

HOTEL-CONGRESCESTRUM

*de
Zeeuwse
Stromen*

House rules

To ensure a pleasant and safe stay for all our guests, colleagues and suppliers, we have established a policy. By entering our hotel and conference centre, you fully agree to accept and respect the house rules set out by us. In the event of a violation of these rules, each of our employees is entitled to draw your attention to this (with or without the implementation of further measures).

General conditions

The following is prohibited:

- Smoking is strictly prohibited in the guest rooms and all public areas of our hotel building and the adjacent Dune Park. Smoking is only permitted in the outdoor areas and on our front and rear terraces. If smoking has taken place in a hotel room, additional cleaning costs will be charged.
- Causing damage to the building and/or its furnishings.
- Causing damage to the property of third parties, such as other hotel guests or suppliers.
- Possession of hazardous (liquid) substances.
- Possession, use or trading of drugs on the premises of De Zeeuwse Stromen.
- Dumping chemical waste on our premises.
- Deliberately creating dangerous situations for employees, other hotel guests or suppliers.
- Making discriminatory or intimidating remarks towards employees, other hotel guests and/or suppliers.

Additional terms

- At Hotel-Congrescentrum De Zeeuwse Stromen, your stay is booked on the basis of bed and breakfast. If you wish to dine with us, we advise you to reserve a table in our restaurant in advance. If you have not made a reservation in advance, availability may not allow us to accommodate you.
- Only cables and charging equipment that comply with European legal safety requirements may be used for charging electronic devices. This is in connection with potential damage caused by short circuits.
- At no time of day — and especially after 10:00 p.m. — should noise disturbance be caused to other hotel guests.
- Adults are responsible for the well-being and conduct of their underage travelling companions.
- The use of our facilities is always at your own risk.

Additional terms (Continued):

- Our employees cannot be held liable for loss, theft or damage to items that have not been handed in for safekeeping.
- In the event of temporary disruptions of services in the hotel or Dune Park due to technical reasons or force majeure, the hotel is not obliged to provide compensation.
- In the event of overbooking, the guest cannot stay at the hotel. Within reasonable limits, De Zeeuwse Stroomen will work with the booker to find a suitable alternative.
- It is not permitted to invite additional guests to stay overnight in the accommodation. This is in connection with the emergency and evacuation plan.
- Employees of Hotel-Congrescentrum De Zeeuwse Stroomen are entitled to remove a guest from the hotel or the adjacent Dune Park if the guest does not comply with the house rules. In such cases, De Zeeuwse Stroomen is not obliged to provide a refund based on a shortened length of stay.
- If our house rules are violated repeatedly, our employees are entitled to place a person on the so-called "blacklist".

General provisions:

For any matters not covered by these house rules, De Zeeuwse Stroomen reserves the right at all times to rely on the applicable statutory provisions and the RECRON terms and conditions.

Payments

We accept Mastercard, VISA, Maestro, debit card, V Pay and cash as methods of payment. If you choose to pay in cash, please note that we do not accept €500 banknotes.

Payment conditions

When making an online reservation, either via our own website or through a third party, the full amount for bed and breakfast will be charged immediately. In the event of an unsuccessful card charge, you will receive an error notification.

Cancellation conditions

If you cancel your stay, the following conditions and provisions apply.

- **Standard rate.** If you have booked on the basis of the "standard rate", you may cancel free of charge up to 48 hours prior to check-in. If you cancel after this period, the first night of the stay will be charged.
- **Non-refundable rate.** Are you certain about your travel plans and would you like to enjoy the best price? If you have booked on the basis of the non-refundable rate, no (partial) refund will be granted in the event of cancellation. No exceptions apply.
- **Cancellation Dune Villa.** If you have booked the accommodation type Dune Villa, you may cancel free of charge up to one week prior to check-in in this specific case. If you cancel less than 7 days before arrival, we are obliged to charge the full amount.

Check-in

Check-in is possible from 3:00 p.m. Check-out is possible until 11:00 a.m. An earlier check-in cannot be guaranteed. If you wish to request an early check-in, please contact our reception one day prior to arrival.

Check-out

- On the day of departure, you may check out until 11:00 a.m. If you check out later without informing the reception in advance, additional charges will apply.
- Subject to availability, it is possible to book day use. Depending on the room type, a surcharge will be charged. Once your day-use request has been confirmed by our reception, you may use your room until 5:00 p.m. on that day.
- After check-out, you are welcome to continue using our bar and other food and beverage facilities. Subject to availability, you may also continue to use the swimming and wellness facilities until 3:00 PM on the day of departure.
- During check-out, please return your hotel key card to our reception.
- Any damage caused to the accommodation, as well as missing inventory that has not been reported, will be charged.

Underage guests and overnight stays

To make a reservation at De Zeeuwse Stromen, the main booker must be at least 18 years of age. Guests under the age of 18 require permission from a parent or legal guardian to book a room independently. This parent or legal guardian must be present at the time of check-in. Without such permission, De Zeeuwse Stromen reserves the right to refuse access to underage guests.

At check-in, all guests must be able to identify themselves with a valid form of identification (ID card, passport or driving licence). Underage guests remain the responsibility of their adult travelling companions.

NIX18 Policy

Our hotel follows the NIX18 policy. This means we do not serve alcohol to guests under 18 and may request valid ID if in doubt. Thank you for your understanding and cooperation. Together, we ensure a safe and pleasant stay.

Parking area

- Vehicles must be driven at walking pace (15 km/h) on our parking area and in the adjacent park.
- As a guest of De Zeeuwse Stromen, you may park your car within the barriers on our private parking area. The applicable rate as of 1 January 2026 is € 8.50 per car per night.
- In front of the hotel there is a large municipal parking area where paid parking applies from 1 April up to and including 31 October. If you park here without a valid parking ticket, any fines incurred cannot be recovered from De Zeeuwse Stromen.
- Our parking area is paved but not covered.
- The parking area is monitored by camera surveillance.
- Parking on our premises is at your own risk.
- Damage to vehicles cannot be claimed from Hotel-Congrescentrum De Zeeuwse Stromen, unless it can be proven that the damage was caused by an employee.

Wellness facilities

- As a guest, you may use all facilities of De Zeeuwse Stromen after check-in. This also applies if you are staying at our nearby Dune Park
- Our wellness facilities (as well as the indoor swimming pool) are open daily from 7:00 a.m. to 11:00 p.m. Our wellness and changing areas are cleaned daily between 12:00 PM and 12:30 PM. During this half-hour period, the wellness facilities are not accessible to guests.
- Our outdoor swimming pool is open, weather permitting, from mid-March/April until October.
- Wearing swimwear is mandatory in all wellness facilities.
- Children under the age of 12 may only use the swimming pools when accompanied by an adult.

Wellness facilities (Continued)

- Our swimming pools can be accessed using your room key card.
- Due to the limited depth of the swimming pools, diving is not permitted.
- Swimming is at your own risk; no lifeguard is on duty.
- It is not possible to reserve the facilities of our wellness area.
- If offensive or inappropriate behaviour is observed in any of the facilities, our staff are entitled to deny you further access.
- If one of the facilities is temporarily unavailable due to a malfunction or maintenance, De Zeeuwse Stroom is not obliged to provide a (partial) refund or compensation.

Pets

- De Zeeuwse Stroom is a dog-friendly hotel. Dogs are very welcome, provided they do not cause nuisance to other guests.
- Dogs are allowed in specific room types. When making your reservation, please select a "dog-friendly" room type. If you have booked an incorrect room type, De Zeeuwse Stroom reserves the right to cancel your stay, whether or not with a refund of the accommodation costs.
- A maximum of two dogs is permitted per accommodation.
- A fee of € 19.50 per night applies for the first dog. Bringing a second dog? The second dog stays with us at the reduced rate of € 17.50 per night. A maximum of two dogs per room applies.
- Dogs must be kept on a leash both inside the hotel and on the surrounding grounds.
- Dogs are allowed in our restaurant and bar; however, they must remain lying under the table. Feeding dogs in our food and beverage areas is not permitted.
- Dogs are not allowed in dog-free rooms. The same applies to our wellness facilities.
- For hygiene reasons (and to prevent unpleasant odours), we kindly ask you not to bring wet dogs indoors. Towels are available at the entrance to dry your dog.
- The dog owner is fully liable for any damage caused by his or her dog to third parties or to hotel or park facilities.
- In accordance with local municipal regulations, dogs are allowed on the beach when kept on a leash.
- In the event of an accident, Depodog waste bag dispensers are available at two locations on the hotel grounds. We rely on the dog owner's sense of responsibility to clean up after their dog.

Environment

At Hotel-Congrescentrum De Zeeuwse Stroom, a clean and safe living environment is a top priority, also with a view to the future. Even during your hotel stay, you can contribute to this. We rely on your sense of responsibility and kindly ask you to observe the following house rules:

- Please do not leave the lights on unnecessarily.
- After each use, please ensure that the tap is fully turned off.
- Please place used towels on the floor. Our housekeeping team will collect these for laundering. Clean towels should be left hanging on the designated towel hooks. Together, we help reduce water waste!

Fijn om te zijn!
So good to see you!