

House Rules

LONG STAY

Come as a guest, Leave as a friend

Dear Guest,

Welcome to Stay at 7!

We hope you're enjoying your stay with us so far, our quote:

Come as a guest, leave as a friend.

We aim to provide great hotel accommodation with even better services and hospitality guidelines, so you can focus on your stay, your study, your work or whatever.

If you have any questions please ask our staff, we are always happy to help you.

If you have a problem with, or a question about any of our Stay at 7 facilities, please inform us as soon as possible so that we can resolve the issue as fast as possible.

What we ask of you? Respect the space and the people who are in it!
:)

Please find our conduct and guidelines here!



1.1 Reception

To get in contact with our reception crew please call +3170 800 2128 or send us an email via info@hotelstayat7.nl

We have got a 24/7 reception with a night porter service. In case of emergency outside reception hours please call our landline number +3170 800 2128, it will be transferred to our emergency staff on roster. In case of a life threatening situation call 112 (NL emergency contact). All necessary information is at our reception desk.

1.2 Guest policy

Stay at 7 Hotel does not accept any cash. Neither are cash payments accepted nor available for exchange. Payments of the room will happen via credit card, or bank card at least in 48 hours prior to arrival or unless a pre-payment has been made by the bank (or if agreed differently based upon corporate contracts).

Guests are asked to identify themselves with a valid identification (passport or driver's license) and a valid credit card or bank card. The name of the guest, name on the identification and the name of the credit must be identical, and must be shown upon check in. All guests of the hotel have to be announced to the front office staff before check in by the booker. All guests accompaniment are also asked to identify themselves via a valid ID and credit (or bank card) with a corresponding name. The receptionists are entitled to refuse access to any guests that are not able to identify themselves in this manner.

1.3 Parties and noise

We do understand that everyone likes to party, but in order to minimize complaints from other guests and neighbors we ask you to respect the following regulations:

1. No noise (parties, loud chatting, music) in the common areas, the garden, parking lot and or right outside the hotel after 22.00 hrs.
2. Guests are required to clean up any garbage they or their accompanying guests leave behind. If it is not cleaned, Stay at 7 will charge cleaning costs of 25 euros.
3. Please be reminded that our camera's monitor all inside and outside activities (24 hours). We also have a night porter that will be here and keep an eye on the hotel and the rooms.

If we receive too many complaints from guests or neighbors, the following 3 strike procedures will apply:

- 1st complaint: We will issue the guest with their first warning.
- 2nd complaint: We will issue the guest with their second warning/fee.
- 3rd complaint: We will terminate the hotel contract of the guest with our hotel without refund.

We will have exceptions to these rules only for official parties approved by the management of Stay at 7.

1.4 Emergency exits

Emergency routes, corridors and exits must remain clear, at all times. It is not allowed to store any personal items or belongings near or in the stairways or corridors of the hotel. Use of emergency exit doors is strictly prohibited in non emergency situations. Anyone that blocks the stairways, emergency routes corridors and/ or exit points or uses an emergency exit door in a non emergency situation will immediately receive an official warning and also financial charge of €250,-

1.5 Smoking

Smoking is prohibited at Stay at 7. If any member of the hotel team catches you smoking in the building or finds evidence of smoking including the use of e-cigarettes, there will be an immediate charge of €250,-.

Smoking is prohibited within 5 meters of main entrance doors outside.

1.6 Illegal Substance, drugs and weapons

Bringing illegal substances, drugs or weapons into the hotel is strictly forbidden and will lead to immediate eviction without refund. In such a case, the payment obligation in relation to the duration of the reservation will continue unabridged. The hotel will notify the authorities as well.

1.7 Keys

Every guest is issued one key. Please notify the reception immediately if you lost your electronic key. There is a fee of 10EUR. Just come to the reception and our Stay at 7 staff will help program a new key for you.

1.8 Chill & Eat area downstairs

The chill and eat area is open 7 days a week from 8:00 until 21:00. This area is available for all guests and should be a space where you can chill, eat, study or work/play. Please keep it clean and use furniture and equipment with respect.

We must close all public areas outside of hours due to Corona regulations and safety.

1.9 Room

It is forbidden to apply nails, screws etc into the wall, floors, ceilings or your room. It is not allowed to remove or bring any extra furniture into the room. The following items are prohibited in the room: candles, incense sticks, any kind of appliances for making food, oil burners etc. No decoration at windows as well.

1.10 Washing + drying room

Guests with a long stay may use this washing +drying room between 8:00-23:00 with a cost of 2 EUR coins for 60mins. There is only 1 person allowed in this room due to Covid-19. This room is opened during these hours. Make sure you bring a laundry basket while doing your laundry and set a timer to pick up your clothes when it's finished so other guests can use the machines. It is important to keep this room clean for other people. The hotel is allowed to stop access if you do not use the washing room appropriately.

If any casualty may occur due to irresponsible handling of equipment, all necessary repair and/or replacement costs will be charged to those responsible. Always keep this room clean and tidy for the next person. Stay at 7 is not responsible for any lost or damaged clothes when you use the laundry room.

Thanks in advance!

1.11 Mail and packages

Mail and packages can be delivered for you at our reception. Please always indicate your room number and name. The hotel does not accept any responsibility for mail or packages that are damaged or lost. We will notify you if packages are not picked up after 1 week and after 2 weeks it will be removed from location.

1.12 Pets

Pets are only allowed on request. Costs and deposits apply.

1.13 Technical issues

Please always report technical issues at the reception. We will process technical malfunctions as soon as possible during office hours on weekdays (8am - 5pm). Urgent issues will be dealt with as priority and will be handled urgently (Call our emergency landline +3170 800 2128 if staff is not accessible). Our technical staff is able to enter your room. You do not have to be present.

1.14 Internet use

The hotel offers free super fast WiFi. We strictly prohibit the guests from using the internet for illegal activities and use the installation for private networks or private routers. Any use of the WiFi network for illegal activities and use of private networks or routers can lead to fines and cancellation of the reservation.

1.15 Deposit

The hotel may require the guest to pay a deposit as a security for use of cash, unpaid invoices or as compensation for security or damage deposit caused by the guest. The hotel will hold the deposit for the period the guest is staying. The hotel staff will return the deposit to the guest after a successful check-out of the guest. Any outstanding damage payments and charges will be deducted from the deposit or charged to persons responsible. You will only receive your deposit back when you cancel your registration from this address (Volmerlaan 7, 2288GC Rijswijk) within 30 days of checkout and all room inspection according to the conditions agreement is cleared upon checkout. Any breach of conduct concerning policy, our house rules or standards can result in the loss of your deposit upon checkout.

Please speak to reception staff for more information concerning charges.

1.16 Notifications

The hotel is authorized to refuse access to the hotel at any time. Contracts can be terminated at any time if guests violate any of the house rules as mentioned above. For more information please visit our website or ask our staff members.

1.17 Strict regulations for daily care

We have strict regulations for all guests and their daily care:

1. You must keep a healthy standard of living in your room (no food/crumbs or spillages on the floor).
2. Empty out your trash into the trash can in your room Please recycle it outside. Garbage bags must be recycled in the container, cardboard in the blue container and glass in the yellow container. Littering your trash in the park area is prohibited and there will be consequences for those responsible.
3. You must prepare your food in our common areas. Cooking in your room is not allowed and you will be fined.
4. Do not wash our hotel linen. Instead dirty linen can be left by the reception or on the floor in your room. Be aware that you will only have one linen change weekly and you can buy extra linen at reception if needed.
5. You must remove your dirty sheets from bed and dirty hotel linen has to be removed for housekeeping to clean (check the list in the elevator area of every floor or ask reception every Monday).

7. Housekeeping will not touch any personal belongings inside your room. Make sure to remove clothing from the floor or on and behind your bed for cleaning services. Tidy up your personal belongings in one area of the room to leave space for cleaning.

8. You must leave your room for housekeeping to clean up (this means in a condition for housekeeping to be able to clean it within 15 minutes).

8. Open your windows for at least 30 mins every day for ventilation and turn off heaters when leaving the room.

10. Damages to the room will be charged and must be paid by the check out date (check the house rules about security deposit or damage charges)

11. We have a vacuum cleaner, dustbin and brush in the washing room for your daily maintenance. You are required to notify the staff when using any of these appliances. Please make sure to return these appliances to their designated place immediately after use.

12. Please make sure to clean or tidy your room regularly. Housekeeping only spends 15 mins in each room. Your hygiene is your responsibility.

If you do not follow these instructions and rules you will get a first warning with a 30EU fine. We would like to help you improve your hygiene and cleanliness in the room. We have provided a bottle and spray with all round cleaner to wipe your tables, clean stains off the floor and any surfaces/glass/mirrors. We also include toilet cleaner (bleach) and a clean towel for you to wipe all surfaces. Please vacuum clean your room, under the bed and in the bathroom to pick up hairs and dust or food that has spilled.

We provide you with a compulsory package to improve your room standards:

- Toilet cleaner › This may only be used inside the toilet bowl and nowhere else in your room!!! Any damages caused from using toilet bleach will be charged extra
- All round cleaner › This can be used all over the room as labeled. Any surfaces, windows, bathroom and floors etc.
- Dustpan and brush
- Towel for cleaning
- Garbage bag

!!! If we do not see an improvement in your room cleaning, you will get a fine and last warning. After 2 warnings, a 3rd warning will be the end of your stay.

Thank you for your understanding and cooperation.

1.18 COVID 19 Regulations and Updates

All guests are required to wear masks in public areas of the hotel, this is mandatory up from 01-12-2020 by the Dutch law. You are free to walk around and use the common spaces but we ask you strictly to keep a 1.5 meters distance from other guests and staff at all times. Please keep your room clean, read 1.17 about these rules.

1.19 Register extra guests

For long stay guests we require you to register every visiting guest at reception, this also applies to short visits. All visiting guests have to register and sign in with valid legal identification at reception. Unauthorized guests are breaching the code of conduct and will therefore be removed from the premises. Moreover, not respecting the regulations of Stay at 7 will consequently lead to the termination and cancellation of your booking.

1.20 Registration at this address

You can only register as a residential address. Companies may not be registered here. This is strictly forbidden. You will only receive back your deposit if you cancel your registration on this address within 30 days.

1.21 Pregnancy and children

If you are heavily pregnant, it is not possible to stay at Stay at 7. A stay with children is possible from 6 months old.

1.22 Fire alarm

During a fire alarm make sure to exit the building as soon as possible, use the emergency exits/stairs and do not use the elevator!

Setting the fire alarm off is a fine of 1000EU and immediately cancellation of your stay without refund.

Please keep in mind that smoking, candles, e-cigarettes, electronic sense sticks, cooking or any other appliances that can cause fire are NOT permitted in your room.

If evidence is found of any of the above we issue directly a 250EU fine.

Stay safe and let's help keep our community safe.

By signing our registration form upon check-in you have agreed to adhere to all house rules and regulations attached and mentioned above.

Extra Information

- We sell face masks at the reception.
- We sell extra linen for 25 euros per bed.
- You can buy cleaning products from the reception or go to the supermarket and grab some alles reiniger/all purpose cleaner + bleek/toilet bleach.

Again, we will also have the long stay rules available to read at our reception and in the public areas. Any other information please do not hesitate to contact us or visit us by reception.

Thank you so much for taking the time to read all our guidelines!
Now go RELAX and enjoy that comfy bed!

Crew Stay at 7