

Terms and Conditions

Come as a Guest, Leave as a friend.

1. Values
2. Privacy
3. Conditions

1.0 Values

We offer an active community where guests can be social, meet new people, eat, drink and become part of a family away from home. Our community brings people together from all walks of life, through social events, meetings, conferences, great coffee and an awesome team.

Our industrial rooms are functional and unique, that creates an aesthetic from old to new through pops of color and design.

Our outstanding crew make this hotel what it is. They go all the way to make guests a priority whilst welcoming them to their new home.

Hygiene, functionality and design are standards that make the hotel an inviting and accessible space that embraces change and the people who come to stay with us.

We find it important that our guests can readily eat, sleep, work and repeat whether they are staying for long or short visits.

Respect

We have respect for all people from all places. It doesn't matter if guests stay for one night or a week, we make sure they feel at home and part of our community.

Hospitality

We give our guests the best hotel experience. This means our rooms always meet the highest standards of hygiene, functionality and design.

Professionalism

We dress, speak and carry ourselves in a friendly and approachable way. Our communication is clear and helpful to our guests.

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2.0 Privacy

2.1 introduction

Stay at 7 operates activities in the business of hospitality, which offers hotel services, food and beverage facilities and co-working spaces. Stay at 7 is committed to protecting the privacy of all guests who interact with us at any moment during their experience. We treat all the personal data of our guests with great care and we always act in accordance with the applicable national and international data protection legislation including the General Data Protection Regulation (GDPR).

2.2. Who are we?

Stay at 7 operations BV.
Volmerlaan 7, 2288 GC Rijswijk

Registered with the Dutch Chamber of Commerce under number: 75717441

2.3. Changes

We may change this Privacy Statement to reflect changes at any time. The most recent version of the Privacy Statement is reflected by the version date located in the top left of this document. All updates and amendments are effective immediately upon notice, which we may give by posting a revised version of this Privacy Statement on the Website. We encourage you to review this Privacy Statement often to stay informed of changes that may affect you, as your continued use of our services signifies your continuing awareness of this Privacy Statement.

2.4 Cookies

Cookies enable us to collect information about the use of our services and to improve and adapt them to the wishes of our visitors. Our cookies provide information regarding personal identification. You can set your browser so that you do not receive cookies. We do not sell your personal data to third parties and only make it available to third parties involved in the process.

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2.5 Website

Our website uses Google Analytics. Google Analytics uses cookies and analyzes the use of the website. The IP address sent by your browser as part of Google Analytics is not linked to other Google data. You can prevent cookies from being stored by choosing the appropriate setting in your browser. Please note that in this case you may not be able to use all functions of this website to the full.

2.6 Reservation information

All information provided during the reservation will be stored by us for at least 5 years in the following systems (depending on the method of booking):

- The relevant party where you made the booking (e.g. Booking.com)
- Microsoft Office
- Booking planner: reservation system (PMS)
- Cubilis: channel manager
- Twinfield: accounting program
- Exact online: billing system

2.7 Guest rights

As a guest you have the right to be removed from the systems after payment of your full payment. You can let us know by sending an email administratie@stayat7.nl. Exceptions are made by company data required by law and government, for example with regard to the tax authorities.

2.8 Camera's

The hotel uses camera surveillance. When staying at our hotel, you as a guest agree to the fact that recordings can be made. These are only used if there are demonstrable safety instructions for this. The images are stored for a maximum of 2 weeks.

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3.1 Booking process

Bookings can be made by all online travel agents or direct via our reception or hotel website.

3.2 Check in procedure

Unless agreed otherwise the hotel will make the room available to the guest on the check in date at 3pm local time at the location.

Check -in 15:00 – 22:00

PS; you are always welcome to arrive earlier and leave your luggage, we cannot guarantee your room is ready, but we can always check for you!

You can request a guaranteed Earlie check-in from 12pm which costs €15,-

After 22:00 you can request a late check in for €15,-

3.3 Check out procedure

Unless agreed otherwise the guest must check out on the check out date before 11am local time at the location.

3.4 Payments

The hotel does not have any cash, neither are cash payments accepted and no cash is available for change. Payments of the room night will happen via credit card, in 48 hours prior to arrival. Unless pre payment by bank has been done, or if agreed differently. Guests are asked to identify themselves with a valid identification (passport or drivers license) and a valid credit card or bank pre-payment. 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.

3.5 Cancellation

To all of our transactions the UVH guidelines are applicable: (www.khn.nl/uvh-nl), unless stated differently in our written communication or house rules.