogs are welcome throughout the hotel and its surroundings, except in the kitchens. Upon check-in, you will be asked for the dog's ID card, and the dog must also wear a harness or leash that clearly identifies it as a service dog.

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Uw hond is van harte welkom bij Van Oys. U dient uw trouwe viervoeter wel vooraf aan te melden ten tijde van uw reservering. Failure to comply with the above rules may result in the police being called and you being asked to leave the premises immediately. We reserve the right to terminate your stay at any time, without refund of any reservation fees already paid. In all cases not covered by these rules, the hotel management will make the final decision.

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