

XO Hotels Amsterdam  
House rules for our guests  
February 2024

Please find below the house rules which apply when you enter our hotel. We expect our guests to keep to these rules in order to maintain a pleasant atmosphere for everyone.

- It is prohibited to use, possess and/or sell and buy nitrous oxide capsules, drugs (including, but not limited to, marijuana, GHB, cocaine, hashish, weed, LSD, XTC) and other (illegal) goods on hotel premises. When we do find drugs in the room, you will be requested to leave the hotel immediately, without restitution of already paid room costs.
- We are non-alcohol hotel. You can only drink alcohol in your own hotel room, when you bring your own.
- The hotel has the right to ask a guest to open and show their luggage. In the event of refusal, access to the premises may be denied.
- The possession of firearms and other weapons is strictly prohibited.
- Indecent and undesirable behaviour (such as: sexual harassment, racism, discrimination or aggression) against staff and/or guests will not be tolerated. Disturbing or offensive behaviour (such as prostitution) in or around the building will not be tolerated.
- It is not allowed to make photos, voice and/or film recordings of the hotel staff without written permission. In case photos, voice and/or film recordings will be put online on any which platform, charges will be filed with the police with the images and data that we have of you.
- Glassware and other hotel properties may not be taken outside the building under any circumstance. In case of damage to possessions of the hotel, you are held responsible for repair and/or replacement costs.
- The hotel is not responsible for the loss of and/or damage to your personal belongings.
- It is prohibited to cause (noise) nuisance in or around the hotel. Depending on the extent to which the nuisance occurs, you risk a fine of € 200 and are requested to leave the hotel immediately, without restitution of paid costs.
- Several cameras are placed in and around the building. By entering the building and the premises of the hotel you agree that you can be recorded.
- Staff can refuse access or request a person to leave the premises at all times, without any discussion.
- Instructions of our staff must be followed at all times.
- At the request of the hotel staff you must be able to show your ID.
- By order of the municipality, it is prohibited to stay at the hotel or make use of the hotel facilities without a valid room reservation. All hotel facilities are for hotel guests only.
- It is prohibited to rent the room in your name, without staying in the room yourself.
- It is prohibited to stay in the room with more than the reserved number of people.
- It is prohibited to receive visitors in the room, regardless of the duration of the visit.
- It is not allowed to bring a bicycle or any other vehicle than a wheelchair to the hotel room.
- It is not allowed to bring animals into the hotel, with the exception of official assistance dogs.
- Smoking (including electronic cigarettes) is strictly prohibited in the entire building (including in the parking garage, if present) except in the designated smoking areas. In case of violation, we will impose a fine of € 200 upon you and you are requested to leave the hotel immediately, without restitution of already paid room costs.
- If you deactivate the smoke detector and thus endanger the entire hotel, the hotel will impose a fine of € 200 upon you and you must leave the hotel without refund of costs already paid.
- If the smoke detector is triggered by smoking in the room, the call-out charge of the fire brigade of € 500 will be imposed upon you.
- It is forbidden to cook in the room and / or to use a (camping) gas stove. It is also forbidden to burn incense and/or candles in the room.
- It is prohibited to use emergency exits as normal entrances and exits. They can only be used in case of emergency.
- The room is cleaned every third night, even if you have set the control panel in the room or the doorhanger to "Do not disturb".
- Leaving our hotel room dirty has consequences. Besides extra cleaning fees, it may result in a hotel denial. This will all be at the discretion of the hotel staff.
- Lost and found objects can be handed in at the reception desk.
- The parking facilities at Hotel Levell, XO Hotels Park West, XO Hotels Couture and XO Hotels Blue Square are for hotel guests and hotel staff only. Unauthorized cars parked in the parking garage will be removed without further notice.
- Delivery of food or drinks to the hotel? Please note that, due to food safety, we will only be holding this for you for a maximum of 30 minutes. You are responsible to inform the delivery company about the correct room/phone number.
- In case of suspicion of abuse or wrongdoing in or around our hotel, we report this to the municipality and the police.
- Lastminute reservations can only be made with a valid credit card guarantee in the name of the person staying with us.

We have a zero tolerance policy. This means that in case of non-compliance with these house rules, no warning will be given and you will be asked to leave the hotel immediately, without restitution of already paid room costs. For some violations, a fine will be imposed on you as described above.

By entering the hotel and its premises you accept the house rules of XO Hotels. By violation of any house rule, you may be summoned to leave the hotel. This can also result in you being denied access for a limited or indefinite period of time. When needed the police may be called.