XO Hotels Amsterdam
House rules for our guests
May 2025

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

- Instructions of our staff must always be followed.
- All our hotel guests must identify themselves at the reception desk at check-in. The name of each guest staying in the room is recorded at check-in. This cannot be changed for the duration of the stay.
- • It is not permitted to enter the hotel wearing clothing that covers the face, such as, but not limited to, a hood, helmet, sunglasses.
- Valid identification must be shown at the check-in. A copy or image of an ID is not a valid identification.
- Check-in is possible from an age of 18 years. Minors must be accompanied by an adult throughout their stay.
- At the request of the hotel staff, you must be able to show your ID at any time during your stay.
- Several cameras are present in and around the building. By entering this building and the immediate surroundings of the hotel, you agree that recordings may be made of you.
- XO Hotels does not make its premises available for any purposes other than those set out in our policy. It is therefore forbidden to trade goods, fence or offer services. Violation of this policy will require the guest to leave the premises immediately, without restitution of already paid costs.
- Carrying and/or possession of any kind of weaponry is strictly prohibited.
- It is not allowed to use, possess and/or trade nitrous oxide, drugs (including, but not limited to, marijuana, GHB, cocaine, hash, weed, LSD, XTC) and other illegal goods in and around the building. If we find drugs and/or nitrous oxide in the room, you will have to leave the hotel, without restitution of already paid costs. We will charge a fine of €200.00 for the safe disposal of nitrous oxide tanks.
- Inappropriate behavior including, but not limited to, sexual harassment, racism, discrimination, and aggression, against staff and/or other guests will not be tolerated. Inappropriate or offensive behavior including, but not limited to, practicing prostitution in or around the building will not be tolerated.
- Causing nuisance in or around the building, including, but not limited to, loud music, obnoxious behavior, or nuisance of any kind, is strictly prohibited. Besides a fine of € 200.00, you will have to leave the hotel without restitution of already paid costs.
- It is not allowed to take photographs, sound and/or film recordings of our staff without written permission. In case photos, sound and/or film recordings are put online on any platform, charges will be filed with the police with the images and details we have of you.
- We are a non-alcohol hotel, except for Hotel Artemis. Consumption of alcohol is not allowed in public areas in and around the hotel. The consumption of alcohol is allowed in your hotel room if you have brought it yourself.
- Smoking throughout the building (including the car park if present) is strictly prohibited. This also applies to electronic cigarettes, smoking with hand out the window or on a roof/balcony. In case of violation, we will impose a fine of €200.00, and you will have to leave the hotel without restitution of already paid costs.
- If you disable the smoke detector and thereby endanger the entire hotel, we will impose a fine of €200.00, and you will have to leave the hotel without restitution of already paid costs.
- If the fire alarm goes off due to smoking in the room, the fire brigade's call-out charge of €500.00 will be charged to you.
- It is not allowed to throw cigarette butts on the ground, either inside or within 50 meters of the hotel. We kindly ask you to use the designated bins
- It is not allowed to cook in the room and/or use a (camping) gas stove. It is also not allowed to use incense smoke and/or candles and/or other flammable material in the room.
- Hotel property may not be taken outside the building under any circumstances. In case you damage any of our hotels' property, you will be held liable for repair and/or replacement costs.
- It is not allowed to use certain decoration such as confetti. Ask at reception if your decoration is allowed. Additional cleaning costs or technical defects because of using non-allowed decoration will be the guest's responsibility.
- Leaving the hotel room dirty has consequences. Besides extra cleaning fees, it may result in a hotel denial. This is all at the discretion of the hotel staff.

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- It is not allowed to use emergency exits as normal entrances and exits. All emergency exits are clearly marked in the corridors, equipped with emergency lighting. The emergency exits are used only in case of fire or upon instructions from staff.

- The hotel is not liable for the loss of and/or damage to your personal property.
- The hotel has the right to ask a guest to open and show their luggage. If refused, access to the premises may be denied.
- Staff may at any time refuse entry or request anyone to leave the premises. The decision of the staff is final.
- By order of the municipality, you are not allowed to stay at the hotel without a valid room reservation. Hotel facilities are for registered hotel guests only.
- It is not allowed to rent the room in your name without staying in the room yourself.
- It is not allowed to stay in the room with more than the reserved number of persons.
- It is not allowed to receive visitors in the room, regardless of the duration of the visit.
- It is not allowed to bring a bicycle or vehicle other than a wheelchair to the hotel room.
- It is not allowed to bring animals to the hotel. Official assistance dogs are exempt to this rule.
- It is not allowed to use our hotel address as your post address or register address.
- It Is not allowed to spend the night in public areas.
- If you have set 'Do not disturb' on the control panel in the room or the door hanger, it means that the room will not receive cleaning service. If this is still valid at 14:00 o'clock, the room will not receive service even if you remove this sign later in the day.
- Room service will be provided at least every three days (bathroom cleaned, dusted, and vacuumed in the room, clean towels if requested), even if you have set the control panel in the room or the door hanger to 'Do not disturb'.
- Even if you have set 'Do not disturb', the reception or technical service may enter the room after knocking/ringing the door, should this be necessary to carry out certain checks/repairs.
- For sustainability reasons, towels hung up during room service are not replaced. Only towels placed on the floor will be replaced.
- To support a better environment, we do not change bed linen during your stay.
- Every hotel guest must wear appropriate clothing and shoes in public areas of the hotel. If appropriate clothing or shoes are not worn, guests may be asked to leave the public area.
- The air treatment in the room cannot be set colder than 19 °C or warmer than 24 °C. A maximum of 5 degrees difference from the current temperature in the room can be realized.
- Lost and Found objects are to be handed in at reception.
- The parking facilities of Hotel Artemis, Hotel Levell, XO Hotels Blue Square, XO Hotels Couture and XO Hotels Park West are for hotel guests and staff only. Unauthorized cars in the car park will be removed without further notice. Hotel Levell cooperates with Parkbee and Vicky, guests of these organizations are welcome in the car park.
- The toilet facilities are for hotel guests only. Exceptions are made only for medical reasons and upon presentation of a valid medical toilet pass.
- If breakfast has been paid for, you are welcome to enjoy unlimited breakfast buffet, but we kindly ask you to refrain from overloading your plate with food.
- Consuming your own consumption in our restaurants, terrace and bars is not allowed.
- Products from the breakfast buffet should be consumed in the breakfast room. Taking products from the breakfast room is not allowed.
- If you order food or drinks from outside the hotel, you are responsible for providing the restaurant with correct contact details (including room number), collecting your order and contacting the delivery driver/restaurant. If the delivery driver delivers your order to reception, please note that, due to food safety, your food will be held for a maximum of 30 minutes.
- For everyone's safety, we cannot store guests' food in our refrigerators. Guests are welcome to use the minibar in their room to store personal food items.
- In case of suspected abuse of our hotel, or abuses in the immediate vicinity of our hotel, we are obligated to report this to the municipality and the police.

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Under all circumstances, we respect your privacy but reserve the right to enter your room if we suspect non-compliance with our house rules. By booking a hotel room or entering the premises of our hotel, you accept the house rules of XO Hotels.

We operate a zero-tolerance policy. This means that, in case of non-compliance with these house rules, in case of a violation or suspected violation, no warning will be given, and you will be requested to leave the hotel immediately. A fine may be imposed (per room/per person). At the discretion of the staff, other rooms/persons in the same group/reservation may also be liable. There will be no restitution of amounts already paid/costs incurred. It may also result in you being denied access for a definite or indefinite period to all XO Hotels. Police assistance may be sought if necessary.

Management XO Hotels, May 2025