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## Conditions générales

*By Admin*

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**FRENCH VERSION TO BE TRANSLATED..**

**Please note: this is a non-smoking apartment service!!**

**Accommodation offered at six central locations in the old center:**

Eastern, Southern and Western Canal belt.

See [Map](#) and [Locations](#) please. You can express your preference in your booking remarks.

Location 2, 3, 4, 5 and 6: half year contracts.

Please [BOOK ONLINE](#) for the best available rate.

**Minimum stay:** When booking a Friday or Saturday night: minimum stay 3 nights. During bank holidays: minimum stay 3, 4 or 6 nights. One night stays only possible when it fits other reservations or booked last minute.

**Rates:**

- including 6% V.A.T.
- including wireless internet
- including services: bed linens and towels
- excluding 5% city tax
- excluding breakfast (no breakfast served)

**Attention:**

- Children up to 4 years can stay for free in the same room as the parents.
- Baby cot and high chair on request
- Extra person and bed: EURO 25-45 per night.
- **Free wireless internet connection at all locations.**

**Special conditions:**

- Silence in the house after midnight.
- No curfew, but only one homecoming allowed per night.
- Non-smoking rooms only. Strict policy!!

**After booking:**

**Check your e-mail for a confirmation from Alexander's to check at which of the six locations you have been booked. A route description on how to get to that location will be in the attachment.**

**Communicate your expected time of arrival please well in advance .**

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**Check-in:** After 13:00, you can leave your luggage from 10 a.m. onwards at location 1.

**Late arrivals are ruled out under the followings:**

- Eur 25 after 9pm
- Eur 50 after Midnight

**Check-out:** Before 12:00 noon. You can leave your luggage in the office at location 1 or use luggage lockers at central station.

**Payment upon arrival required:** Total amount + 5% city tax + deposit 25 euro per person.

- In cash .
- By Credit Card: Total amount + **4% extra charge**  
(Visa, Euro/Mastercard, Amex, **NO 'electronic use only' Cards**).
- By bank transfer in advance: total amount including 5% city tax + **EUR 10** handling costs.
- By Invoicing in advance + bank transfer: total amount including 5% city tax + **EUR 25** handling and administrative costs.

**25 Euro deposit** per person: for not smoking, silence after midnight, cleaning kitchen before checking out, leaving rest of the accommodation in reasonably clean state, returning set(s) of keys. **No upfront charges** made to your credit card! Alexander's does get an authorization on the credit card though immediately after booking. (=reservation for the amount of the booking)

**Customer satisfaction:**

Wishes or remarks regarding the accommodation or service need to be communicated during your stay: the sooner the better. The AAA team can do it's utmost best then to meet your expectations. After checking out Alexander's can not take responsibility for how you experienced the accommodation or the service.

**Cancellation conditions:**

- If cancelled up to 7 days before date of arrival, no fee will be charged.
- If cancelled later the first night (full rate) will be charged.
- In case of no show the total price of the reservation will be charged.