



HOTEL POLICIES

Check-in Time: 14:00

Check-out Time: 12:00

Early Check –in:

In case of house full prior to check-in day, early check-in demand will not be accepted. In case of room availability, early check-in demand can be accepted for an extra charge of 10€ per hour.

Late check-out:

In case of late check-out, client must pay 10€ per hour maximum till 16:00 pm, otherwise an extra charge of 100% of room rate per night will be added to final-bill.

ID Requirements:

Valid photo identification of all guests is required at check-in. Acceptable forms include a driver's license, passport, and/or proof of id card. Guests must be 18 years old to reserve a room. A valid credit card will also be required at check-in, in case of payment with the same CC used during the reservation process.

Payment policy:

A valid credit card is required to secure a reservation, Hotel has all the rights to pre-authorize the CC 1 day before the arrival date. In addition to the pre-authorization of reservation amount, hotel has right to block 50€ as a guarantee and will refund within 24hours after departure. We accept cash, bank transfer, Visa, Master or American Express credit cards.

Cancellation and early Departure Policy:

Our rates are based on check-in date and length of stay. In case of early departure prior to the departure date confirmed for any reason, hotels may impose an early departure fee.

To avoid any kind of penalty, client must inform the reception desk 24h before the actual departure date.

For each stay between 3-7 days, an early departure will only be accepted with a notice of minimum 48 hours. An additional one-night stay will be charged for a 24 hours' notice. Without advance notice the total stay will be charged.

Might you need to cancel, please do so before 24 hours, of local timing, before the arrival date to avoid cancellation fees. If the timing is not respected, Hotel has all the rights to charge your credit card full amount of first night.

For each stay between 3-7 days, if cancelled at least 2 days before arrival, no fees will be charged.

If cancelled less than 2 days before arrival, 100% of the first night will be charged.

For non-refundable reservations, the guest will be charged the total price if they cancel anytime.

Group Bookings:

Large group bookings will receive their specific terms of cancellation based on the number of rooms and length of stay. For more details, send us an email on info@ec-hotel.com

**Children & Extra Bed policy:**

Any child aged between 0 till 3 years stays for free with parents in a room with no additional bed. Extra children up to and including 3 years old stays for EUR 10.00 per person, per night when using a crib available.

Any person no matter the age stays for EUR 20.00 per person, per night when using an extra bed available.

Hotel reserves the right to cancel or modify reservations where it appears that a customer has engaged in fraudulent or inappropriate activity.

Smoking Policy:

All our rooms and public spaces are 100% non-smoking. A penalty of 50€ will be charged if the guest smoke in the room.

Luggage room Policy:

Hotel has luggage storage which is accessible to you 24h / 24h, 7 days on 7. Luggage storage is free during your stay at the hotel.

The following objects are prohibited in our luggage room:

- Plants and animals, alive or dead;
- High value stuff, ex. antique pieces, jewellery, works of art or other precious electronic objects
- Garbage
- Food
- Electric bicycles and other electric means of transport (eg airwheels, hoverboards, segways, etc.)

To pick-up your goods, Guests must accompany every stored good with a storage token. If you want another person of your choice to pick up your luggage after your departure, this person must provide hotel staff with a signed document and a copy of your identity card or passport.

For security reasons, any item or luggage that is forgotten/found and not claimed will be destroyed 2 days after guest's departure.

If forwarding a forgotten item is requested, the Customer shall bear all costs, administrative and shipping costs, which shall be paid in advance.

RIGHT OF INSPECTION

Guest acknowledge and agree that Governmental Authorities have the right to open and inspect the luggage at any time for security reasons.



INFORMATION RELATING TO YOUR STAY

We welcome you to Hotel Euro Capital Brussels.

In order to ensure a peaceful stay, we invite you to read the information below:

- **Rules of good conduct:** we thank you for respecting the hygiene and social distancing rules such as, the distance of 1.5 meters, wearing a mask in the public areas of the hotel, regular hand washing with the disinfectant made available to you, etc.
- **Room service:** in case a long stay, a re-layer will only be carried out on request via the reception desk. If you want this service, we ask that you gather all your personal belongings in your bedroom cupboard or in your suitcases to ensure the safety of our staff.
- **Additional equipment in rooms:** to reduce the risk of spreading the virus, additional pillows have been removed from your room.
- **Breakfast:** Due to Covid-19, our breakfast hall is closed. You can place for room service at the reception desk.
- **Check-out:** fast check-out is compulsory. Please leave your key in the box provided at reception. Your invoice will be sent to you by email.

We remain at your disposal for any further information and wish you an excellent stay with us.

The management of the hotel.