

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 is available;
- during your stay free use of the swimming pool, sauna and fitness center is included;
- no reservation fee will be charged for reservations booked directly via our hotel;
- cancellation is free of charge until 16.00 hrs. 1 day prior to arrival, unless contractually agreed otherwise;
- you can guarantee your reservation by providing your credit card details (number and expire date). At some reservations a prepayment can also be accepted;
- for certain periods only reservations guaranteed by credit card are accepted, this will be mentioned in the confirmation or request;
- Holiday Inn Leiden will handle your information very precise and 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>

Kids Stay Free

- Up to two (2) children stay free when sharing a room with up to two (2) adults. subject to maximum room occupancy restrictions and subject to availability.

Rules for maximum room occupancy will supersede this offer. Kids Eat Free – For registered guests only. This is available for children:

- a) when ordering for breakfast, lunch & dinner;
- b) when ordering in the hotel's dine-in restaurant;
- c) when ordering from the Kids' Menu (which must consist of at least 1 main course and 1 dessert) and;
- d) when accompanied by at least one (1) adult who is registered as a hotel guest at the participating hotel and must order at least one main course from the full priced menu.

The Kids Eat Free offer is limited to up to four (4) children per dining family, per meal OR up to two (2) children per parent, per meal.

NOTE: The Kids Eat Free offer is not available for room service or with room rates negotiated for groups of 10 or more rooms, travel industry rates, corporate rates or employee rates.

The Kids Stay Free and Kids Eat Free offers are only available for children of the following ages:

Kids Stay Free	Kids Eat Free
17 and Under	12 and Under

Terms & Conditions

The Kids Eat Free program does not apply in combination with other discount promotions (except halfboard). Different rates for may apply because of extras that are included in the package. More information about the Kids Eat Free & Kids Stay Free program can be found [here](#).

Cancellations

- cancellation of individually booked rooms is possible until 16.00 one day prior to arrival. 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 up, 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.