



## House Rules

Pension Homeland

Serviced Apartments

Van Rijn

We'd like to welcome you in our Van Rijn Serviced Apartments location on the Old Marine land. We hope you'll enjoy your stay on this beautiful ex-navy land in de middle of Amsterdam.

If you have any questions please do not hesitate to contact our staff - we will always try to help out wherever we can.

Our rules are quite simple.

Respect the building and everyone in it and around it.

### 1. Respect

Please respect your fellow residents who are staying with you in the building and all members of our staff. Van Rijn is a safe and special environment where everybody should feel secure and should be treated with the same level of respect. We have a zero-tolerance approach when it comes to intimidation, sexism, racism, violence and or homophobia against any of our staff or guests.

### 2. The no-go areas

We are super strict when you misbehave, especially in circumstances where the safety or comfort of other guests are at stake. There are a few rules that we need to enforce and penalize if not followed. If you break the rules as stipulated below, we will apply the simple, yet effective '2 warning' method:

1st Warning – we will issue the offending guest(s) with an official Warning (written) 2nd Warning – we will terminate the contract of offending guest(s) with Van Rijn and they will be asked to leave immediately.

### 3. Noise & parties

We do not allow you to turn your room / floor into a party central at the cost of other people's comfort. We keep a strict no noise policy after 10.00 pm from Sunday to Thursday and after 11.00 pm on Fridays and Saturdays. Violating this rule will lead to a warning and an immediate fine of €100,00.

Complaints about noise or parties can be directed to hotel staff at our reception desk at Pension Homeland (building 006) or via [vanrijn@pensionhomeland.com](mailto:vanrijn@pensionhomeland.com).

### 4. Vandalism



Van Rijn does not accept any form of vandalism. Anybody who vandalizes the property of Van Rijn in any way, shape or form will be charged with a Warning, an initial fine of €500 + labor and replacement costs. Depending on the severity of the vandalism, it may be left to the hotel staff how to proceed, but in extreme cases we will be forced to contact the authorities. Any accidental damage may be handled without any charge, depending on the extent of the damage and on if you are upfront and honest about what happened.

## 5. Emergency exits

Emergency routes and exits should remain clear at all times. It is not allowed to store any personal items or belongings in the stairways or corridors. Anyone who blocks the stairways and exit points will receive a Warning and an immediate fine of €100,00.

**Use of emergency exit doors will cause the alarm to go off and is strictly prohibited in nonemergency situations. Violating this rule will lead to a warning and an immediate fine of €100,00.**

## 6. Smoking

If any member of our team discovers that you are or have been smoking in the building (that includes your room), there will be an immediate charge of €150 and a Warning. It will prompt the fire alarm and all the hassle that comes with that.

## 7. Smoke detectors

Van Rijn assumes no responsibility for the costs of fire alarms set off by candles, illegal smoking or willful manipulation of smoke detectors. An immediate Warning will follow and all costs are charged directly to you. Manipulating or obstructing a smoke detector will lead to immediate termination of your contract.

## 8. Drugs & weapons

Bringing, using and/or selling illegal substances, drugs and weapons in the hotel is strictly forbidden and will lead to immediate termination of your contract and notification of the proper authorities.

## 9. Keep your apartment up to standard

We expect you to treat your room with respect and really care for it. This includes care for the provided fridge, microwave, coffee machine, tv and safe. If something is up with the provided equipment, please do let us know. Of course, you are allowed to bring in stuff to personalize your room, like books, plants, photographs etc. Furthermore, we can't stress this enough, do not use candles, incense sticks, oil burners or equipment that can prompt the fire alarm.

## 10. Cleaning

You are responsible to keep your apartment up to standards. This means: keep it tidy. At all times the price of your room includes a weekly cleaning which will be carried out on a set day on



weekdays. You will be informed about the exact day during check in. This means clean sheets, towels and a good scrub for the bathroom and kitchen. This doesn't mean we tidy your room, that's your responsibility.

We really want you to look after our rooms and all the great furniture and art. At all times we reserve the right to enter your room if we suspect your room is not kept up to standard. If we ascertain that your room is not tidy enough, an extra cleaning service is mandatory and will possibly be deducted from your deposit.

## 11. What's in my room?

All rooms are approximately 18m<sup>2</sup>, including a bathroom with all sanitary amenities. Each room is equipped with:

- a comfortable 1.50 meter wide bed;
- a hotel quality, box spring mattress;
- a molton, a duvet and one pillow;
- 1 large pillow to turn the bed into a couch;
- a unique desk and 2 desk chairs;
- a wardrobe with shelves, clothes rail and clothes hangers;
- a fridge, a kettle, a coffee machine and a microwave;
- a safe;
- a carpet;
- a lazy chair with a reading lamp;
- laminate flooring;
- curtains;
- lighting: ceiling light, pantry lamp, bedside lamp, desk lamp, hanging lamp;
- an art piece of Cor van Rijn;
- 2 smoke detectors;
- an electronic locking system with key card;
- a private en suite bathroom with shower, soap dish, toilet, toilet brush, toilet paper holder;
- sink, mirror and rubbish bin;
- TV;
- free Wifi throughout the whole building.

## 12. Key card

Van Rijn key card provides you with access to the building and your room. For your safety and the safety of Van Rijn, we want to protect ourselves from strangers in the building. Every resident therefore receives only one key card. If you have visitors, you have to go down to the main entrance to let visitors in.

Losing your key card or breaking it can happen, but if you lose or break it you will need to pay €10 to replace it. So, just keep it in a safe place and make sure it won't break. You will need an ID to receive



a new card. It is not possible to authorize someone else. If you do lose your key card, you can replace it at the reception desk of Pension Homeland in building 006 at any time.

### **13. Guest policies**

We have different kind of rooms. The small room (19m<sup>2</sup>), the standard room (25m<sup>2</sup>) and the appartments. The small room as well as the standard rooms are designed for single occupancy. Although the bed is just wide enough for two people, it is not allowed to live in the room with more than one tenant (that includes pets). Van Rijn is your home, so you are allowed to have one guest staying over for the occasional night or two, but we would ask you to respect your fellow residents and let the staff know. Please realize that your room is your room. That means you cannot let anybody sleep there if you're not there. If we notice that someone else is using your room in your absence, there will be an immediate charge of €150 and a Warning.

### **14. Pets**

Unfortunately, pets are not welcome to keep you company.

### **15. Bicycle storage**

Van Rijn has its own bicycle parking, which is in the gray bicycle storage in front of Van Rijn. It is forbidden to take your bicycle to your room.

### **16. Repairs**

At Van Rijn we have our own maintenance man at hand for all things that need to be fixed in your room or the communal areas. Should you have a problem with anything in your room, he will fix it as soon as possible during office hours on weekdays. Urgent issues will be dealt with as a priority and will be handled urgently. Maintenance issues can be reported via [vanrijn@pensionhomeland.com](mailto:vanrijn@pensionhomeland.com). Repairs are free of charge assuming normal and responsible use. Should this not be the case we will charge you for compensation of possible damages.

### **17. Garbage**

We separate garbage. In your room you'll find different garbage bins to do so. Put your rubbish in the provided outside containers. Don't put anything in the containers without a plastic bag. Please do not leave any garbage in de hallways or outside the garbage containers. If garbage containers are full or broken, please inform the Reception.

### **18. Check-out**

All good things come to an end. Before your contract ends with Serviced Apartments Van Rijn, we need to prepare your check-out and would like to discuss your experience at Van Rijn. Arranging this



meeting is important to us, as it will give us time to organize your room, deposit and check out time. We will send you an e-mail close to your departure to organise this.

Please leave your room in the same state as you found it. If your room is clearly not cleaned or really dirty when you check out, we will deduct an extra of €50 from your deposit for extra cleaning costs. If you are moving out, please check whether all property that belongs to Pension Homeland is in the room. See the inventory list above. Please make sure you empty your save remove all your other stuff and put your waste in the containers. Our hotel staff will inspect your room for any defects a day before your departure. If any defects are found during the inspection you will have to pay for the repairs or replacement. Costs will be deducted from your deposit.

Check out time is 12.00am. The key card will be deactivated at exactly 12.00am.. Afterwards you are not able to enter your room anymore. Make sure that all your stuff is outside the room at 12.00am.

#### **19. Maximum Length of Stay Policy**

At Van Rijn we have a Maximum Length of Stay Policy of 5 months and 30 days per calendar year. This means that if one or several bookings are made for a total of 5 months and 30 days, then no re-booking is allowed for the rest of the calendar year. We won't allow bookings that exceed the maximum length of stay of 5 months and 30 days. You can then make a reservation for the next year. Any bookings outside the Maximum Length of Stay made by the same person within the 12-month period, even if details are different than the first booking, will be terminated with paid rent being returned, but the deposit will be lost.

#### **20. Staff availability**

There are multiple ways to reach us:

- > Email – you can contact us 24/7 via [vanrijn@pensionhomeland.com](mailto:vanrijn@pensionhomeland.com). Don't forget to mention your name and room number.
- > Pension Homeland Hotel&Restaurant (building 006). The reception desk is open 24/7. >The host.

#### **21. Mail & Packages**

You can use Van Rijn as a post address, the Host of Van Rijn Serviced Apartments will make sure to deliver the mail in your mailbox downstairs in the hallway. We are not responsible for missing mail or packages.

#### **22. Security Camera's**

For your safety and the safety of the other guests we installed cameras in public and communal areas. Footage is recorded and filed, and exclusively used in case of incidents.

#### **23. Liability**



Van Rijn is not responsible for damage to or theft of personal property. This includes any property in the communal areas, stored luggage and delivered packages. In the context of theft it is important that you always close your door (and window), even if you are going to your neighbor or a communal area.

#### 24. Medical Care

In case of illness you can reach Hoteldoc on +31 202624282.

Hoteldoc provides first-class in room primary care to travelers. High quality health services available 24 hours a day, seven days a week. On [www.hoteldoc.nl](http://www.hoteldoc.nl) you can view their fees. In case of emergency always call 112.

#### 25. Van Rijn Wi-Fi regulations

You will be online your entire stay. High speed Wi-Fi is available in the entire hotel and is included in the service charges. Please note that we use a fair use policy, for regular personal use.

The Wi-Fi connection is offered via a wireless network

- > It's prohibited to publish a server of any kind on the network;
- > Connecting own network equipment (switches, routers, access points) is prohibited;
- > Causing nuisance on the network in any way (i.e. overloading, hacking etc.) is prohibited;
- > In case of any interruption, please report this to the Reception;
- > The AUP is effective on the usage of the PSU BV network, violating this AUP will irrevocably lead to disconnection of the network;
- > End users have to make sure their equipment is secured and configured properly. In case of unwanted network traffic an automated security system will spring into action;
- > Problems with your connection should be reported to the Reception.
- > We take measures to make sure the network is stable and always functioning. Although we will do our utmost to solve network problems if they occur, we accept no liability for any inconvenience or damage caused by malfunctioning of the network.

#### 28. Fire Alarm

The best way to prevent fire is to be very careful with open fire. If you, despite caution, see fire please proceed as follows: keep all doors and windows closed, press one of the fire alarms which are on every floor and call 112, Reception or the Host and mention where you saw the fire. Wake or warn your neighbors in case of a big fire. If your own safety allows it, use one of the fire hoses on your floor: unroll the hose, open the tap.

Familiarize yourself with the following: next to the elevator there are stairways that can be used as emergency exit. These stairs will lead you to the ground floor. Please remember the hallway doors behind you! Meeting point: please gather in front of Van Rijn Serviced Apartments (building 025) and wait for further instructions.