

HOUSE RULES AND GENERAL TERMS

For the safety and comfort of our guests and staff, specific hotel rules and general terms apply during your stay at Van Oys Maastricht Retreat.

By visiting our hotel, you agree to abide by the following policies.

GENERAL TERMS

All services are provided in accordance with the Uniform Conditions for the Hotel and Catering Industry (UVH). You can find these conditions [\[here\]](#). However, for individual bookings of up to 4 rooms, we apply different cancellation terms, as outlined below. You can find these conditions [\[here\]](#).

CANCELLATION TERMS

Individual room reservations (up to 4 rooms) made directly with the hotel can be canceled free of charge until 3pm, 48 hours before the day of arrival, except for non-refundable rates. Reservations made through external partners may be subject to different cancellation policies. Group reservations (5 or more rooms) follow the cancellation terms of 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 valid identification.

Check-in is allowed from the age of 18. Guests under 18 must be accompanied by a parent or legal guardian.

The number of guests per room must not exceed the number of beds available or the number of registered guests.

For safety reasons, hotel staff reserves the right to enter any event space or hotel room at any time if necessary.

Check-in and check-out

Check-in: from 3pm

Check-out: by 11am

A MEMBER OF



THE LEADING HOTELS
OF THE WORLD®

Parking

Self-parking in our on-site parking area is free of charge.
Valet parking is available for €25 per car, per stay.

Breakfast (Early Bird Breakfast)

Monday to Friday: 7am – 10.30am

Saturday & Sunday: 7.30am – 10.30am

Guests without a hotel reservation can book breakfast through SevenRooms, via email, or by phone.

Spa Facilities and Fitness

Our Oysana Spa & Gym is set to open in May 2025. Until then, guests can book spa treatments in designated treatment rooms.

Opening hours: 7am – 10pm (Treatments available from 9am – 6pm).

The Spa & Gym are for adults only, but children aged 14–17 may enter if accompanied by an adult.

Foreign currency

We accept euros (€) and US dollars (\$).

Payments made in US dollars are subject to the current exchange rate and a service charge.

Lost and found

Lost items should be reported to reception.

In case of loss, damage, or theft, we recommend reporting the incident to your insurance provider or the police. Our team is happy to assist.

Prohibited Activities

It is forbidden to trade goods, engage in fencing (dealing stolen goods), or offer services while on the premises.

Illegal activities 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.

The hotel is not responsible for lost, stolen, or damaged belongings.

Emergency exits

Emergency exits are for emergencies only and must not be used as regular entry/exit points.

Do not block emergency exits with luggage or other items.

Hotel property

Do not take hotel property outside the building.

A MEMBER OF



THE LEADING HOTELS
OF THE WORLD®

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

What to do in case of fire

Stay calm in case of fire.

Review the emergency escape plan in your room.

Report the fire to reception or trigger the nearest fire alarm.

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

Do not use elevators during a fire.

Drugs

The possession, use, or sale of drugs (including nitrous oxide) is strictly prohibited. The police will be contacted if violations occur.

Alcohol sale

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

Guests under 25 years old may be required to show valid ID when ordering alcohol.

Weapons

Possession of weapons of any kind is strictly prohibited. The police will be notified in case of violations.

Guest Conduct & Noise Policy

Loud music, disruptive behaviour, or excessive noise is not allowed.

Guests must treat staff and other guests with respect and dignity.

Disruptive or disrespectful behaviour will not be tolerated.

Smoking

Smoking is prohibited indoors, including in rooms and near open windows.

Guests staying in rooms with terraces or balconies may only smoke outside with the balcony door closed.

A €300 fine per violation applies if smoking occurs in restricted areas.

If smoking triggers a fire alarm, guests will be charged both the fine and the fire department's call-out costs.

Smoke detectors

Tampering with or removing smoke detectors is strictly prohibited.

A €300 fine will be charged for any tampering, plus the cost of replacing the detector.

Candles/Incense

Lighting candles, incense, or similar items in rooms is prohibited due to fire risk.

A MEMBER OF



THE LEADING HOTELS
OF THE WORLD®

**Dress Code**

Appropriate attire is required in all locations and for all occasions.

Camera surveillance

CCTV cameras operate in public areas for security purposes.

By entering the hotel, you consent to video recording.

In case of incidents, footage may be shared with authorities.

We do not use facial recognition or audio recordings.

Filming/photography

Filming and photography for commercial purposes are not allowed without written approval from management.

Guests may not film or photograph other guests or staff without consent.

Unauthorised filming/photography may result in a €1,000 fine per violation, plus potential legal action.

A MEMBER OF



THE LEADING HOTELS
OF THE WORLD®

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



Dogs

Dogs are welcome but must be registered in advance.

Dogs are allowed only in guest rooms and the bar, where they must be on a leash.

A maximum of 2 dogs per room is allowed.

A €50 supplement per dog, per night applies.

Assistance dogs are permitted throughout the hotel, except in kitchen areas.

Owners of assistance dogs must provide valid identification and ensure the dog wears a harness or leash indicating its status.

Guests violating these rules may be asked to leave immediately, without refund.

Serious violations may result in police involvement.

The hotel management has the final say on matters not covered in these hotel rules.

A MEMBER OF



THE LEADING HOTELS
OF THE WORLD®

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