



**CANCELLATION CONDITIONS:**

- The compensation payable by the customer, in connection with full or partial cancellations of the hotel accommodation and catering services booked by the customer, shall be determined on the basis of the reservation value (=RV).
- In case of “no-show”, the customer will be obliged to reimburse the total RW in all cases.
- For reservations for  $\geq 50$  persons, the following terms will be increased by 1 month.
- Reservations of  $\geq 3$  rooms are considered group reservations.
- Stiemerheide N.V. has the right to cancel a catering agreement, unless the customer has indicated in writing within seven days after the conclusion of the catering agreement in question that he wants Stiemerheide N.V. to waive his right to cancel, provided that the customer has also unambiguously indicated in the same time that he waives his own right to cancel.

**COMPENSATION FOR CANCELLATIONS:**

**HOTEL ACCOMMODATION/LOGIES:**

|   | group | individual |                 |
|---|-------|------------|-----------------|
| - From 30 days to 21 days before the start date   | 50%   | 0%         | of the total RV |
| - From 21 days to 14 days before the arrival date | 75%   | 0%         | of the total RV |
| - From 14 days to arrival date                    | 100%  | 0%         |                 |
| - Less than 48 hours before arrival date          | 100%  | 100%       | of the total RV |
| - During holidays                                 | 100%  | 100%       | of the total RV |
| - Non refundable*                                 | 100%  | 100%       | of the total RV |

*\*your credit card will be immediately charged after confirmation of reservation*

**ALL-IN HOSPITALITY AGREEMENTS:**

All cases where one or more types of hospitality services are to be provided (both per person and per group).

|  |                      |
|--|----------------------|
| More than 6 months before the effective date | no compensation      |
| More than 4 months before the effective date | 25% of the total RV  |
| More than 2 month before the effective date  | 50% of the total RV  |
| More than 2 weeks before the effective date  | 75% of the total RV  |
| More than 1 week before the effective date   | 100% of the total RV |

**PAYMENTS:**

- Stiemerheide N.V. may at any time require the customer to deposit or cause to be deposited under Stiemerheide N.V. a deposit in the amount of a maximum of the reservation value less any interim payments already made. Deposits received are properly administered, serve exclusively as security for Stiemerheide N.V. and explicitly do not count as already realised turnover.
- Stiemerheide N.V. can always request interim payment for catering services already provided.
- If a turnover guarantee is issued, the customer is obliged to pay Stiemerheide N.V. at least the amount determined in the turnover guarantee with regard to the catering agreement(s) concerned. This turnover guarantee amount is based on a minimum number of persons.



## **GENERAL INFORMATION:**

### **Check-in & check-out time**

Check-in: 15h00

Check-out: 11h00

### **Breakfast**

Monday to Sunday: 07h00 - 10h00

### **Hotel Stiemerheide features 2 restaurants**

- 1\* Michelin fine dining restaurant De Kristalijn

- Restaurant Moonstone

Both restaurants are busy. Please book as soon as possible to avoid disappointment

If the restaurant reservation is cancelled less than 24 hours before the reservation or a 'no-show', we have the right to charge a fixed amount of € 75.00 per person.

For both restaurants, please let us know if we need to take allergies into account.

### **Dog policy**

Dogs are not allowed in our restaurants only in our bar/bistro indoors and outdoors

Agreed rates are valid for 24 hours before confirmation.

Photos may be taken during our events for future promotional use of only Hotel Stiemerheide.