

## House rules

**Our House rules are designed to realize a safe and welcoming hotel/restaurant for all guests and employees. All instructions of our employees, among other things about this House rules, must be followed. Who fails to comply with the House rules, will be removed and the access denied. Criminal offences are always reported to the police.**

1. At Huis ten Wolde it is not allowed to use and consume own brought, or outside the hotel ordered drinks, food or packaging for consumption.
2. Cooking and any other form of meal preparation is not allowed.
3. Smoking is not allowed in the whole hotel; it is possible to smoke outside ( in special places) and on the balconies, in case the other guests are not bothered and all your waste is cleaned up by yourself. The fines for smoking as well as leaving an unpleasant smell in the rooms starts from €500,.
4. Domestic animals such as dogs, only if they are kept on a leash and kept under control are welcome to the terrace. However they are not allowed to be inside. If you or someone in your company is supported by an assistance dog, you are kindly requested do discuss this with our staff beforehand.
5. Your access to Huis ten Wolde can be refused if you are tipsy or drunk. No alcoholic drinks are served to tipsy or drunk people.
6. In accordance with the law we do not serve alcohol to guests under the age of 18. In case of doubt, we will ask for identification.
7. The possession, use or trafficking of narcotics is prohibited.
8. It is forbidden to have weapons of any kind. In case of any suspicion of any weapon, the police will be informed and called immediately.
9. You are a guest in our hotel and our area; we expect you to respect our culture and our values.
10. We treat each other with respect, staff towards guest and guest towards staff and guests and staff towards each other.
11. Each form of aggression or discrimination of any kind, as well as verbal or non-verbal towards guests and staff will not be tolerated. Bothersome and/or offensive behaviour is prohibited.
12. It is forbidden to take pictures or make videos of other guests and/or employees in all areas. Taking photos of the art and the building is allowed.
13. Any properties of our hotel/restaurant may not be taken out without consultation or be moved or replaced. In case of its damage or destruction you are fully responsible for repair and/or renewal.
14. Any damage caused to the building, interior, pieces of art, inventory and property of other guests or employees will be charged.
15. Taking away of the founded objects is the theft from other guests. You are kindly requested to bring the founded objects that do not belong to you to one of our employees.

16. Huis ten Wolde cannot be hold responsible and liable for loss or theft of personal property.
17. Please make sure that while leaving the room, the door as well as windows are shut down. This is in order to protect your and our property.
18. Before leaving, please check your room extensively in all the places, so that no properties are left behind.
19. You must leave your room before at 11:00. Later departure leads charging of additional costs (from €25)
  
20. It is not allowed to be dressed in only swimwear, or other inappropriate clothing and/or without footwear on the terrace, or in other public areas, except swimming pool and Spa.
21. Parents are always responsible for their own children and keep monitoring them and prevent them from disturbing or harming other guests or staff.
22. Mobile telephony is not allowed if this disturbs the other guests.
23. We ask you not to cause excessive noise such as loud talking or yelling, while entering and leaving our Hotel.
24. The (night) rest of all our guests should be respected; We ask you therefore to cause no discomfort or excessive noise, etc., especially not between 10 pm and 8 am.
25. It is not permitted to have inflammable and/or explosive substances or materials, or substances with an unpleasant smell in and around our hotel.
26. We would like to provide our guests a correct and fair bill; You might help us with this by paying attention that all consumptions and other costs are booked on the correct room number and all receipts are signed by the correct person.
27. On all agreements the uniform conditions for the hotel and catering industry (UVH) are applicable. You can view them on our website as well. The UVH are binding for everyone who makes use of our services.

**In case of any complains or comments please do not hesitate to address them directly at an employee of our company. The sooner we know them; the bigger the chance we will be able to change things...**

**We thank you very much for your cooperation and understanding!**

**We wish you a very pleasant stay at Art & Wellness Hotel Huis ten Wolde**

Yours sincerely,

Sjaak Lekkerkerker  
Director