

Terms & Conditions

Contact Details

Amsterdam Identity Apartments B.V.

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The following Terms & Conditions apply to all contracts and agreements made between involved parties: Amsterdam Identity Apartments B.V., the person or organization making the booking and all guests staying at the property.

Wheelchair accessibility

Our hotel is wheelchair accessibel.

Personal Details

The guest has to provide Amsterdam ID Aparthotel with correct personal details. The guest is obligated to provide this information in all honesty. In case incorrect information is provided, we reserve the right to cancel the reservation and hold the guest responsible for any costs that may arise. Purposefully providing incorrect personal details is classified as identity fraud and the authorities will be notified.

Your personal details will always be treated with full confidentiality. Your perosnal information will not be shared with third parties unless the guest has given his or her consent.

Online Bookings

Please note that different terms, conditions & cancellation policies in relation to all online bookings via www.amsterdamidaparthotel.com and affiliated websites (for example Booking.com, Expedia.com) may apply depending on the accommodation or rate type selected. Please read carefully the accommodation rate details that are provided before you make your online booking. You are advised to check through the rate details before making your online reservation.

Payment

By means of the credit card details in the reservation, the company has the right to charge an amount, or the full amount as a guarantee for the booking, depending on the rate.

If you book in a different currency than EURO, the price is based on the exchange rate of that day.

Flexible Rate

The total price of the reservation will be charged 1 day prior to arrival

Non-refundable Rate

The total price of the reservation will be charged on the day of booking.

Methods of Payment

Amsterdam ID Aparthotel accepts American Express, Mastercard, paypal and Visa payments. At the hotel payments via Maestro are also accepted. Amsterdam ID Aparthotel is a cash free property.

Further information

The credit card provided for the booking needs to be owned by the head booker and presented upon check-in. Payments are not accepted if the head booker and the credit card is not present. At arrival Amsterdam ID Aparthotel reserves the right to compare the credit card that has been used for the booking with the actual credit card. In case the credit card is not present or does not belong to the head booker, a new form of payment will need to be provided. If the head booker agrees on the payment, the guest must have an originally signed permission statement of the head booker. The statement needs to include a copy of the identification of the card holder and a copy of the credit card including signature.

In certain cases payments via bank transfer or PayPal will be accepted. This does in any case need to be agreed upon with the hotel.

Rates

Rates are inclusive of heating and hot water costs, linen and towels, TV, WiFi usage, and weekly cleaning. Unless stated otherwise, rates also include 9% VAT. Excluding the city tax of 12,5% of the room rate.

Please note that tax percentages may be adjusted according to governmental decisions. All accommodation charges and any extra charges must be settled by the guest, prior to checking out and leaving the premises.

Modifications & Cancellations

Flexible Rate

Cancellation or modification is free of charge up to 1 day prior to arrival. If cancelled later or in case of no-show, the total price of the reservation will be charged.

Non-Refundable Rate

Cancellation, modification or in case of no-show, the total price of the reservation will be charged.

Reservations made through affiliated websites (such as Booking.com, Expedia.com) can only be modified or cancelled via the respective affiliated website or Customer Service department, depending on the confirmed policy.

All other modifications and cancellations must be sent via e-mail to reservations@amsterdamidaparthotel.com

Any cancellation may be liable to pay cancellation charges in accordance to the cancellation policy. Depending on the reasons for your cancellation, you may be able to reclaim the cancellation charges from your insurance company if correctly insured.

In exceptional circumstances we may find it necessary to cancel your booking or offer a similar suitable apartment. If this is not acceptable we will refund a sum which shall constitute fully to the final settlement of any liability we may have as a result of such cancellation.

The company reserves the right to cancel the booking if:

The client is unable to prove that he/she is the owner of the credit card used for payment, or if the client cannot provide a written permission statement for use of the credit card, in combination with a copy of both sides of the credit card used for payment and a copy of an identification document of the credit card holder.

The apartment(s) are closed due to circumstances beyond our control.

The company becomes insolvent or enters into liquidation or receivership.

It prejudices the reputation. It causes or might cause in the company's opinion, damage to the apartments and its common areas. In any of these circumstances the company will refund any payments made in advance, but will have no further liability to the Client.

We will not be liable for any delays, loss, damages or expenses incurred if your booking needs to be altered or cancelled or we are unable to perform our contractual obligations as a result of events beyond our reasonable control. The following events include war, civil strike, terrorist activity, labor disputes, natural or man-made disaster, fire, flood, and adverse weather conditions. Please note that we do not refund your booking due to flight cancellations.

If we receive serious complaints or any disputes arise, we reserve the right to terminate your stay without notice.

Deposit & Authorization

Upon arrival we require a security deposit by means of an authorization or payment on the credit card. The following deposits are charged:

Studio, Studio Executive & 1-Bedroom Executive:	€ 100
2-Bedroom Apartment	€ 200
3-Bedroom Apartment	€ 300
4-Bedroom Apartment	€ 400

Upon departure the deposit is refunded to your account. It cannot be indicated when the amount will be returned to your account as from the moment of cancellation by the company, the responsibility lies at the bank of the cardholder. They determine, based on the terms and conditions between you and the bank, when they release the money.

If damages or disturbances to the company or other clients have occurred, the costs that have occurred will be retained from the security deposit, and the remainder returned to the guest(s) in the party. If the costs exceed the value of the deposit, Amsterdam ID Aparthotel reserves the right to charge the excess to the guest's (or guests') credit card(s).

Occupants

Only persons notified to us prior to arrival may occupy the apartment. You may not re-let/sublet the apartment to any other third party without our written approval. The number of persons permitted to occupy the apartment is limited to the number of beds available and this limit may not be exceeded without our prior written approval. We reserve the right to refuse admittance to the apartment if this condition is not complied with.

Check in/out requirements

Check in time is from 15:00 hours.

If there is sufficient availability in the hotel it is possible to check in earlier than 15:00 hours. This is subject to availability and cannot be guaranteed prior to arrival.

Check out time is before 11:00 hours.

Unless otherwise agreed upon in advance, all apartments must be vacated by 11:00am on the day of departure. Key Cards must be returned by 11:00am on the departure day. If there is any delay in vacating the apartment beyond the agreed time, a late check-out fee or a full day's rental may be charged.

Apartment

Upon check-out the apartment is to be left clean and tidy. Used tableware, cutlery and glasses are placed in the dishwasher and the dishwasher should be turned on. All the garbage, bottles etc. are placed in the waste bags supplied. Failure to do so: Amsterdam ID Aparthotel reserves the right to refrain from refunding the deposit (partially or fully).

Facilities / Services

Apartments

All apartments are fully furnished to a high standard and include a fully equipped kitchen with appliances, cutlery, crockery, and kitchen utensils. No food is provided. A welcome pack is provided on arrival. This consists of tea, coffee, sugar and sufficient washing liquid. No items may be removed from the apartment.

Unless otherwise specified, the prices quoted include: weekly cleaning service, heating, electricity, gas, water, VAT, television/cable license and internet. The price also includes linen and towels, which are changed every 3 days. The price does not include service charges for phone calls made.

Sauna/Gym

All guests of the hotel are allowed to make use of the sauna and gym without any additional fees. Use of these facilities is completely at your own risk. The company is not responsible for any damages caused by the use or misuse of these facilities.

People under the age of 18 are not allowed to use the gym or sauna without adult supervision.

Guests making use of the common areas should wear appropriate, non-provocative clothing at all times. All private parts should be concealed. Failure to adhere to these rules may lead to a warning or eviction without refund.

Parking facilities

The company provides secured parking for €15,- per night. The gated garage is located under the hotel. Upon arrival clients have to provide the company with their license plate number. The car can be parked in the designated parking spaces with the hotel logo in the garage with address: Orly centre N2. Parking in the garage is at your own risk.

Leaving luggage

It is possible to leave your luggage at the front desk. Leaving your luggage at the front desk is at your own risk. The company cannot be held liable for any damages made to or loss of luggage.

Rentable Objects

The company offers several rentable objects to guests. There are no charges for the use of these objects. However, when a guest does not return the object or if the object is damaged, the company reserves the right to make use of the security deposit in order to compensate the damaged or lost object.

Bed linen and towels

All apartments are equipped with bed linen and towels. If the guest desires an extra set of linen or towels there is a possibility to use an extra set for a charge of €35,-.

Receiving Mail and Packages

The hotel agrees to receive mail and packages on behalf of the guest during their stay. It is the responsibility of the guest to collect their mail and packages. Items not collected will be held by the hotel for 30 days following the guest's checkout date. If items remain unclaimed after this period, they will be returned to the sender.

Damage

Amsterdam ID Aparthotel is not responsible for any damages or loss of personal belongings that are being kept at the accommodation. A safe is provided in the apartment for any valuables. You are responsible for taking care of the apartment and its contents. The company cannot be held liable for any items missing from the accommodation and safe.

Liabilities

The company is not liable for any direct or indirect damages that may occur as a consequence of the guests use of the apartment, including physical damages, insurance, losses because of fire, robbery or criminal behavior. Any damages must be reported to us without delay.

The company is not liable for any injury sustained to guests staying or visiting the apartments and/or facilities.

The company cannot be held responsible for any damages caused by third-parties.

Fair Use

The guest and its party agree to be considerate tenants and to take good care of the apartment(s) and to leave it/them in a clean and tidy condition at the end of the rental period. Also, the client and its party agree not to act in any way which would cause disturbance to the residents in neighboring apartments.

Instructions of personnel

All guests and their parties are obligated to comply to any instructions given by the personnel of the company.

Eviction

When the company deems it necessary to evict a party or guest from the apartments, no refunds will be made. Furthermore, the company is not liable for any secondary costs or damages that arise because of eviction.

Use of Properties

The company reserves the right to terminate any reservation/booking without notice that the company deems to be in breach of its Terms and Conditions, irrespective of whether the

holder of the reservation, or any member of the group associated with the holder of the reservation, has checked in.

Access

The company (general manager, or authorized personnel), may at any time enter the apartment for the purpose of inspection of the apartment, and to carry out, cleaning, repair or maintenance work.

Pets

We do accept some types of pets on request.
Cleaning fees may apply.

Smoking & Laughing Gas

In all apartments we have a non-smoking and laughing gas policy! Doing so leads to a recovery fee of € 400,- and a final warning. Eviction will follow if the non-smoking and laughing gas policy is ignored repeatedly.

Dutch law

Once a booking has been accepted by the Amsterdam ID Aparthotel a contract exists between Guest and Company. Accepting a reservation with Amsterdam ID Aparthotel indicates acceptance of these Terms and Conditions.

Amsterdam ID Aparthotel's Terms and Conditions and all other contracts are governed by Dutch law.

All legal disputes will be submitted to and settled by the competent court in Amsterdam.

Amendments to Terms and Conditions

Amsterdam ID Aparthotel's Terms and Conditions may be subject to change at any time and without notice.