

Hotel policies



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Hotel policies



TERMS AND CONDITIONS OF THE BAYSIDE BOUTIQUE HOTEL

These terms and conditions are between you and Bayside Boutique Hotel and apply to all reservations.

You agree that you will make reservations in good faith for legitimate use by you and your invited guests only and not for any other purpose, including but not limited to reselling, impermissibly assigning or posting on third party websites, or making speculative, false or fraudulent reservations or any reservations in anticipation of demand.

These terms and conditions and any bookings made under them shall be governed by and construed in accordance with Curacao law. This choice of law is without prejudice to consumer protection afforded by provisions that cannot be derogated from by agreement by virtue of the law which, in the absence of any choice, would have been applicable in the country where you reside. Disputes shall be submitted to the exclusive jurisdiction of the competent court of Curacao.

RATES, RESORT FEE & TAXES

- The room rate charges agreed when you made your reservation will apply to your booking. Meals, drinks and other extras are not included in room rate charges, unless otherwise agreed on (i.e. if booked with breakfast included).
- Resort fee is \$10 per night.
- A 7% VAT rate is applied to your hotel charges
- Please note, our hotel is cashless.
- Always record your credit card details just to guarantee the payment. Please note that we are obligated to cancel your reservation if we do not receive a credit card as a guarantee.

CANCELLATION

Do you want to cancel your reservation? We have two types of rates; flexible and non-refundable.

- **Flexible rate**

All bookings are subject to a 100% cancellation fee if cancelled less than 7 days before arrival.

- **Non-refundable rate**

With a non-refundable rate you are not able to change or cancel your stay and thus you will be charged for 100% of the costs.

PAYMENTS AND REFUNDS

- The hotel is authorized to charge your credit card at any moment after making a reservation. Please be aware that the charged credit card need to be presented at the check in.



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- For any unforeseen incidents, we advise you to take a travel and / or cancellation insurance at all times.
- Refunds of prepaid charges are generally processed within 10 business days after your request to cancel or modify your booking.

NO-SHOW

In case of no-show, we will charge 100% of your reservation. The room will be released at 12PM. (noon) the following day.

MODIFICATIONS

- Modifications are only allowed with reservations with a flexible rate.
- Modifications are possible 8 days prior to the arrival date.
- Should you wish to amend your reservation, neither the availability nor the rate upon your booking can be guaranteed.
- It is possible to change the name of the reservation one time.
- If you booked a room through the use of a travel agency or an online travel agency (such as Booking.com or Expedia.com and Hotels.com), you must cancel or modify your booking through the agency that you used to make the booking.

CHECK IN TIME

Our check-in time is from 3PM. Should you wish to guarantee an early arrival, we advise you to contact the reservations department. Please note that this is subject to a fee and availability.

CHECK OUT TIME

Our check-out time is until 12PM (noon). Should you wish to extend your check out time, we charge a fee depending on the time of check out. All extensions of your check-out time are subject to availability.

FRONT DESK

Please note that our Front Desk closes at 21PM. We kindly request you to check in before this time. If something arises that makes this impossible, please contact the hotel as soon as possible. In that case, we will engage a night porter to supervise your check in.

REGISTRATION

The minimum age to check-in is 18 years old. Absolutely no minors unaccompanied by their parents/guardians are allowed in the hotel.

EXTRA PERSONS

Your reservation is based on two persons. Adding persons to your reservation is possible, based on your room type and availability of extra beds.

- We provide baby cots. Please inform us prior to your arrival. Costs are \$25,- per stay.
- We provide extra beds. A fee of \$30,- per person per night will be charged.
- For children under the age of 12 a fee of \$25,- will be charged.
- We do not charge a different (lower) price for 1 person reservations.

PETS

Unfortunately, pets are not allowed in the hotel and restaurant.

NON- SMOKING

All rooms are non-smoking. When evidence of smoking is found in your room, the management holds the right to take appropriate measures.

PARKING

Bayside Boutique Hotel has free parking.



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CAMERA'S

Bayside Boutique Hotel has camera's on the hotel premises. These surveillance cameras are there for security and to help maintain the safety of the hotel's staff and guests.

LIABILITY

The management cannot be held liable for loss, theft or damages of your belongings in the hotel or other premises of Bayside Boutique Hotel. Notwithstanding any other provision of this agreement, in no event shall hotel be liable, regardless of whether any claim is based on contract or tort, for any special, consequential, indirect or incidental damages, including, but not limited to, lost profits, arising out of or in connection with this agreement or the services performed in connection with this agreement.

UNFORESEEABLE CIRCUMSTANCES

Bayside Boutique Hotel does not accept liability or pay any compensation for our failure to provide services contracted due to circumstances beyond our control: (natural) disaster, fire, (acts of) war and terrorism, strikes, riots, civil disorder, governmental regulations, industrial disputes, adverse weather conditions or any other exceptional and catastrophic event, circumstances or emergency, making it impossible, illegal or preventing guests from staying in our hotel.

LOST & FOUND

All items found in the hotel or other premises will be registered and stored for three months. Keep in mind that we're unable to guarantee items will be found or delivered immediately. Shipping costs must be paid upfront.

DAMAGE TO OUR HOTEL AND PROPERTY

Any damage to rooms or the hotel or premises caused by your party during the stay and items missing upon your departure will be charged to your credit card in file.

WIFI

Throughout the resort premises all guests can enjoy our complimentary WIFI services. Ask the reception for the password and/or login details or find it in your room.

Our wireless network is provided without warranties of any kind, either expressed or implied. We do not warrant that access to our wireless network will be uninterrupted, timely, secure or error-free at all times or will meet your requirements. Bayside Boutique Hotel is not responsible for the security, integrity, accuracy or completeness of any information that you transmit or receive while using our WIFI. You may not use our WIFI network for any purpose that is unlawful or prohibited.

PRIVACY

During your stay, Bayside Boutique Hotel collects your personal data. This data is processed in accordance with our Privacy Statement as well as GDPR applicable laws and regulations. Data collected by third booking parties using cookies etc. when browsing their website, is beyond our control. We will refer to the Privacy Statement of the agency you used to make your booking. For more information about your privacy within Bayside Boutique Hotel, we refer you to our Privacy Statement on our website.

PHOTOGRAPHY AND VIDEO

Any photoshoots, audiovisual recording, reproduction or representation of images including the premises and buildings of the hotel, premises or restaurants of the Bayside



Hotel policies



Boutique Hotel, other than for strictly private use is subject to our prior approval. We are happy to help you to obtain permission and discuss the possibilities. Please contact info@baysidecuracao.com.



Hotel policies



IN-HOUSE RULES OF THE BAYSIDE BOUTIQUE HOTEL

BEFORE START

Before the start of your stay at Bayside Boutique Hotel, you must agree to our house rules. You will sign at check in on our registration card.

REGISTRATION

All guests staying at Bayside Boutique Hotel must be registered with valid identification (sedula or passport for foreigners).

- The minimum age to check-in is 18 years old. If you are underaged and you are not accompanied by someone of age 18 or older, Bayside Boutique Hotel reserves the right to evict you from the hotel.
- Absolutely no minors unaccompanied by their parents/guardians are allowed in the hotel.
- The guest who accompanies the underaged person is responsible for their behavior, which will be subject to the terms and conditions stated on this contract.
- The credit card listed must be in the guests name. At check in, the Front Desk team will verify the credit card.

PAYMENT

Payment takes place upon arrival. The payment must be processed on arrival before the keys are given to you.

ROOM BILL

Please note that it is only possible to charge your restaurant bill to your room, when there is a valid credit card listed.

PRICES

- All prices mentioned in this policy are in USD including taxes.
- When you make any cash payment, you will receive change in the local currency (NAF).

ARRIVAL AND DEPARTURE

Check in time is 3PM. Check out time is at 12PM.

- If you would like to request a late check out, please consult the Front Desk members. A late check out can not be guaranteed.
- For a late check out until 2PM a fee of \$25,- will be charged.
- For a late check out until 4PM a fee of \$50,- will be charged.
- For a late check out after 4PM a fee 75% of the actual room rate will be charged.
- If no request has been granted and a late check out occurs, we will charge \$100,-

LIABILITY

Bayside Boutique Hotel is not responsible for any loss or damaged belongings.

PROHIBITED

- Flammable and/or explosive materials and/or objects with an unpleasant smell are strictly forbidden on the premises. This also means candles in the hotel rooms are not allowed.
- Drugs and other illegal substances are strictly forbidden on the premises.



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- Firearms, ammunition and other weapons are strictly forbidden on the premises.

NON-SMOKING

Smoking is only allowed in the designated areas, not in the rooms. Breach of this rule will incur a \$250,- fee for the deep cleaning of the room.

RESPECT

Please respect other hotel guests and the Bayside staff. Breach of this rule, Bayside Boutique Hotel will immediately evict you from the premises.

- Parties, loud music and noises that disturb the tranquility of other guests after 10PM is prohibited. If these rules are not abided, you may be fined up to \$250,- for each instance of disorderly conduct as per hotel regulations, this can also cause the presence of the police, energy cuts and if the conduct is repeated you can be expelled by the administration.
- Please dress appropriately while entering public areas, e.g. no swimwear, nightwear or underwear in the lobby and restaurant area.

CLEANING SERVICE

- During your stay, you will receive cleaning service daily. You are welcome to decline this service if you wish.
- After declining service two times, the Housekeeping team or Front Desk team will need to enter the room on the third day.
- Please note that only towels put on the floor will be changed.

HOTEL ROOMS & SUITES

- Please handle room equipment and furniture with care. For intentional damages a fee will **BE CHARGED**.
- All of our rooms are equipped with an electronic safe for our guest to use.
- The room inventory (pillows, blankets, tv etc.) is intended for your use in the hotel room only. You are kindly requested not to take them out of the room. In case of misuse, a fee will be charged.
- In case of losing a room key, please inform one of our team members. A fee of \$50,- will be charged for the replacement.
- Please make sure to close doors and water taps and turn off lights and air conditioning upon leaving the room.
- In case of damaging or severe staining our linen, we charge \$25,- for the bedding and \$12.50 for each towel or pillow case.

HOTEL ITEMS

- Upon check in you will receive a Bayside card, towel cards and one room key. These need to be returned upon check out.
- A second room key is available. We place a deposit of \$50,- on your room.
- Adapters (220v to 110v) are available. We place a deposit of \$5,- on your room.
- We kindly ask you to return any borrowed items, such as adapters, irons, extra hangers, etc. to the Front Desk.

HOTEL FACILITIES

- The use of hotel facilities, such as the pool and gym, is exclusively accessible for guests of the Bayside Boutique Hotel.



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- At 10.30PM the main building will be closed. You are able to enter your room via the side entrances of the hotel.
- The lobby and patio inventory are intended for use of all our hotel guests. Please be so kind as not to take anything into your room.

HOTEL PREMISES

- We have security camera's on the hotel premises for your and our safety.
- Please limit the use of food and beverages bought off-premises to your designated hotel room area.
- We do not allow food and beverages bought off-premises in public areas such as the swimming pool, lobby or restaurant.
- No pets allowed on the premises.
- We kindly ask you to not feed any animals you see on the premises.

RESERVATION

- The guest may not concede the rights to the room to another person without the authorization of the Bayside Boutique Hotel.
- If you choose to extend your stay, please notify us 24 hours in advance of your departure date so that we can guarantee your booking. This prevents us from having to move you to another room.
- If for some reason you have to terminate your stay before planned, keep in mind that we won't be able to refund your money. The Bayside Boutique Hotel will not refund or reassess the amounts paid if the guest leaves before the planned date.

EXTRA PERSONS

Your reservation is based on two persons. Adding persons to your reservation is possible, based on your room type and availability of extra beds.

- We provide baby cots. Please inform us prior to your arrival. Costs are \$25,- per stay.
- We provide extra beds. A fee of \$30,- per person per night will be charged.
- For children under the age of 12 a fee of \$25,- will be charged.
- We do not charge a different (lower) price for 1 person reservations.

SPECIAL REQUESTS

If you have any requests regarding your stay at the Bayside Boutique Hotel, please let us know.

SPECIAL OCCASIONS

We are honored that you decided to celebrate your special occasion at the Bayside Boutique Hotel. If you are looking a enhancement to your reservations, we kindly refer you to our celebration packages to upgrade your stay.

THANK YOU

for your cooperation and enjoy your stay at Bayside Boutique Hotel. If you have any questions regarding the house rules, feel free to ask our team.

Modifications and error are reserved.

