

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>

- 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;

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.