

House rules

Hotel-Congrescentrum de Zeeuwse Stromen

To ensure a pleasant and safe stay for each of our guests, colleagues and suppliers, we have established a policy. By entering our hotel-congress centre, you fully agree to accept and respect our established house rules. If the rules are violated, each of our employees is entitled to draw your attention to this (with or without the implementation of further sanctions).

General terms and conditions

The following is prohibited:

- Smoking is strictly prohibited in the rooms and public areas of our hotel building and adjacent Dune Park. Smoking is only permitted in the outdoor areas and on our front and back terraces. If smoking has been found to have taken place in a hotel room, additional cleaning costs will be charged,
- Damaging the property, or its fixtures and fittings,
- Damaging third-party property such as that of other hotel guests or suppliers,
- Possession of dangerous (liquid) substances,
- Possessing, using or dealing drugs on the premises of Hotel de Zeeuwse Stromen,
- Dumping chemical waste on our premises,
- Deliberately create dangerous situations for employees, other hotel guests and suppliers alike,
- Making discriminatory or intimidating remarks towards employees, other hotel guests and/or suppliers.

Additionally:

- At Hotel-Congrescentrum de Zeeuwse Stromen, you book your stay 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 booked in advance, there is a risk that the seating capacity will not allow you to dine with us,
- Only cables and cords that actually comply with European legal safety requirements should be used for things such as charging electronics. This is in connection with damage caused by short circuits,
- No noise should disturb other hotel guests at any hour of the day (especially after 22.00),
- Adults are responsible for the welfare of any minor accompanying them,
- Use and enjoyment of our facilities is always at your own risk,
- Our staff cannot be held liable for loss, theft or damage to items not handed over for safekeeping as a precaution,
- In the event of temporary disruption of services in the hotel or Duinpark due to technical reasons or force majeure the hotel will not be obliged to pay compensation.
- In the event of overbooking, the guest will not be able to stay at the hotel. Hotel de Zeeuwse Stromen will, within reason, seek a suitable alternative with the person making the booking,
- Additional guests are not permitted to be invited and stay overnight in the accommodation. This is in relation to the emergency plan,
- Employees of Hotel-Congrescentrum de Zeeuwse Stromen are entitled to remove a guest from the hotel or the adjacent Duinpark if they do not comply with the rules. In such a situation, Hotel de Zeeuwse Stromen is not obliged to give the guest a refund based on a shortened length of stay,
- When our house rules are repeatedly violated, our staff are entitled to place a person on the so-called 'blacklist'.

Collective:

For any matters not included in these house rules, Hotel de Zeeuwse Stromen can at all times invoke the general legal provisions and the RECRON terms and conditions.

Payments

We accept Mastercard, VISA, Maestro, pin, American Express, Vpay and cash as means of payment.

Terms of payment

If you book online, either through our own website or a third party, the full amount will be charged immediately after booking. In the event of a failed card payment, you will receive an error message. Tourist tax and parking fees will be charged during check-in.

Cancellation conditions

Wanneer u uw verblijf annuleert, dan zijn de ondergenoemde voorwaarden en bepalingen van toepassing.

Standard rate. If you have booked on a 'standard rate' basis, you can cancel free of charge up to 48 hours before check-in. If you cancel after this timeframe, you will be charged for the first night's stay.

Non refundable rate. Are you certain about your trip and want to enjoy the best price? Then this is your best option. The non refundable rate is €10 cheaper than our standard rate. If you have booked on the basis of the non-refundable price, there is no (partial) refund in case of cancellation. There are no exceptions to this.

Dune Villa cancellation. If you have booked the Dune Villa accommodation type, in this particular case, you can cancel free of charge up to one week before check-in. If you cancel less than 7 days in advance, the first night will be charged.

Check-in

Our check-in time is from 15.00. Check-out is permitted until 11.00. We cannot guarantee an earlier check-in. If you would like to make this request, please contact our reception the day before your arrival.

Check-out

- On the day of departure, you may delay check out until 11.00. If you check out later without notifying reception in advance, additional charges will apply,
- Subject to availability, it is possible to book day -use. This is only possible after agreement from reception. The additional cost is €30. You can use your room until 17.00 that day,
- After check-out, you may still use our bar and other catering facilities. When occupancy permits, swimming and wellness facilities may still be used,
- During check-out, hand back the hotel card at our reception,
- Damage caused to the accommodation as well as missing inventory not reported will be charged.

Underage guests and accommodation

To book at Hotel de Zeeuwse Stromen, the main booker must be at least 18 years of age or older. Guests under 18 years old need permission from a parent/guardian to book a room on their own. The parent or guardian must be present at the time of check-in. Without permission, Hotel de Zeeuwse Stromen may refuse entry to underage guests. At the time of check-in, each guest must be able to identify themselves on the basis of a valid identification document (ID card, passport or driving licence). Underage guests are the responsibility of their adult travelling companions.

Car park

- Vehicles move at walking pace (15 km/h) across our car park and adjacent Dune Park,
- Transport vehicles only travel on the paved paths,
- As a guest of Zeeuwse Stroom, you park your car inside the barriers in our private car park. The rate charged for this is €8.50 per car per night from 1 April to 31 October,
- A large communal car park is located in front of the hotel. In the period from 1 April to 31 October, where it also involves paid parking during the period from 1 April to 31 October. If you park your car here without a valid parking ticket, any fines will not be recoverable from Zeeuwse Stroom,
- Our car park is paved but not covered,
- Our car park is fitted with camera surveillance,
- Parking in our car park is at your own risk,
- Damage caused to a vehicle will not be recoverable from Hotel-Congrescentrum de Zeeuwse Stroom, unless it can be proven that the damage was caused by an employee.

Wellness facilities

- As a guest, you can use all the facilities of Hotel de Zeeuwse Stroom after checking in. This also applies when staying at our nearby Duinpark,
- Our wellness facilities (as well as the indoor pool) are open daily from 07.00 to 23.00,
- Our outdoor pool is normally open from mid-March/April to October. This is weather-dependent. You can use the outdoor pool daily between 07.00 and 23.00,
- In each of our wellness facilities, wearing swimwear is compulsory,
- For children under 12, they may only use our wellness facilities when accompanied by an adult,
- Our swimming pools are freely accessible. You are free to swim without lifeguard supervision,
- With the exception of our massage service, it is not possible to book places in our wellness area (for the whirlpool, Turkish bath or swimming pool, for example) in advance,
- If offensive behaviour is observed in any of the areas, any of our staff is entitled to deny you further access to the facility,
- If, as a result of a breakdown or maintenance, any of the facilities are temporarily out of use, Zeeuwse Stroom will not be obliged to provide a (partial) refund or compensation.

Pets

- Hotel de Zeeuwse Stroom is a dog-friendly hotel. Dogs are welcome at our establishment without causing inconvenience to other visitors,
- Dogs are permitted in certain room types. When booking, please make this request known to our reception,
- A maximum of 2 dogs are allowed per accommodation,
- For each first dog, a fee of €19.50 per night will be charged. Are you bringing a second dog? They can stay with us for the reduced rate of €17.50 per night. We have a maximum number of 2 dogs per room,
- Dogs must be kept on a lead both in the hotel and on the surrounding grounds,
- While dogs are permitted in our restaurant and bar, the dog is required to stay under the table. It is forbidden to feed dogs in our restaurant areas,
- Dogs are not permitted in dog-free rooms. The same applies to our wellness facilities,
- For hygiene reasons (and prevention of unpleasant odours), we urge you not to bring wet dogs inside. At the entrance, we have towels available to dry your dog off,
- The owner of the dog is fully liable for any damage to third parties or to hotel or park facilities caused by his or her animal,
- In accordance with the legal provisions of the municipal law, animals are permitted on the beach on a lead,
- Should an accident occur, we have a Depodog dog bag dispenser available in 2 places on the hotel grounds. We rely on dog owners' sense of responsibility to clean up any dog waste themselves.

Environment

At Hotel-Congrescentrum de Zeeuwse Stroom, a clean and safe living environment is of paramount importance, including for the future. You can also help achieve this during a hotel stay. We rely on your sense of responsibility to take the following house rules to heart:

- Do not leave lights on unnecessarily,
- After every use, make sure the tap is fully tightened,
- Put used towels on the floor. Our housekeeping will take these towels to be washed. Any towels that are still clean should be left hanging on the towel racks provided. Together, we aim to combat water wastage!

