

House rules Urban Lodge Hotel

Dear guest, you are most welcome at our hotel! To ensure you and all our other guests have a comfortable stay we have a couple of house rules we ask you to adhere to.

Urban Lodge Hotel has a **strict Non-smoking, No Drug use policy**. It is also not allowed to rent a room as a sex worker and have clients come to the room.

We ask you to adhere to these rules and we will enforce them if necessary. In case you notice someone breaking these rules or if something happens to you personally, please come to us immediately so we can work out a suitable solution.

Cameras

All public areas in our hotel are provided with cameras to monitor these areas 24/7. These recordings will be saved and when asked for will be provided to the police for reviewing if necessary. We can use the recordings as proof if we suspect someone breaking our house rules.

House- and behavioural rules

- Call 9 on the landline phone in your room and you can reach someone from the reception in case of emergencies. In case of life-threatening situations, fire or serious injuries, call 112.
- We have a 24 hour reception and our staff is happy to assist you at any time.
- Always follow all the safety instructions of our staff.
- The Uniform Conditions for the Hotel and Catering Industry (UVH) apply to all our agreements. The UVH are available for inspection at the reception and you can get a copy on request.
- All guests staying in the room must be registered at the reception with valid ID. The double rooms can accommodate a maximum of 3 people, 2 adults and 1 child. A maximum of 3 adults can stay in the triple room and a maximum of 4 adults in the family room. Other visitors (not staying guests) are not allowed in the rooms, you can only receive your visitors in the lobby.
- In no way may you cause nuisance to our other guests and our employees and / or engage in illegal / criminal activities. (Nuisance is, among other things, annoying, disturbing or aggressive behavior.) If this is observed, we will hold you accountable for your actions. If you do not open the door of your room and cannot hear us due to noise, we will knock repeatedly for 2 minutes before entering the room to check that everything is okay and to stop the disturbance.
- If there is a suspicion of a violation of our house rules or if suspicious situations are observed, an employee can always enter the room after knocking a number of times and waiting for a maximum of 2 minutes. Suspicious situations are, for example, shouting in the room or the suspicion that there are too many people in the room.
- The entrance door to the hotel is closed and you can only access it by opening the door with your keycard or ringing the bell. In the latter case, it can sometimes take a while before you gain

access. (If the hotel returns to normal occupancy and people walk in and out every few minutes and more employees are visible again, we will reconsider and possibly keep the door open during the day). We hope you understand.

- Smoking (cigarettes, vaping, E-cigarettes) and / or use of all drugs (both soft drugs, hard drugs and nitrous oxide) in the hotel and surrounding areas is strictly prohibited.
- Illegal prostitution, situations where a prostitute or an accomplice books a room and allows guests to come to the hotel room is prohibited. This will always and immediately be reported to the police and a report will be made in the Hotel Security Management system, which means that you may no longer be admitted to other participating hotels in Amsterdam. For more information about this, we refer to <https://www.hsm-amsterdam.nl/>
- Safes are available in all rooms and are to be closed with a personal code.
- The hotel cannot be held responsible for loss of valuables / belongings in the rooms / lockers.
- Guests are responsible for leaving the room in the same condition as it was found after check-in. If damage or loss of an article is found after departure, the costs of the repair or replacement will be charged.
- The use of the parking facilities is at your own risk. Urban Lodge Hotel will not be responsible for damage to or missing items from your vehicle. We advise you not to leave valuables in your car.
- Damage caused to the property of third parties you must deal with yourself with your insurer or the police.
- Use of all health and / or fitness facilities is at your own risk. The hotel is not liable whatsoever for injury, death or loss associated with the use of the health and fitness facilities.
- Children under 18 must be accompanied at all times and in all facilities by a responsible person aged 18 or older.
- Floors can be slippery, take this into account.
- Pets are not allowed in the rooms, any of our facilities or surroundings of the hotel.
- After your stay we can approach you to give feedback or leave a review.

Sanctions when breaking/not following our house rules

- Failing to adhere to any of our house rules listed above will result in a €200,- fine. (With every booking, the credit card is charged for at least this amount and only released at check-out. If a guest does not have a credit card, a deposit equal to this amount must be paid. This is common in all hotels in Amsterdam.)
- A fine of € 200 will be charged for covering and / or damaging a smoke detector or other fire protection systems.
- In all serious offenses, immediate removal from the hotel will follow without warning and without refund of the overnight payment.
- We will charge you for damages that are higher than the €200,- deposit on top of the deposit.
- In case of serious violations and disruption, we will call in the police and, if necessary, file a report and report it in the register of Hotel Security Management.

By signing this document you confirm these house and conduct rules, be aware of instructions and sanctions and comply with them. You also acknowledge that you can be held personally liable for any costs and damage caused by yourself and/or one of your roommates. We will settle this with your deposit or a charge via the credit card known to us. If necessary, we can make direct payment in some other way.

By providing information ("guest information"), you consent to Urban Lodge Hotel (and its affiliated and subsidiary companies) to collect certain information. These include, but are not limited to: processing data for legal, administrative and hotel business related purposes, to store information and intelligence to various locations around the world, either directly or through its third-party suppliers, within the country of residence, the Netherlands or elsewhere. You consent to the use of personal information for marketing purposes.

Date:

Name:

Signature: