

Dear guest,

Thank you very much for your reservation. Although we do not expect it, circumstances may occur that require you to modify and/or cancel your stay.

Our modification and cancellation conditions depend on the package you have booked. In the contents below you will find an overview allowing you to navigate directly to the terms that apply to your reservation.

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Hotel Rooms - standard rate

The standard rate is our regular and most flexible rate for hotel rooms.

This rate applies when you have not booked a special deal or adjusted rate, such as a last minute, hotel deal or non-refundable rate. Reservations for apartments, conferences, (sports) events, dinner shows or public holidays do not fall under the standard rate.

The associated conditions for those can be found in the following chapters.

Unsure about the rate you booked? Please consult your reservation confirmation or contact us.

Cancellation:

The following cancellation conditions apply:

- **Up to 3 days before the day of arrival** you can cancel the reservation free of charge.
*After that 100% cancellation charges apply. (For example: your day of arrival is 5th of January, then you can cancel your stay free of charge at the latest on 2nd of January.)

*With the exception of cancellation insurance and non-refundable bookings.

For apartments, conferences, (sports) events, dinner shows and public holidays different cancellation conditions apply; these can be found on your confirmation.

Modification

The following conditions apply to modifications:

Up to 3 days before the day of arrival you can change the reservation once free of charge. (For example: your day of arrival is 5th of January, then you can change the date, free of charge, at the latest on 2nd of January). After changing the reservation, the right to cancel free of charge expires. For each additional change a €25 euro fee will be charged.)

- **Within 3 days before the day of arrival**, it is still possible to change the date; however, a €25 fee will apply.
- **On the day of arrival**, it is no longer possible to make changes and 100% cancellation charges will apply.
- When modifying the date, the reservation value must remain at least equal. Should a higher rate apply for the new date, you will be responsible for any additional costs.
- Within 48 hours after you have informed us that you wish to change the date of your booking, the new arrival date must be communicated to us. This changed date must fall within 1 year of the original arrival date. The booking will then become non-refundable.

Hotel rooms — Last Minute, Hotel Deal or Non-refundable rate

The stay **cannot be amended or cancelled***

**With the exception of cancellation insurance.*

For reservations made via a booking agency the cancellation conditions of the regarding partner apply.

Studios and apartments:

Separate modification and cancellation conditions apply to studios and two-, four- and six-person apartments.

Cancellation:

- **Up to 2 weeks before arrival** you can cancel free of charge.
- **Within 2 weeks before arrival** 100% cancellation charges apply on the total accommodation costs*.

**With the exception of cancellation insurance.*

For reservations made via a booking agency the cancellation conditions of the regarding partner apply.

Modification:

Up to 2 weeks before arrival you may change the booking once free of charge. When changing the date of a reservation, the right to cancel free of charge expires. In that case cancellation charges are always 100%. A fee of €25 will be charged for each additional change.

Within 48 hours after you have informed us that you wish to change the date of your booking, the new arrival date must be communicated to us. This changed date must be within 1 year of the original arrival date.

- **Within 2 weeks before the day of arrival**, changes are no longer possible.

For reservations made via a booking agency the cancellation conditions of the regarding partner apply.

Conferences and (sports) events:

The hotel cannot be held liable for any cancellation of the event and/or the artist.

Our conferences and (sports) events are subject to the Uniform Terms for Hospitality Reservations.

Cancellation:

The following cancellation percentages apply:

more than 1 month before the day of arrival	0%
more than 14 days up to and including 1 month before the day of arrival	15%
more than 7 days up to and including 14 days before the day of arrival	35%
more than 3 days up to and including 7 days before the day of arrival	60%
more than 24 hours up to and including 3 days before the day of arrival	85%
24 hours or less before the day of arrival	100%

These percentages are legally established in Art. 9.2.1 of the Uniform Terms for Hospitality Reservations 2024.

To save you unnecessary costs we advise you to take out cancellation insurance.

Dinner shows and public holidays:

The hotel cannot be held liable for any cancellation of the event and/or the artist.

The following modification and cancellation conditions apply to dinner shows and public holidays.

Cancellation:

- **Up to 2 weeks before arrival** you can cancel free of charge.
- **Within 2 weeks before arrival** 100% cancellation charges apply on the total accommodation costs*.

**With the exception of cancellation insurance.*

For reservations made via a booking agency the cancellation conditions of the regarding partner apply.

Modification:

Up to 2 weeks before arrival you can change the booking once free of charge. When changing the reservation, the right to cancel free of charge expires. For each subsequent change a €25 fee will be charged.

- **Within 2 weeks before arrival** changes* are no longer possible.
A reduction in the number of nights or persons of a reservation is considered a partial cancellation.

**With the exception of booking additional nights, persons and products and/or services.*

For reservations made via a booking agency the cancellation conditions of the relevant partner apply.

Cancellation insurance:

When making a booking, you can choose to add **cancellation insurance**.

In the information stated below, you will find the conditions:

1. Scope of the coverage

1.1 Compensation in the event of cancellation due to one of the following events, provided that these were unforeseeable at the time the insurance was taken out:

a. In case of death, serious illness, or serious accident involving:

- the insured individual
- relatives in the first or second degree of an insured individual
- a substitute or companion of the insured individual

b. Complications during pregnancy or existing illnesses and defects of:

- the insured individual
- a substitute or companion of the insured individual

c. Significant property damage as a result of fire, theft or a natural force affecting the property of an insured person which makes their presence urgently necessary.

d. Damage to the holiday accommodation due to fire and/or storm.

1.2 Compensation for the unused days in the event of early termination of your stay on the grounds of one of the insured events mentioned under 1.1a, b, c and d and compensation in the event of trip interruption due to medically necessary hospital admission.

2. Benefits

The insurer reimburses up to the insured sum, provided the cancellation insurance was taken out at the time of booking and the cancellation insurance premium has been paid:

a. In the event of early termination as a result of one of the insured events mentioned in article 1.1a, b, c and d and the unused part of the paid travel and/or rental sum. In the event of trip interruption due to a medically necessary hospital admission the insured and his/her household members or, for the admitted insured, one non[1]family member are also reimbursed for the unused part of the paid travel and/or rental sum.

3.3. Obligations of the insured

The insured is obliged to notify the insurer in writing as soon as possible of the circumstances that lead to the trip or stay not taking place, being terminated early or having to be interrupted. The insured is also required, at the insurer's request, to provide proof, such as a doctor's certificate and possibly other documents or information that are required.