



### General Terms & Conditions

1. Reservations are subject to rate availability. Should the contract rate not be available, Holiday Inn Leiden reserves the right to offer the client the best available rate. If this occurs, Holiday Inn Leiden will mention this while making the reservation.
2. The Standard Terms & Conditions for the Hotel and Catering Industry (STCH) are applicable to all our agreements. The STCH are binding for anyone using the services of Holiday Inn Leiden. Please see our [website](#) for the conditions.
3. Prices mentioned in this contract are valid from January 1, 2020 to December 31, 2020, unless otherwise indicated on the first page. Standard rates are applicable to all services and facilities of Holiday Inn Leiden.
4. Prices mentioned in this contract are confidential and may not be communicated (by word of mouth nor written) to third parties.
5. Holiday Inn Leiden is not liable for technical failures and will not pay a compensation in case of technical failures on its free services.
6. Check in time is from 15.00 hrs., but if you arrive earlier and the room is not available yet, you can leave your luggage in our luggage room. We will do our utmost to have the room available to your guests as soon as possible.
7. Expenses incurred by the guest will be invoiced to the contracted company.

### Cancellation policies (reservations up to 10 rooms) according to STCH

#### In case of cancellation of the partial or complete reservation the following conditions apply:

8. Individual reservations may be cancelled free of charge until 24:00 hrs. on the day before arrival. Holiday Inn Leiden reserves the right to differ from the standard cancellation policies during special periods. In such cases Holiday Inn Leiden will inform the booker when making the reservation or alternatively inform the booker about this in the confirmation.
9. Holiday Inn Leiden reserves the right to invoice the guest or the contracted company for reservations which are not cancelled or changed within the applicable cancellation policy (so called "no show" or "late cancellation"). The contracted company guarantees payment of any "no show"/"late cancellation costs".

### (pre) Payment conditions

10. For all bookings made via the provided booking link, the credit card given when making the booking will be used by the hotel for payment for room charges (Room, tax, breakfast)
11. By signing this contract I agree to these charges and understand this agreement is irrevocable. Extra's will be settled by own account.
12. Payment will be done in Euro. Holiday Inn Leiden will send a digital invoice to the email address filled out on the first page.