



NINETYNINE AMSTERDAM AIRPORT • KRUISWEG, 601 • 2132 NA HOOFDDORP • THE NETHERLANDS

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RESERVIERUNGS-HOTLINE

**0800 99 0 99 66**

## HOUSE RULES

NinetyNine Hotel Amsterdam Airport strives to offer a pleasant and safe stay for all our guests and employees. Therefore, it is important to have clear house rules. These rules apply to everyone on the premises. We ask you to follow the rules and instructions of our staff.

By entering our premises, you accept these rules.

In case one or more rules are violated, the hotel holds the right to request the person(s) concerned to leave the hotel immediately and refuse further access. Offenses will be reported to the police.

### GENERAL RULES

- Check-in time is after 15:00 p.m.
- Checkout time is before 12:00 noon.
- Please present your original and valid ID card, Passport or Residence Card upon check-in. By law visitors must show personal ID for hotel registrations. Copies of identification are not allowed to be used for registration.
- It is not allowed to receive visitors in the room unless registered at the reception. A maximum of two registered guests are allowed access per hotel room. Visitors need to register by showing a valid ID.
- It is forbidden to receive guests who are paid for sexual activities.
- Persons under the age of 18 are only allowed to stay under the supervision of persons aged 18 or older.
- Guests are expected to be always properly dressed and wearing footwear in public areas.
- At all times your room needs must be left in a good state. In case of leaving the room excessively dirty or damaged, a € 200 fee (or a fee equivalent to the damage) will be charged to the guests staying in the room.



- Do not move the furniture in the room or remove any items.
- Guests will be held responsible for any loss or damage to the hotel property caused by themselves, their guests, or any person for whom they are responsible.
- The hotel may cancel or change your reservation by any means necessary.
- In the event of disturbance, illegal practices or obstructing other guests and/or staff, the hotel reserves the right to cancel the reservation immediately without refund of the paid deposit.
- Guests are not allowed to cook any food either in the room or anywhere else on the premises.
- Food delivery ordered by guest are guest's responsibility. Food delivery may be placed at the reception and must be picked up by guests. Receptionists and hotel staff are not responsible to deliver food to the guest room. In no event the hotel is liable for any issues around food delivery services. Food may only be consumed in the room, provided that no mess is left. Consumption of own/delivered food in public areas is not allowed.

#### **SAFETY**

- There are cameras on various locations and everyone who is on the premises agrees to recordings, which might be presented to authorities when requested.
- Leave the building immediately in case of a fire alarm. Do not use the elevator and follow instructions from staff.
- Emergency routes, corridors and exits must remain clear at all times. It is not allowed to store any personal items or belongings near or in the stairways or corridors of the hotel.
- Use of emergency exit doors is strictly prohibited in non-emergency situations.
- Tampering with a fire detection/alarm is forbidden. Guests who are found to do so will be removed from the premises immediately.
- Any use of candles and/or open fire is prohibited.
- The hotel is not responsible for accidents and thefts. There is a safe in your room where you can keep your valuables.

#### **SMOKING, DRUGS & ALCOHOL**

- Smoking (any type of vapor incl. e-cigarettes, tobacco, marijuana, shisha) is not allowed inside the building. When this rule is violated a fee of € 200 applies and you will be requested to leave the hotel immediately.
- Smoking of tobacco and e-cigarettes is only allowed on the terrace and only if other guests are not disturbed. Smoking of drugs (including marijuana) is not allowed on the premises.
- Use, possessing or dealing of any kind of drugs (including marijuana and laughing gas) is not allowed on the hotel premises.



## **RESPECT TO OTHER GUESTS AND STAFF**

- Please do not disturb other guests by loud noise in hotel rooms, hallways and public areas, especially between 22:00 p.m. till 08:00 a.m.
- Please respect all members of staff, guests and any other person who finds him/herself in the hotel. NinetyNine Hotel Amsterdam Airport is a safe and friendly environment where everybody must be treated with the same level of respect. There is no tolerance to bullying, intimidation and/or psychological/physical violence caused (including by phone, e-mail or social media). If violated, you will be requested to leave the premises and (future) access is denied. Occurrences are reported to the police.

## **INTERNET USE**

- NinetyNine Hotel Amsterdam offers free Wi-Fi. It is strictly prohibited for to use the Wi-Fi network to browse illegal website/content and in general for illegal activities and the use and installation of private networks or private routers.
- The quality of our Wi-Fi network can be negatively influenced by these private networks and routers, and we want all our guests to benefit from our Wi-Fi network. In no event the hotel shall be liable for any direct, indirect, incidental, special or consequential damages resulting from the use or the inability to use free Wi-Fi.

## **PETS**

- Pets must be fully trained and appropriately restrained by the guest.
- Pets must be kept on a leash when in the hotel or on hotel property unless it is in the guest's room.
- Pets must not be left unattended, also not in the room.
- Pets are allowed in food and beverage outlets, provided they are on a leash and appropriately restrained by the caretaker.
- Guests are responsible for cleaning up after their pets on hotel property and around.
- Any disturbances such as barking must be curtailed to ensure other guests are not inconvenienced.
- Guests must contact the reception to arrange for a convenient time for servicing their room. Pets cannot be in the room while servicing.
- Guests are responsible for all property damages and/or personal injuries resulting from their pets.
- Guests agree to indemnify and hold harmless the hotel, its owners and its operator from all liability and damage suffered as a result of the guest's pets.
- The hotel reserves the right to charge guest's account commensurate to the cost of such damages.

## **CONDITIONS**

- The uniform conditions for the Hotel and Catering Industry (UVH) apply on all services provided by NinetyNine Hotel Amsterdam Airport.
- In cases which are not covered by the house rules or regulations, management will decide on actions.
- The hotel is not responsible for accidents, damage, or theft of any kind.