



SHANGHAI HOTEL HOLLAND
上海龍虎門大酒店
★★★★

HOUSE RULES

In the following regulations you will find the most important house rules.
We ask you to respect and accept these rules.

Fire safety

- In every room you will find an emergency plan. Do not panic in the event of fire. Report the fire at the reception by dialing number 9 on the telephone in your room or activate the closest fire detector. In case of fire never use the elevator. In case of a general alarm please evacuate the building immediately.

Emergency exits

- In case of fire you must use the emergency exits. These are permanently illuminated and marked clearly. On every floor you will find emergency exits, escape plans and emergency stairwells.

Security cameras

- At several places in our hotel you will find security cameras. These guard over your and our security. Every visitor of the hotel agrees to be recorded by our security cameras. In case of calamities these recordings will be shown to third parties as supporting material.

Check-in procedures

- A valid ID will be required upon check-in. Check-in is possible from the age of 18. Minors must always be accompanied by a parent / guardian (min. age of 25). No check-in will occur when the guest is not in possession of an ID/Passport or Driving license.
- **Hotel Deposit policy**

For all reservations, the Hotel requires a deposit for incidental charges upon check-in. **full amount (unused) of the deposit will be refunded on departure.** Deposit may be placed in **cash** or on a **credit card** or on a **bank card** at check-in time. For deposit using credit card, **pre-authorization** by the Hotel is required. This is a normal hotel practice across the globe. Please notice that pre-authorization is not an actual charge; the credit card company releases this amount back to your credit limit automatically upon check-out. (Unused amount)



SHANGHAI HOTEL HOLLAND
上海龍虎門大酒店
* * * *

Third-Party Booking Sources

In the case of cancellation or modifications to reservations made through sources other than directly with the Hotel or the Hotel website, the Hotel recommends that guests first contact their source of booking for assistance before approaching Hotel staff.

Possessions

- The management, the owner of this location and / or persons working for the hotel, cannot be held liable for any injuries and / or material or immaterial damage that visitors of the site might experience.
- You must hand in lost items at the reception.
- Shanghai Hotel Holland cannot be held responsible for the loss or theft of any possessions. A safe is located within the room to store valuable possessions.

All directions from employees of this hotel, which are related to house rules, must be followed.



SHANGHAI HOTEL HOLLAND
上海龍虎門大酒店

HOUSERULES

It is forbidden to:

- To use the emergency exit doors as normal entry or exit doors.
- Take property of the hotel outside the building. In the willful damage of property of Shanghai Hotel Holland one can be held liable for the repair and / or renewal costs. The deposit or credit card details can be used for settling any damages.
- To cause nuisance for another person, for example, through loud music, bad behavior or noise of any kind. This may lead to eviction of the hotel without reimbursement of payment.
- With more than the permitted number of people to stay in the room. This may lead to eviction of the hotel without reimbursement of payment.
- Paid reception of guests in the room for any sexual activities. This may lead to eviction of the hotel without reimbursement of payment.
- To smoke in the room. If we find that there is still smoking in the room we are forced to charge € 150 cleaning costs. If the fire alarm is triggered by smoking in the room, the call-out costs of the fire brigade of € 275 will be charged to you.
- To bring pets to the hotel.
- It is forbidden to possess, to use or to deal drugs inside the hotel room, public areas, bar and restaurant. If it is discovered that you do, the hotel preserves the right to cancel your reservation and deny further access to the hotel without reimbursement of payment
- Use laughing (nitrogen) gas or bring laughing gas during your visit at our hotel. We will confiscate any laughing gas bottles and cartridges in your possession and you will not receive them back. If it is discovered that you do, the hotel preserves the right to cancel your reservation and deny further access to the hotel without reimbursement of payment.

In all cases not provided for in these regulations, the management of the Shanghai Hotel Holland decides.