

House Rules MyHotel

Check-in and Check-out

- **Check-in:** From 3:00 PM.
- **Check-out:** Before 11:00 AM.
- Early check-in and late check-out are possible based on availability and may incur additional charges. Contact the reception for more information.

Reception and Accessibility

- Our reception is open 24 hours a day, 7 days a week. You can contact our team at any time of the day or night for questions and assistance.

Payments

- **Payment Methods:** We accept cash, credit cards (Visa, Maestro, MasterCard), and debit card payments.
- A valid ID and a credit card or cash deposit are required at check-in.

Smoking

- Our hotel is entirely non-smoking.
- It is strictly forbidden to smoke in our hotel.
- Smoking is only allowed in designated smoking areas outside the hotel.
- Violation of this rule will result in a €200 fine for additional cleaning costs.

Pets

- Pets are not allowed in the hotel, except for service dogs.
- For service dogs, please contact MyHotel Meppel in advance.

Quiet Hours

- We ask our guests to respect the quiet hours between 10:00 PM and 7:00 AM and to avoid causing any disturbance.
- Noise disturbance will not be tolerated and may lead to removal from the hotel without a refund.

Parking

- We offer free parking for cars to our guests.
- There is a covered and separate facility for bicycle storage in our bike shed.
- Parking is always at your own risk.

Safety

- Always keep your room door closed and locked when you leave your room.
- Store valuables in the safe in your room or at the reception.

Damage and Loss

- Guests are responsible for any damage to the hotel room or property during their stay.
- Costs for damage or loss will be charged to the credit card registered at check-in.

Use of Facilities

- Hotel facilities such as the lobby are available for registered guests.
- Follow the rules and opening times of each facility.

Visitors

- Visitors are welcome in the lobby and public areas.
- Visitors are not allowed in the rooms without prior permission from the reception.

Fire Safety

- Always follow instructions in case of a fire alarm.
- It is forbidden to use candles, incense, or other open flames in the rooms.

General Behavior

- Treat hotel staff and other guests with respect.
- Illegal activities and behavior deemed inappropriate or offensive are not allowed and may lead to immediate removal from the hotel.

Compliance

- By booking a room and checking in at our hotel, you agree to comply with these house rules.
- The hotel reserves the right to remove guests who violate these rules without a refund.

Cancellation Policy

Standard Cancellation Policy

1. Free Cancellation Up to 48 Hours Before Arrival:
 - o Cancellations made through external booking sites (e.g., Booking.com, Expedia, etc.) are free up to 48 hours before the planned arrival date.
2. Free Cancellation Up to 24 Hours Before Arrival:
 - o Cancellations made through our website are free up to 24 hours before the planned arrival date.

No-Show Policy

- If you do not show up without prior cancellation, the full price of the overnight stay will be charged.

Reservation Changes

- Changes to the reservation are subject to availability and may incur additional costs.
- For changes less than 24 hours before arrival, contact our reservation team directly.

Special Rates and Offers

- Different cancellation conditions may apply for special rates and offers. These will be stated during the booking process and on your confirmation.

Contact

- For cancellations and changes, you can contact our reservation team via 0853039799 or meppel@my-hotel.nl.