

CANCELLATION CONDITIONS

- **Cancellation of a reservation:** In the event of a full or partial cancellation of a reserved hotel accommodation or catering service, any compensation is calculated based on the reservation value (RV). This is the total value of the reservation made.
- **No-show:** If the customer fails to show up, the customer is in all cases obliged to pay the full reservation value (100% of the RV).
- **Group reservations from 50 persons:** For reservations for 50 or more people, the cancellation and modification periods specified below are extended by one month.
- **Group reservations for hotel rooms:** Reservations of three or more rooms are considered group reservations.
- **Cancellation of a catering agreement by Stiernerheide N.V.:** Stiernerheide N.V. can cancel a catering agreement. The customer may request in writing within seven days after concluding the agreement to waive this right. This is only possible if the customer simultaneously clearly and in writing confirms that they also waive their right to cancel the agreement.

COMPENSATION FOR CANCELLATIONS

CANCELLATION OF THE EVENT AND/OR HOTEL ROOMS

In case of a complete cancellation of an event, party, meeting, seminar, stay, or other group gathering by the client, the following cancellation fees will be charged, calculated on the total contractual reservation value:

	Group	Individual	
More than 3 months before the date of the event:	/	/	no cancellation fees
From 90 up to and including 60 days before the date of the event:	25%	0%	of the total reservation value (RV)
From 59 up to and including 30 days before the date of the event:	50%	0%	of the total reservation value (RV)
From 29 up to and including 14 days before the date of the event:	75%	0%	of the total reservation value (RV)
Less than 14 days before the effective date or no-show:	100%	0%	of the total reservation value (RV)
Less than 48 hours before the arrival date or during public holidays:	100%	100%	of the total reservation value (RV)
Non refundable*	100%	100%	of the total reservation value (RV)

*your credit card will be charged immediately upon confirmation of reservation.

CHANGE IN THE NUMBER OF PARTICIPANTS AND/OR HOTEL ROOMS

A reduction in the previously agreed number of participants or number of hotel rooms is considered a partial cancellation. The client must notify the hotel in writing of any reduction.

More than 10 days before arrival	free of charge
From 10 up to and including 4 days before arrival	50% of the total reservation value (RV)
From 3 days up to and including the day of arrival or a no-show	100% of the total reservation value (RV)

PAYMENTS

- Stiemerheide N.V. may at any time require the customer to deposit, or arrange for the deposit of, a security deposit with Stiemerheide N.V. in an amount not exceeding the reservation value, less any interim payments already made. Security deposits received are properly accounted for, serve exclusively as security for Stiemerheide N.V., and are expressly not considered revenue already realized.
- Stiemerheide N.V. may at any time request interim payment for catering services already provided.
- If a revenue guarantee has been issued, the customer is obligated to pay Stiemerheide N.V. at least the amount specified in the revenue guarantee with respect to the relevant catering agreement(s). This amount specified in the revenue guarantee is based on a minimum number of guests.
- After signing the contract, we ask that you provide the correct billing information via email as soon as possible. For total amounts of € 5,000.00 or more, an advance invoice for 50% of the total amount will be issued automatically.

GENERAL INFORMATION

Check-in & check-out time

Check-in: 15u00

Check-out: 11u00

Breakfast

Monday to Sunday: 07u00 – 10u00

Restaurants

Stiernerheide has 2 restaurants:

- 1* Michelin fine dining restaurant De Kristalijn
- Restaurant Moonstone

Both restaurants are very busy. Please reserve as soon as possible to avoid disappointment.

In the event of a cancellation of the restaurant reservation less than 24 hours before the reservation or a 'no-show', we reserve the right to charge a flat fee of € 75,00 per person.

For both restaurants, please let us know if we need to take any allergens into account.

Dog policy

Dogs are not allowed in our restaurants, but they are warmly welcome both inside and outside only in our bar/bistro.

Additional conditions

- The agreed rates are valid for 24 hours for confirmation.
- During our events, photos may be taken for future promotional use of Stiernerheide only.