

# **General Terms and Conditions Chariot Amsterdam**

## **1. MAKING A BOOKING**

- Online bookings can be made at the Chariot Amsterdam website: **www.chariotamsterdam.nl**. You will receive a confirmation on the availability of the Apartment within 24 hours.
- Requests for information can be made by email: **info@chariotamsterdam.nl**
- The check-in process commences at the arrival at the apartment. In addition to verification that the financial administration is complete, you can be required to supply standard registration paperwork that includes a copy of your passport and/or other valid identity card.
- As soon as the booking has been confirmed by e-mail, we may ask for a security deposit or your credit card details for verification of your account fee.

The payment instructions for a deposit are:

Name: Chariot Amsterdam, Léon van Riel  
Bank: AbnAmro Bank  
Account no: 54.16.03.019  
IBAN code: NL35ABNA0541603019  
BIC code: ABNANL2A

- No exceptions can be made in any circumstances.
- Chariot Amsterdam reserves the right to refuse or cancel any bookings that were made.

## **2. RATES**

- The rates and charges that apply to your accommodation are those provided when your reservation is confirmed by Chariot Amsterdam.
- Discounts may be arranged for stays over a period of three weeks.
- Tourist tax (5%) is not included in all rates.

## **3. SECURITY DEPOSIT**

- A security deposit can be asked prior to check-in. If needed, your security deposit can be used for:
  - Compensation in relation to cancellations.
  - Payment of repairs if damage was caused to the accommodation.
  - Cleaning.
- In the case that there are no charges against the security deposit the amount will be fully reimbursed.

## **4. CANCELLATION POLICY**

Chariot Amsterdam adheres to the following cancellation policy:

- If the booking is cancelled more than 45 days before the check-in date, no fee will be charged. If the booking fee is already paid, it will be returned.
- If the booking is cancelled more than 30 days before the check-in date, then the booking fee paid will be returned completely, less an administration charge of € 150.
- If the booking is cancelled between 30 and 14 days before the check-in date, 50% of the booking fee will be charged.
- If the booking is cancelled less than 14 days in advance, or the tenant does not show up for check-in, the full amount will be charged for the entire period as booked originally.
- If no payments have been made, the amounts will be charged, or must be paid retrospectively.
- Refunds will not be made for cancellations after the check-in date in any circumstances.

## **5. CHECK-IN AND CHECK-OUT TIMES**

- The check-in time is between 15:00 PM and 21:00 PM. We'll send you an email with information how to check-in. Check-ins earlier or later are possible upon request but cannot be guaranteed.
- The exact check-in time has to be given to the Chariot Amsterdam management in advance.
- The check-out time is before 11:00 AM on the day of departure.

## **6. GENERAL POLICY**

- A "No Party Policy" is strictly enforced and Chariot Amsterdam management reserves the right to evict at any time, any guest who disturbs the quiet enjoyment of others.
- Pets are only allowed on request.
- All keys must be returned upon departure. Failure to do so will incur a replacement fee of € 100 per set of keys.
- Guests must immediately inform Chariot Amsterdam of all defects in the apartment and damages that occur in the apartment.
- Each apartment has a maximum occupancy which is indicated in its description. Exceptions to this maximum cannot be made.
- Smoking is only allowed in the living room, but with moderation. Smoking is allowed outside, in front of the apartment. It is not allowed to blow joints or use any other type of hallucinating drug in the apartment