

Long stay House rules

Dear Guest,

Welcome to Stay at 7!

We hope you're enjoying your stay with us so far, our quote: Come as a guest, leave as a friend. We aim to provide great hotel accommodation with even better services and hospitality guidelines, so you can focus on your stay, your study, your work or whatever. If you have any questions please ask our staff, we are always happy to help you. If you have a problem with, or a question about any of our Stay at 7 facilities, please inform us as soon as possible so that we can resolve the issue as fast as possible.

What we ask of you? Respect the space and the people who are in it! :)

Below, please find our conduct and guidelines.

1.1 Reception

To get in contact with our reception squad please call +3170 800 2128 or send us an email via info@stayat7.nl

Opening hours reception every day from 8:00-21:00 and we have a night porter service. In case of emergency outside reception hours please call our landline number +3170 800 2128, it will be transferred to our emergency staff on roster. In case of a life threatening situation call 112 (NL emergency contact). All necessary information is at our reception desk.

1.2 Guest policy

Stay at 7 Hotel does not accept any cash. Neither are cash payments accepted nor available for exchange. Payments of the room night will happen via credit card, or bank card at least in 48 hours prior to arrival or unless a pre-payment has been made by the bank (or if agreed differently based upon corporate contracts).

Guests are asked to identify themselves with a valid identification (passport or driver's license) and a valid credit card or bank card. The name of the guest, name on the identification and the name of the credit must be identical, and must be shown upon check in. All guests of the hotel have to be announced to the front office staff before check in by the booker.

All guests accompaniment are also asked to identify themselves via a valid ID and credit (or bank card) with a corresponding name. The receptionists are entitled to refuse access to any guests that are not able to identify themselves in this manner.

1.3 Parties and noise

We do understand that everyone likes to party, **but** in order to minimize complaints from other guests and neighbors we ask you to respect the following regulations:

1. No noise (parties, loud chatting, music) in the common areas, the garden, parking lot and or right outside the hotel after 22.00 hrs.
2. Guests are required to clean up any garbage they or their accompanying guests leave behind. If it is not cleaned, Stay at 7 will charge cleaning costs of 25 euros.
3. Please be reminded that our camera's monitor all inside and outside activities (24 hours). We also have a night porter that will be here and keep an eye on the hotel and the rooms.

If we receive too many complaints from guests or neighbors, the following 3 strike procedures will apply:

- 1st complaint: We will issue the guest with their first warning.
- 2nd complaint: We will issue the guest with their second warning/fee.
- 3rd complaint: We will terminate the hotel contract of the guest with our hotel without refund.

We will have exceptions to these rules only for official parties approved by the management of Stay at 7.

1.4 Emergency exits

Emergency routes, corridors and exits must remain clear, at all times. It is not allowed to store any personal items or belongings near or in the stairways or corridors of the hotel. Use of emergency exit doors is *strictly* prohibited in non emergency situations. Anyone that blocks the stairways, emergency routes corridors and/ or exit points or uses an emergency exit door in a non emergency situation will immediately receive an official warning and also financial charge of €250,-

1.5 Smoking

Smoking is prohibited at Stay at 7. If any member of the hotel team catches you smoking in the building or finds evidence of smoking including the use of e-cigarettes, there will be an immediate charge of €250,-.

Smoking is prohibited within 5 meters of main entrance doors outside.

1.6 Illegal Substance, drugs and weapons

Bringing illegal substances, drugs or weapons into the hotel is *strictly* forbidden and will lead to immediate eviction without refund. In such a case, the payment obligation in relation to the duration of the reservation will continue unabridged. The hotel will notify the authorities as well.

1.7 Keys

Every guest is issued one key. Please notify the reception immediately if you lost your electronic key. There is a fee of 10EUR. Just come to the reception and our Stay at 7 staff will help program a new key for you.

1.8 Chill & Eat area downstairs

The chill and eat area is open 7 days a week from 8:00 until 21:00. This area is available for all guests and should be a space where you can chill, eat, study or work/play. Please keep it clean and use furniture and equipment with respect.

We must close all public areas outside of hours due to Corona regulations and safety.

1.9 Room

It is forbidden to apply nails, screws etc into the wall, floors, ceilings or your room. It is not allowed to remove or bring any extra furniture into the room. The following items are prohibited in the room: candles, incense sticks, any kind of appliances for making food, oil burners etc. No decoration at windows as well.

1.10 Washing + drying room

Guests with a long stay may use this washing +drying room between 8:00-20:30. This room is opened during these hours. Make sure you bring a laundry basket while doing your laundry and set a timer to pick up your clothes when it's finished so other guests can use the

machines. It is important to keep this room clean for other people. The hotel is allowed to stop access if you do not use the washing room appropriately.

If any casualty may occur due to irresponsible handling of equipment, all necessary repair and/or replacement costs will be charged to those responsible. Always keep this room clean and tidy for the next person.

Thanks in advance!

1.11 Mail and packages

Mail and packages can be delivered for you at our reception. Please always indicate your room number and name. The hotel does not accept any responsibility for mail or packages that are damaged or lost. We will notify you if packages are not picked up after 1 week and after 2 weeks it will be removed from location.

1.12 Pets

Pets are only allowed on request.

1.13 Technical issues

Please always report technical issues at the reception. We will process technical malfunctions as soon as possible during office hours on weekdays (8am - 5pm). Urgent issues will be dealt with as priority and will be handled urgently (Call our emergency landline if staff is not accessible). Our technical staff is able to enter your room. You do not have to be present.

1.14 Internet use

The hotel offers free super fast WiFi. We strictly prohibit the guests from using the internet for illegal activities and use the installation for private networks or private routers. Any use of the WiFi network for illegal activities and use of private networks or routers can lead to fines and cancellation of the reservation.

1.15 Deposit

The hotel *may* require the guest to pay a deposit as a security for use of cash, unpaid invoices or as compensation for security or damage deposit caused by the guest. The hotel will hold the deposit for the period the guest is staying. The hotel staff will return the deposit to the guest after a successful check-out of the guest. Any outstanding damage payments and charges will be deducted from the deposit or charged to persons responsible.

Please speak to reception staff for more information concerning charges.

1.16 Notifications

The hotel is authorized to refuse access to the hotel at any time. Contracts can be terminated at any time if guests violate any of the house rules as mentioned above. For more information please visit our website or ask our staff members.

1.17 Traffic Light System

As a hotel and accommodation, for our new guests we are taking the extra precautions to stay clean and hygienic in this crisis period. Our traffic light system indicates to our team where we need to take extra care and measures on behalf of our community, guests and staff.

We provide cleaning services for Longstay guests once a week. Check the cleaning schedule at every floor in the area of the elevator. Our housekeeping team is essential to keeping the regulations and safety for guests and the community.

What we ask of you?

We ask that you adhere to the Corona regulations and precautions to keep your space as clean as possible at all times. Our traffic light system will give you and our team the indication for extra needs and good communication about the overall standard of your hygiene and cleanliness.

Green - you're doing great! Stay clean and healthy

Yellow - OK you can do better! We believe in you so let's try again for next week.

Orange - We can see you're finding this difficult! Have a chat with us at reception or send us an email. We can give you tips and tricks to stay clean and keep to our health regulations and standards. See this as a Warning (you only get 1)!

Red - We do not accept the state of your living. Unfortunately we will have to take action (removal or payment for damages and misconduct to the regulations).

We will notify you about your traffic light status for the first time (so you have enough time to clean up any mess, wink wink).

1.18 COVID 19 Regulations and Updates

All guests are required to **wear masks** in public areas of the hotel. You are free to walk around and use the common spaces but we ask you strictly to keep a **1.5 meters** distance from other guests and staff at all times.

For long stay guests we require you to register every visiting guest at reception, this also applies to short visits. All visiting guests have to register and sign in with valid legal identification at reception. Unauthorized guests are breaching the code of conduct and will therefore be removed from the premises. Moreover, not respecting the regulations of Stay@7 will consequently lead to the termination and cancellation of your booking.

We have **strict regulations** for all guests and their daily care:

1. You must keep a healthy standard of living in your room (no food/crumbs or spillages on the floor).
2. Empty out your trash into the trash can, recycle it outside.
3. You must eat and prepare your food in our common areas. Cooking in your room is not allowed.
4. Do not wash our hotel linen. Instead dirty linen can be left on the first floor in the baskets in the central hall. Be aware that you will only have one linen change weekly.
5. You must remove your dirty sheets from bed and dirty hotel linen has to be removed for housekeeping to clean (check the list in the elevator area of every floor or ask reception).
6. Housekeeping will not touch any personal belongings inside your room. Make sure to remove clothing from the floor or beds for cleaning services.
7. You must leave your room for housekeeping to clean up (this means in a condition for housekeeping to be able to clean it within 15minutes).
8. Open your windows for at least 30mins every day for ventilation.
9. Damages to the room will be charged and must be paid by the check out date (check the house rules about security deposit or damage charges)
10. We have a vacuum cleaner, dustbin and brush in the washing room for your daily maintenance. You are required to notify the staff when using any of these appliances.

11. To help ensure the safety in our growth as a community, we have added a **Traffic Light System** to monitor and ensure the hygiene standards are met in all long stay rooms. *(please read above 1.17).*

1.19 Registration at this address

You can only register as a residential address. Companies may not be registered here. This is strictly forbidden.

1.20 Pregnancy and children

If you are heavily pregnant, it is not possible to stay at Stay at 7. A stay with children is possible from 6 months old.

By signing our registration form you have agreed to adhere to all house rules and regulations attached and mentioned above.

Extra Information

- We sell face masks at the reception.
- We sell extra linen for 25 euros per bed.
- You can buy cleaning products from the reception *or* go to the supermarket and grab some alles reiniger/all purpose cleaner + bleek/toilet bleach.

Again, we will also have the long stay rules available to read at our reception and in the public areas. Any other information please do not hesitate to contact us or visit us by reception.

Thank you so much for taking the time to read all our guidelines! Now go RELAX and enjoy that comfy bed!