



Landgoed de Horst

Guests are required to comply with the House and Behavioural Rules of Landgoed de Horst and to follow reasonable instructions given by (the staff of) Landgoed de Horst. Reasonable instructions may be given verbally.

House and Behavioural Rules

- Check-in is only permitted for guests aged 18 and above. Guests under the age of 18 must be accompanied by someone older than 18.
- Pets are not permitted in any of the buildings, with the exception of assistance dogs.
- For the safety of our guests and staff, security cameras are in place. By visiting our hotel, guests consent to video recording. In special circumstances, these recordings may be shared with the police or judiciary as supporting material.
- It is strictly forbidden to bring or use fireworks, weapons, or drugs (including nitrous oxide cartridges) on the premises.
- Guests must not engage in unwanted physical contact, racism, or discrimination. Threats, assault, and any form of aggression are prohibited and will be reported to the police.
- Guests must wear appropriate clothing and footwear in the hotel's public areas. For example, entering with a bare torso is not allowed.
- Consumption of personal food or drinks in public areas is not permitted; refreshments are available on site.
- Please avoid noise disturbance both inside and outside the premises, including the surrounding neighbourhood.
- Treat our property with the utmost care and respect. Any damages caused must be compensated by the guest responsible.
- Smoking (including e-cigarettes) is only allowed in designated smoking areas and never inside the buildings. Smoking in a hotel room will result in a cleaning charge of €150. If the fire alarm is triggered by smoking in the room, an additional penalty of €250 will be applied and the guest will be removed from the hotel without refund.
- Tampering with or misusing fire or safety equipment will result in a €250 fine and immediate removal from the hotel without refund.
- The hotel is not liable for any loss of personal items. If you find any lost property, please hand it in at reception as soon as possible. Lost items are kept for two months. To retrieve an item, proof of identification is required.
- The hotel is not liable for any personal injury.
- The hotel reserves the right to enter a guest room at any time if deemed necessary. For example, in the case of suspected rule violations.
- Do you have a complaint? Please report it immediately to reception. This is important, as your right to submit a formal complaint expires after 24 hours. We are available 24/7 and happy to assist.

In the event of a violation of these rules, the hotel reserves the right to immediately remove guests or impose a fine. Any criminal offences will always be reported to the police.

Landgoed de Horst processes personal data provided by the guest in accordance with the GDPR, as further detailed in our Privacy Policy. The guest guarantees that any individuals whose personal data is shared have been informed about the data processing by Landgoed de Horst.

I have read and agree to the terms and conditions.