



## General Conditions and information Alexander Hotel

### Check in

Every day our housekeeping department tries to have to rooms ready by 02.00 p.m. at the latest. You are therefore welcome to take possession of your room that time onwards. If you arrive earlier and your room is not ready yet, our concierge will be happy to store your luggage for you.

### Check out

We kindly ask you to vacate your room before 11.00 a.m. If you wish to remain in your room longer, please inform for the possibilities at the Front Office.

### Payment

When you check out you must pay the invoice of your stay. If you plan to check out before 07:00 pm, we ask you to pay the invoice the evening before departure

### Extra person in your room

Upon request, an extra third person can sleep in your room. A limited amount of rooms are available.

### Cot

The extra charge for a cot is € 25,00 per night.

### City tax

In accordance with municipal provisions € 2,15 in city tax is charged per person, per night.

### Pet policy

Unfortunately, pets are not allowed in our hotel.

### Azzurro Wellness

Entrance to Azzurro Wellness is only allowed for persons of 18 years or older and swimwear is compulsory.

### General Cancellation Policy

- 1) A free cancellation is possible until 48 hours before start of the arrival date.
- 2) If cancelled later or if you do not show up (no-show), 100% of the total amount of the reservation will be charged. Moving a reservation within these 48 hours also counts as a cancellation.

### Deposit

No deposit will be charged except for a non-refundable reservation.

### Conditions Non Refundable

Once you have made a reservation, the total amount of the reservation, including city tax, will be charged on your credit card. In case of cancellation, modification or if you do not show up (no-show), the total amount of the reservation is not refundable.