

- GENERAL TERMS AND CONDITIONS OF OUR HOTEL –

GENERAL

These terms and conditions are between you and Hotel du Soleil - Luxury Bed & Breakfast in Pietermaai and apply to all bookings of hotel rooms in our building, to the exclusion of all other terms and conditions. You agree that you are making a good faith reservation for legitimate use by you and your invited guests and not for any other purpose, including but not limited to resale, unauthorized assignment or posting on third-party websites, or making speculative, false or fraudulent reservations or pending demand reservations. These terms and conditions and all bookings made under these terms and conditions shall be governed by and construed in accordance with the law of Curaçao. This choice of law is without prejudice to the consumer protection afforded by provisions that cannot be derogated from by agreement under the law which, in the absence of any choice, would have been applicable in the country where you reside.

RATES & TAXES

The room rate agreed upon when making your reservation will apply to your booking. Sales tax (7%), meals, drinks and other extras are not included in the room rate, unless otherwise agreed (if booked including breakfast). Prices are subject to change without further notice. Room rate, breakfast and sales tax must be paid upon arrival. All other charges must be paid at check-out.

Please note that valid credit card details are required to guarantee all bookings. After making the reservation, the staff of Hotel du Soleil – Luxury Bed & Breakfast will contact you with details of payment. Always make a note of your credit card information to guarantee payment. Please note that we are obliged to cancel your reservation if we do not receive a credit card as a guarantee.

CANCEL, NO SHOW & CHANGE

Do you want to cancel your reservation? Check the cancellation policy stated in the reservation process.

If you booked a room through a travel agency or an online travel agency (such as Booking.com or Expedia.com and Hotels.com), you must cancel or change your booking through the agency you used to make the booking.

NO SHOW

In case of no-show, we will charge the full amount of your reservation.

AMENDMENTS

Should you wish to change your reservation, neither the availability nor the rate of your booking can be guaranteed. To avoid cancellation costs, we advise you to change your reservation at least 24 hours before the arrival date.

CHECKING IN

Our check-in time is from 3 pm. If you want to guarantee an early arrival, we advise you to book the night before arrival. Please note that this is subject to availability.

CHECKING OUT

Our check-out time is until 11am. If you want to check out later, please contact the front office. Fees may apply. Please note that this is subject to availability.

MINIMUM AGE

The minimum age to check in is 18 years old. If you are a minor and you are accompanied by someone of 18 years or older, Hotel du Soleil – Luxury Bed & Breakfast reserves the right to evict you from the hotel or apartment.

FAMILIES WITH CHILDREN

Hotel du Soleil – Luxury Bed & Breakfast provides baby cots. Please inform the reception before arrival.

PETS

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

NO SMOKE policy

The hotel including all rooms is non-smoking. If smoking is detected in your room or public areas, the management reserves the right to take appropriate measures.

PARKING

Hotel du Soleil – Luxury Bed & Breakfast has its own parking facilities. You can reserve a private place with your booking.

LIABILITY

The management cannot be held responsible for the loss or theft of property in the hotel or restaurant.

LOST AND FOUND

All items found in the hotel, apartments or restaurant are registered and kept for three months.

DAMAGE & PROPERTY

Any damage to rooms and the hotel caused by your party during the stay and missing items will be charged on your departure.

UNFORESEEN CIRCUMSTANCES

Hotel du Soleil – Luxury Bed & Breakfast accepts no liability nor pays any compensation for our failure to provide the contracted services due to circumstances beyond our control: (natural) disaster, fire, war and terrorism, strikes, riots, unrest, government regulations, labor disputes, unsettled weather conditions or other exceptional and catastrophic events, circumstances or emergencies that make it impossible or illegal or prevent guests from staying at our hotel or apartments.

WIFI

Throughout the building, all guests can enjoy our free WIFI services. Our WIFI is provided without warranty of any kind, either express or implied. We do not warrant that access to our wireless network will be uninterrupted, timely, secure, error-free or will meet your requirements at all times. Hotel du Soleil – Luxury Bed & Breakfast is not responsible for the security, integrity, accuracy or completeness of any information you send or receive while using our WIFI. You may not use our WIFI network for any illegal or prohibited purpose.

PRIVACY

During your stay, Hotel du Soleil – Luxury Bed & Breakfast collects your personal data. This data is processed in accordance with our Privacy Statement and the applicable laws and regulations of the GDPR. Information collected by third-party booking parties using cookies etc. while browsing their website is beyond our control. We refer to the privacy statement of the agency with which you made your booking.

PHOTOGRAPHY & VIDEO

Any photoshoots, audiovisual recordings, reproductions, or display of images including the grounds and buildings of the hotel, apartments, or restaurant of Hotel du Soleil – Luxury Bed & Breakfast, other than for strictly private use, require our prior consent. We are happy to help you with obtaining permission and discuss the options.

Chamber of Commerce Curacao - Maison du Soleil # 155928