

TERMS AND CONDITIONS

General

These terms and conditions are between you and Allure Hotels & Apartments and apply to all bookings of hotel rooms and apartments in any property of the Allure Hotels & Apartments, to the exclusion of all other general terms and conditions.

You agree that you will make reservations in good faith for legitimate use by you and your invited guests only and not for any other purpose, including but not limited to reselling, impermissibly assigning or posting on third party websites, or making speculative, false or fraudulent reservations or any reservations in anticipation of demand.

These terms and conditions and any bookings made under them shall be governed by and construed in accordance with Dutch law. This choice of law is without prejudice to consumer protection afforded by provisions that cannot be derogated from by agreement by virtue of the law which, in the absence of any choice, would have been applicable in the country where you reside. Disputes shall be submitted to the exclusive jurisdiction of the competent court of Amsterdam, the Netherlands.

Rates & City tax

The room/apartment rate charges agreed when you made your reservation will apply to your booking. Breakfast and other extras are not included in room rate charges, unless otherwise agreed on (if booked breakfast included). All charges include service and VAT and must be paid in local currency. Prices are subject to change without further notice. Room rate and city tax charges must be paid upon arrival. All other charges must be paid during the stay or upon check-out.

City tax will apply. The city tax may change between the time of booking and the time of your stay in our hotel. The city tax in Amsterdam is 7% per room per night and €3,- per person per night.

Please note, most of our hotels are cashless. We do not always accept cash. Please contact the reservation department to make sure if this applies to the hotel of your choice. Always record your credit card details just to guarantee the payment. Please note that we are obligated to cancel your reservation if we do not receive a credit card as a guarantee.

Cancellation, no show & changes

Do you want to cancel your reservation? We have two types of rates; flexible and non-refundable. For all (groups)bookings from 3 rooms/apartments and counting, will apply our groups cancelation policy mentioned in your booking confirmation.

Flexible rate

You are able to cancel your reservation free of charge until 3 days prior to arrival. Cancellations after this time will be charged for the first night. We only accept cancellations in writing. For any unforeseen incidents, we advise you to take a travel and / or cancellation insurance at all times.

Refunds of prepaid charges are generally processed within 15 business days after your request to cancel or modify your booking.

If you booked a room through the use of a travel agency or an online travel agency (such as Booking.com or Expedia.com and Hotels.com), you must cancel or modify your booking through the agency that you used to make the booking.

Non-refundable rate

With a non-refundable rate you are not able to change or cancel your stay and thus you will be charged for 100% of the costs.

The hotel is authorized to charge your credit card at any moment after making a non-refundable reservation. Please be aware that the charged credit card needs to be presented at the check-in.

If you booked a room through the use of a travel agency or an online travel agency (such as Booking.com or Expedia.com and Hotels.com), you must cancel or modify your booking through the agency that you used to make the booking.

No-show

In case of no-show, we will charge the full amount of your reservation when you have made a flexible booking. If you have made a non-refundable booking, the full amount will remain charged. The room will be released at 12 p.m. (noon) the following day.

Payments

Allure Hotels & Apartments accepts Visa, Mastercard and Maestro as payment methods.

Changes

Should you wish to amend your reservation, neither the availability nor the rate upon your booking can be guaranteed. To avoid late cancellation costs, we advise you to amend your reservation at least 72 hours prior to the arrival date.

Check-in time

Our check-in time is from 3 p.m. on. Should you wish to guarantee an early arrival, we advise you to reserve the night prior to your arrival. Please note that this is subject to availability.

Check-out time

Our check-out time is until 11 a.m.. Should you wish to extend your check-out time, we ask for a supplement of € 10,00 per hour for a hotel room until 5 PM and € 20,00 per hour for an apartment unit until 5 PM. Should you wish to check-out after 5 p.m, we will charge an extra night. All extensions of your check-out time are subject to availability.

Early check-out

Should you wish to depart earlier than the above-mentioned departure date, we kindly ask you to inform us before 2 p.m. the day prior to your departure. This will also be to prevent any late cancellation costs for reservations booked with flexible rates. There are no refunds for reservations made with non-refundable rates.

Underaged

The minimum age to check-in is 18 years old. If you are underaged and you are not accompanied by someone of age 18 or older, Allure Hotels & Apartments reserves the right to evict you from the hotel or apartment.

Families with children

Subject to availability Allure Hotels & Apartments provides baby cots. Please inform the reception at least 1 day prior to your arrival.

Pets

Unfortunately, pets are not allowed in the hotel or apartments.

Non- smoking

The hotels including all rooms or apartments are non-smoking. When evidence of smoking is found in your room or in the public areas, the management holds the right to take appropriate measures.

Parking

Allure Hotels & Apartments does not have its own parking facilities. You are able to park your car on the street (residential area) or in any public parking garage close by. Please note extra costs are involved and reservations are not possible.

Liability

The management cannot be held liable for loss or theft of your belongings in the hotel or apartments.

Lost & Found

All items found in the hotels or apartments will be registered and stored for three months.

Damage to our hotels and property

Any damage to rooms or the hotel or apartments premises caused by your party during the stay and items missing upon your departure will be charged to your credit card in file .

Unforeseeable circumstances

Allure Hotels & Apartments does not accept liability or pay any compensation for our failure to provide services contracted due to circumstances beyond our control: (natural) disaster, fire, (acts of) war and terrorism, strikes, riots, civil disorder, governmental regulations, industrial disputes, adverse weather conditions or any other exceptional and catastrophic event, circumstances or emergency, making it impossible, illegal or preventing guests from staying in our hotels or apartments.

WIFI

Throughout the building all guests can enjoy our complimentary WIFI services. Ask the reception for the password and/or login details.

Our wireless network is provided without warranties of any kind, either expressed or implied. We do not warrant that access to our wireless network will be uninterrupted, timely, secure or error-free at all times or will meet your requirements. Allure Hotels & Apartments is not responsible for the security, integrity, accuracy or completeness of any information that you transmit or receive while using our WIFI. You may not use our WIFI network for any purpose that is unlawful or prohibited.

Privacy

During your stay, Allure Hotels & Apartments collects your personal data. These data are processed in accordance with our Privacy Statement as well as GDPR applicable laws and regulations. Data collected by third booking parties using cookies etc. when browsing their website, is beyond our control. We will refer to the Privacy Statement of the agency you used to make your booking.