

Hotel Terms & Conditions

Unless otherwise explicitly agreed in writing, the following conditions apply to all our reservations and services. The Uniform Hospitality Industry Terms & Conditions also apply to all reservations.

Definitions:

1. Service

The provision by Boutique Hotel Wilma J of accommodation and/or food and/or drink and/or room, all with all related activities and services and everything in the broadest sense of the word.

2. Cancellation

- For cancellations up to 7 days before the arrival date, no fees will be charged.
- For cancellation thereafter, or if the guest does not show up (no-show), the total reservation will be charged.
- If you have booked with a non-refundable rate, unfortunately no refund will be possible in the event of cancellation.

3. Groups

From 3 rooms a reservation is considered a group reservation. If a reservation has been made for a group, the following is applicable for cancellation of that reservation:

- For a cancellation more than 1 month before the arrival date, no fees will be charged.
- For a cancellation more than 14 days before the arrival date, 50% of the reservation will be charged.
- For a cancellation more than 7 days before arrival, 75% of the reservation will be charged.
- For a cancellation less than 7 days before the arrival date, 100% of the reservation will be charged.

4. Options

Options shall be granted with a predetermined expiry date. An option that is not converted by the guest to an actual reservation before the expiry date, expires without Boutique Hotel Wilma J requiring a cancellation.

5. Liability Boutique Hotel Wilma J

Hotel Wilma J is not liable for damage or loss of goods brought into the hotel by a guest who has checked in. The customer indemnifies the hotel company against claims by guests in this respect. The provisions here do not apply to the extent that the damage or loss is due to the intent or gross fault of the hotel.

6. Liability guest

The guest and those accompanying him/her shall be jointly and severally liable for any damage caused to the hotel as a direct or indirect result of non-compliance (attributable deficiency) and/or unlawful act, including breach of house rules, committed by the guest and/or those accompanying him/her, as well as for any damage caused by any animal and/or any substance and/or any matter of which they are the holder or who are under their supervision.

7. Obligations Boutique Hotel Wilma J

Wilma J is entitled, without notice, to terminate the hotel agreement with the guest if a guest or those accompanying the guest repeatedly violate the house rules or behave in such a way that the order, peace and operation of the hotel may be disturbed by this. Boutique Hotel Wilma J can refuse a guest at any time.

8. Smoking

- Smoking is not permitted in the hotel. It is allowed on the terrace near the ashtrays.
- A fine of €1000 will be enforced in the event of infringement.

9. VAT

VAT is 9% and tourist tax €0.92 per person, per night. VAT is included in the price. The guest pays €0.92 tourist tax on the accommodation costs. These are not included.

10. Pets

Pets are not allowed.