

# House rules and general conditions Relais & Châteaux Weeshuis Gouda

Below you can read the house rules that apply in our hotel. In addition, you can find the general booking conditions of KHN.

## General house rules:

1. In the event of an emergency, follow the instructions of WSHS Gouda staff at all times. You will find the evacuation routes on the inside of your hotel room door or in the corridors.
2. In case of fire, remain calm and report fire immediately to a staff member and/or strike the nearest manual fire alarm.
3. In the event of a fire or evacuation alarm, calmly leave the building using the emergency exits and assemble at the assembly point (Vroesentuin at the front of the premises, Koepoort at the rear of the premises).
4. All hotel guests must have valid identification before and during their stay. At least one person over 18 years of age must stay per room.
5. The hotel reception may at any time request a deposit in the amount of €250. Upon departure, the room will be inspected and you will receive the deposit back if the room is in order (no damages, no smell of smoke, no missing items). If the room is not in order, the deposit will be retained and in case of greater damage, a fine will be drawn up and must be paid immediately. Failure to pay will result in a police report at all times.
6. Lost property should be handed in at the reception. Lost property will be kept for a maximum of 3 months.
7. There are cameras inside the building. Everyone who is in our hotel agrees to record consent to the making of recordings which, in the event of calamities and/or incidents support and may be shown to the authorities, if necessary.
8. The hotel is under no circumstances liable for the loss or theft of your belongings, if they are not in the safe.

## It is forbidden to:

1. Smoke in the room. If it is found by staff that smoking has nevertheless taken place in the room (due to the presence of smoke smell and/or ash), a smoking fine of €250 will be charged. If smoking triggers the fire alarm or when taping and/or disabling the fire alarm, charges will also be levied.
2. Lit candles in the rooms or in corridors for fire safety reasons. If burning candles triggers the fire alarm, charges will be levied.

3. Using, possessing or trafficking soft and hard drugs (including nitrous oxide). Upon detected, expulsion will follow, without refund.
4. Possessing weapons. If this is discovered, the police will be informed immediately and expulsion will follow, without refund.
5. Receive unregistered guests, against payment, in the room. If these guests are found in the room, eviction will follow, without refund.
6. Taking property belonging to the hotel. In case of damaging or taking away property, you will be held liable for repairs, replacement and/or will be reported to the police.
7. Cause nuisance to other hotel guests or staff by loud music, noise of any kind or unpleasant behaviour. In such a situation, you will be added to the black list and future stays in our hotel will no longer be possible. A fine to compensate other hotel guests or immediate eviction may follow.

In all cases not covered by these regulations, the hotel management will decide.

### **Download our general terms and conditions:**

[Download the KHN 2022 terms and conditions.](#)

