



Grand Hotel Opduin House Rules and Terms and Conditions

We kindly ask you to follow all instructions from our staff regarding the house rules.

Should a situation arise that is not covered by these rules, management will make a decision.

We have a zero-tolerance policy. If the house rules are not followed, you may be asked to leave the hotel without prior warning. In such cases, no refunds will be issued for any amounts paid.

The [Uniform Terms and Conditions](#) for the Hospitality Industry apply to all reservations.

General

- Parking for guests is free. However, guests park at their own risk.
- Check-in is available to guests 18 years of age and older. Our staff may ask to see identification at check-in.
- Pets are allowed in the specified room types. There is a fee of €32 per pet per night for bringing a pet. Pets are not allowed in the restaurant or the pool.
- In the event of significant soiling after a stay with a pet, additional cleaning fees will be charged.
- Smoking is not permitted inside the building. If smoking occurs indoors, an additional €150 cleaning fee will be charged.
- Alcoholic beverages will not be served or sold to guests under the age of 18. In case of doubt, our staff may ask to see identification. In the event of excessive alcohol consumption, our staff may decide to stop serving alcohol, regardless of age.
- The management, owner, and/or employees of Grand Hotel Opduin are not liable for any injury or damage (material or immaterial) sustained by visitors.
- Grand Hotel Opduin is not responsible for the loss or theft of personal belongings. Lost and found items can be turned in at the front desk.
- In the event of damage, loss, or destruction of Grand Hotel Opduin's property, the costs will be recovered, and a report may be filed with the police.
- In the event of severe soiling of the room, we are required to charge additional cleaning fees. These cleaning fees are determined based on the extent of the soiling and are set by the Grand Hotel Opduin.

Emergencies and Safety

- In the event of a fire alarm, please evacuate the building and do not use the elevators. Please gather at the designated location.
- If you need an ambulance, please contact the front desk. They will then guide the ambulance to your room.
- Covering the fire/smoke detector in your room is prohibited. Violators will be removed from the premises without a refund.
- Violence and threats will not be tolerated.
- The use, possession, or sale of drugs is strictly prohibited, including the use of nitrous oxide. Violators will be removed from the premises without a refund.
- We advise guests to always store valuables, such as jewelry, luxury accessories, electronics, and cash, in the provided safe. The hotel cannot accept liability for valuables left unattended in the room.

Hotelrooms

- A maximum of 2 adults are allowed in the double rooms, with the exception of the double room with a view of the dunes or parking lot. In this room, an extra bed for an infant (€17 per night) or a child (€46 per night) can be added.
- A maximum of 5 people are allowed in the suites.
- Children under 12 years of age may only stay overnight if accompanied by an adult in the same room.
- The use of confetti is not permitted in the hotel rooms. Any additional cleaning fees incurred if confetti is used will be charged to the guest.
- Check-out is at 11:00 a.m. Subject to availability, guests may reserve a Lazy Checkout for €47.50. Guests may then use the room until the last boat departs (9:00 p.m.).
- Visitors must be registered at the front desk.
- Burning candles and tea lights in hotel rooms is not permitted.

Cancellation Policy

- Non-refundable rate; free cancellation is not available.
- Direct bookings at Grand Hotel Opduin; free cancellation is possible up to 3 days before arrival. Cancellations must always be submitted to us in writing.
- For bookings made through a third party, we refer guests to the cancellation policy of the party through which the booking was completed.
- Different cancellation policies; Different cancellation policies apply to rates such as the Christmas Package, New Year's Package, and Early Spring Week. Please refer to your reservation confirmation for the cancellation policies.

Cancellation Policy for Groups of 10 or More People

Suitable for families or golf groups

- Non-refundable rate; free cancellation is not available.
- Direct bookings: You may cancel these free of charge up to 6 weeks before arrival. If the entire group cancels, we will charge 50% of the reservation total. Changes of up to 10% of the total number of guests are free of charge up to 3 days before arrival. If you cancel within 3 days of arrival, we will charge the full reservation total.
- For bookings made through a third party, we refer guests to the cancellation policy of the party through which the booking was completed.

Terms of Payment

- When booking a non-refundable rate, payment is due immediately. Payment can be made via iDEAL or credit card.
- Online reservations must be guaranteed by an iDEAL payment or by providing a credit card.
- We accept the following payment methods: debit card, Visa, Mastercard, and cash. We do not accept 200- and 500-euro bills.

Cancellation Policy for Business Groups

- You may cancel free of charge up to 12 weeks before arrival; after that date, we will charge 50% of the reservation total.
- Changes to the number of participants of up to 10% are free of charge up to 3 days before arrival.
- If you cancel within 3 days of arrival, we will charge the full reservation total.

Payment Terms for Business Groups

- A deposit of 50% of the reservation total must be paid no later than 1 month before arrival.
- After check-out, the remaining balance will be invoiced. This must be paid within 14 days.

Swimming Pool and Sauna

- There is no supervision in our pool area. Children under 12 years of age are therefore required to be accompanied by an adult when using the pool and/or the sauna area.
- Glassware is not permitted in the pool or sauna area.
- Children without a swimming certificate may only use the pool with water wings.
- Swimming is permitted only in swimwear.
- Between 4:30 p.m. and 7:00 p.m., our sauna is open to all guests; use of the sauna during these hours is nude. If you wish to use the sauna while wearing swimwear, you can reserve the sauna for a private one-hour session for €12.50 per person.

House Rules for Beauty and Wellness

Thank you for visiting our salon to enjoy a moment of relaxation.

We want to ensure that your treatment goes as smoothly as possible, so we've put together a few house rules. By making an appointment, you automatically agree to these house rules.

Requests/Complaints

We do everything we can to offer high-quality treatments and products. That's why we'd appreciate it if you could let us know in advance exactly what you expect from us and what you do or don't like. This way, we can best meet your needs. If there's anything you're not satisfied with, please let us know so we can work together to find a solution.

General

- You must wear underwear or swimwear during the treatment.
- Please make sure you've showered before your treatment. If hygiene standards are not met, we may have to cancel the treatment. However, you will still be charged for the full treatment.
- Children are welcome for treatments; for children under 16, we require an adult to accompany them.
- Men are, of course, also welcome at the salon, but we do not offer the "boyzilian" wax.

We do not treat the following conditions

- Fever/Cold Sore
- Contagious Skin Diseases

If you have any concerns or questions about this, please feel free to contact us.

Cancel an appointment

Have you booked a treatment but something has come up? You can cancel free of charge up to 24 hours before the treatment; after that, you will be charged for the full treatment. If you arrive late, the time you were late will be deducted from the total treatment time. However, you will still be charged for the full treatment.

Inappropriate Behavior

All body treatments we offer are strictly non-erotic in nature. In the event of inappropriate behavior (physical and/or verbal), we will immediately stop the treatment and ask you to leave the salon and the hotel after paying for the full treatment. We will also file a report with the police.