



**ERIC VÖKEL**  
BOUTIQUE APARTMENTS

# General service, contract terms and conditions

## Bookings

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After entering your personal information and credit card details to make the booking on our web site, you will receive a booking confirmation e-mail.

The booking price includes all these services under the terms and conditions specified below.

## Invoice payment

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The invoice will be paid by credit card (Visa or Mastercard) or in cash (except for self check-in machines) in local currency upon arrival at the apartment, except for special offers with their own terms and conditions:

- Non-refundable: 100% of the total amount will be charged upon booking.

## Guest identification

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Customers should inform **Eric Vökel Boutique Apartments** of the total number of persons who will stay at the apartment, and only these persons will be able to make use of it. If there will be more persons, and if the apartment has the capacity for it, the applicable supplements according to the rates notified by the Reception staff must be paid.

Customers should provide their name, e-mail address, phone number and country when making the booking. **Eric Vökel Boutique Apartments** reserves the right to request this information from the other occupants if necessary. Children under 3 years old stay for free. Only pets weighing less than 10 kg are allowed to stay at the apartments and only upon request. Fee may apply.

## Cancellation Policies

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### For free cancellation rates:

- No charge will be made until arrival.
- Cancellations are free of charge until 5 days before arrival, except Riverfront 7 days.
- In case of cancellations outside this period, only the first night will be charged. - Credit card details will only be used to guarantee bookings.



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## For non-refundable rates:

- The total amount will be charged upon booking.
- In case of cancellations or modifications, the total booking price will be charged.

## Reception Service and ongoing assistance

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All our properties have a reception area on the ground floor. You will receive assistance from our staff there.

Our reception is open 9:00 a.m. to 5:00 p.m., 365 days a year in all the buildings except the one in Amsterdam, which has 24-hour reception. For arrivals outside our reception hours, we will contact you to ensure that your check-in goes as smoothly as possible. We will send you all the information you need to check in using the self check-in machine found in the same building, where you will have to enter the information specified on the booking confirmation. The automatic system does not accept cash payments, but you can pay using a credit card. You will also find a telephone, where someone from **Eric Vökel Boutique Apartments** will be ready to provide you with assistance at any time.

Check-in is from 3:00 p.m. onwards. If you arrive before this time, we will try to accommodate you in the apartment, depending on its availability.

Check-out should be done before 11:00 a.m.

At our reception, you will find staff that will help you with everything you need for your stay.

## Breakfast Kit

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By booking on our website, we will provide you with a free Breakfast Kit during your stay. You can collect your breakfast kit from Reception anytime from 9am to 5pm and enjoy it in your apartment. The Breakfast Kit includes juice, coffee, milk, tea, bread and something sweet. If you have a food intolerance, please let us know via an email to this address [book@ericvokel.com](mailto:book@ericvokel.com)

Additionally, you will find a guide to recommended restaurants in the area.



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## Wi-Fi

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Our customers can enjoy free Wi-Fi in all the apartments. Login information is found on the welcome card, right beside the telephone in the apartment. Likewise, the Reception staff is on hand to provide this information at any time.

## Safe

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There is a free safe at all the apartments for anyone wishing to make use of it. The establishment is not liable for the loss of items or valuables that are not kept inside the safe.

## Periodic Cleaning Service and bed and bath linen change

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We clean the apartment just before you arrive and once every seven days with the change of bed linen, but you can hire this cleaning service as many times as you need. You just have to let us know when you make your reservation or even when you arrive.

## Towel Service

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If you need more towels, you may request them at the Reception any time during your stay. For our building with Jacuzzi (Eric Vökel Atocha Suites), you may request towels for the Jacuzzi from Reception.

## Parking Service

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In certain establishments, we have agreements in place with nearby parking areas. We will be happy to inform you of the applicable terms and conditions if you wish to park your car.



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## Cleaning kit in the apartment

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A kitchen cleaning kit—in which all the tools necessary to keep all the furnishings and facilities provided in perfect condition—is available for our customers.

## Apartment Handbook

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In your welcome email, you will find a document with useful information on how to make the most of your stay. The information is organized into the following: My Neighborhood, Our services, All You Need to Know (practical information regarding the telephone, keys, etc.), and all the instructions on how to use the appliances, which you can refer to if necessary. That said, during Reception hours, our staff is there to provide you with all the assistance that you require and answer all your queries in this regard.

## Luggage Storage Service

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There are free locker rooms to store your luggage in all our properties.

## Printing Service

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If you need to print out a document, we provide you with the means necessary to do so. During Reception hours, our staff can print out these documents for you.

## Laundry Service

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All our apartments come with washer/dryers, user manuals, and free laundry detergent tablets.

## Bathroom Toiletries

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Bath gel and shampoo are available at all the apartments for our guests.

## Concierge Services

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We provide the following additional services for our customers:

- Assistance in getting tickets for leisure and tourist attractions.
- Recommendations of restaurants around the area.
- Finding events.
- Assistance in entering the apartment.

## Utilities and facilities

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All utilities such as electricity, water, and natural gas (depending on the establishment) are included in the price for the apartment.

## Free local calls

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You can avail of free local calls in all our apartments 24 hours a day, 365 days a year.

## Taxes

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Our bookings are subject to VAT and in some cities also tourist tax in relation to your stay in our establishment.

In accordance with Spanish law, all bookings in Spain are subject to 10% VAT, which is already included in the total booking amount.

**Eric Vökel Boutique Apartments Establishments in Barcelona:**

- TOURIST TAX: City tax not included (5,5€ per person per night until 03/31/2024, and 6,05€ per person per night from 04/01/2024).



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## **Eric Vökel Boutique Apartments Establishment in Amsterdam:**

- In accordance with Dutch law, all bookings are subject to 9% VAT, which is already included in the total booking amount.
- TOURIST TAX: All bookings are subject to a fee of 7% of the total booking amount + 3€ per person per night which is payable upon arrival.

## **Eric Vökel Boutique Apartments Establishments in Hamburg:**

- In accordance with German law. All bookings are subject to 7% VAT (MwSt), which is already included in the total booking amount.
- TOURIST TAX: Included in the total booking amount.

## **Eric Vökel Boutique Apartments Establishments in Copenhagen:**

- In accordance with Danish law. All bookings are subject to 25% VAT, which is already included in the total booking amount.

## **Liability**

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Eric Vökel Boutique Apartments accepts no liability for any consequences that may arise as a result of the customers' stay at the apartment, including damage, injury, loss due to robbery, fire, or criminal activity.

In the event that during the customer's stay at the apartment, a malfunction not due to improper use by the customer makes it impossible to continue their stay in the apartment, Eric Vökel Boutique Apartments undertakes to resolve the malfunction as soon as possible, as long as it has been duly notified by the customers. If, for any reason, it is not possible to solve the problem, Eric Vökel Boutique Apartments will find another apartment with the same characteristics for the customers.

## **Guest behavior**

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Eric Vökel Boutique Apartments is a Family Friendly hotel.

Noise disturbance, parties and drug consumption on the premises and its vicinity and/or any other



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violation of our conditions will not be tolerated and may result in penalty charges and/or immediate eviction from the hotel without reimbursement of paid accommodation fees.

Non Smoking; Smoking is not allowed in the apartment and in the rest of our premises. There is a EUR 250 fine for smoking in the building. In the Amsterdam property there is an additional fine for setting off the smoke alarm is EUR 500 and if as a result of smoking the fire department comes to the hotel the fine is an additional EUR 1000.

From 21:00 to 09:00 it is prohibited to make noise in the apartments, on balconies/terraces and the common areas of the establishment. Let us know about any disturbances/accidents.

In Amsterdam a security deposit of EUR 250 will be authorized (not charged) for incidentals on a valid credit card upon check-in. This authorization will be cancelled, or the cash deposit will be returned, upon check-out, subject to a damage inspection of the accommodation.

The number of guests stated in the reservation can't be exceeded. No visitors are allowed. If these policies are disregarded the security deposit will be activated and/or the unregistered visitor may be evicted.

The establishment is equipped with a video surveillance system with security cameras on each floor; the images are duly recorded with the aim of ensuring safety of the entire facility.

It is prohibited to register as a resident at the address of the establishment.