

General Conditions

- packages are for individual reservations only and not for group reservations;
- packages can be booked upon rate and room availability;
- single rooms for our packages are not possible. When part of multiple reservations with rooms for double occupancy an exception may be offered. Single rooms have a surcharge depending on the requested package;
- the mentioned rates of the packages on this site are based on double occupancy of 2 adults per room;
- reservations are definite after a confirmation is received from the hotel;
- local city tax is excluded for all reservations, € 2,50 per person (20 years and older) per night;
- published rates are based on a stay with 2 adults per room;
- superior rooms are for a maximum of 4 persons per room;
- surcharges apply to extra persons depending on age and package;
- minimum age for reservations and stay is 18, under the age of 18 guests must be accompanied by an adult (20 years and older);
- check in is possible from 15.00 hrs, check out 12.00 hrs. luggage storage available;
- during your stay free use of the swimming pool, sauna and fitness center is included. Parking is free of charge;
- no reservation fee will be charged for reservations booked via the hotel;
- reservations are guaranteed for arrival until 16.00 hrs. If you would like to arrive after 16.00 hrs., you can guarantee your reservation by providing your credit card details (number and expiry date). In some cases a prepayment can also be accepted;
- For certain periods only guaranteed reservations are accepted, this will be mentioned in the confirmation or request;
- Holiday Inn Leiden will handle your information with the utmost care and will not use this for other purposes than confirmed nor give this to others;
- For your own security please do not to send your credit card details via email but rather call + 31 - 71 - 53 55 555;
- the STCH apply to all reservations and services and are binding;
- pricing, typing and/or spelling errors under usual reserve;
- these conditions apply on all packages booked via hileiden.com.

Children

More information can be found at: <http://www.hileiden.com/en/children.html>

- children 0-12 years of age stay and eat free with their parents when staying in the same room. An extra fee may apply for some packages;
- children 13-19 years of age stay free when sharing their parents' room but pay for food and/or beverage charges, depending on chosen package;
- children policy apply to buffet or children's menu;
- children rates and policy applies to a maximum of 1 child per adult and 2 children per room and only when sharing the room with the parents;

Cancellation

- cancellation of individually booked rooms is possible until 16.00 on the arrival day. Exceptions to these cancellation conditions will be mentioned in your confirmation and will apply;
- cancellations within the confirmed cancellation deadline are free of charge. In case of prepayment the full amount will be refunded;
- in case of late cancellations or failing to show, Holiday Inn Leiden reserves the right to charge a cancellation or no show fee;

- cancellation numbers are provided and guarantee your cancellation. When not provided please feel free to ask for it;
- the full price of a two night package will be charged when leaving early.