



HOME RULES

FOR YOUR AND OUR SAFETY

In the regulations below you will find the most important house rules that apply within the Heerlickeijd van Ermelo. We ask you to respect and accept these rules.

General rules

- All instructions from Heerlickeijd employees, which are related to house rules, must be followed. Complaints can be reported to the management.
- During all circumstances, we respect your privacy, however, we are authorised to enter your room in case of "non-compliance with our house rules".
- It is not allowed to light candles for fire safety reasons. The security system will be activated immediately.
- Stay calm in case of fire. Report fire to reception and/or strike the nearest fire alarm.
- In the event of a general fire alarm, leave the building immediately.
- In case of fire, do not use the lifts under any circumstances.
- Valid identification must be shown at check-in. Check-in is possible from the age of 21. Minors must always be accompanied by a parent/guardian (min. 25 years old).
- The presentation of a valid ID is mandatory. If the room is booked for 2 persons, both must show a valid ID.
- Unregistered or other hotel guests are not allowed in the room. If other guests are found in the room, you will be asked to leave the hotel immediately.
- There are cameras in various places within the hotel; everyone who is in our hotel consents to being recorded. In case of calamities and/or incidents, these recordings may be shown to the authorities as supporting material.
- Lost property must be handed in at reception.
- The Heerlickeijd van Ermelo is not responsible for loss or theft of your belongings.
- The management, the owner of this location and/or persons working for the hotel cannot be held liable for any injury and/or material or immaterial damage, which visitors may suffer at the location.

It is forbidden to:

- use emergency exits as normal entrances and exits
- consume your own food and drinks in the public areas or rooms of the hotel
- Order food or drinks externally and have them delivered to the hotel
- to take hotel property outside the building. If property of the Heerlickeijd van Ermelo is deliberately damaged, one can be held liable for the repair and/or renewal costs.
- consuming, using, trading or carrying narcotics.
- use and/or carry laughing gas during your visit to our hotel. If nitrous oxide is found in the room, you will be asked to leave the hotel immediately.
 - cause nuisance to others through loud music, disruptive behaviour or noise of any kind.
 - rent the room in your name, without staying in the room yourself.
 - staying in the room with more than the permitted number of people.
 - receiving guests in the room for the purpose of sexual activities.
 - smoking in the room. If we find that you do smoke in your room, we will be obliged to charge you a cleaning fee of €250. If the fire alarm goes off due to smoking in the room, you will be charged the fire brigade's call-out fee of €275.
 - to bring pets into our restaurant areas.
 - pets without prior notification when booking or indicated at reception, for which a supplement will be charged. Dogs with a shoulder height of over 50 cm are unfortunately not welcome in the public areas of the hotel or specifically selected hotel rooms. If you bring a pet to the hotel without permission, the Heerlickeijd van Ermelo is entitled to deny you access to the hotel (without refund of any costs already incurred).
 - spread confetti in your hotel room, if we find this we will charge you € 25.00 cleaning costs.
 - leaving your room more than reasonably dirty. With normal use, there will at most be some scraps, crumbs, a piece of paper on the floor. For any situation that exceeds normal use, we will charge you €25.00 cleaning costs.
 - extend the stay on your own initiative. If you wish to extend, this can be done in consultation with our reception and on payment of the applicable rate. Check-out must be before 11:00. For every half hour you stay longer in the room (without consultation) we will charge € 25.00.

In all cases not covered by these regulations, the management of the Heerlickeijd van Ermelo will decide. We wish you a pleasant stay!