

By making a reservation with the Leopold Hotel Brussels EU you agree to the following terms and conditions:

Making a Hotel Room Reservation

- A reservation is made when you receive a written confirmation from the hotel with a Reservation Number
- A credit/debit card is required at the time of booking to guarantee your reservation
- Bookings may be charged at the time of booking. If this is on a non-refundable reservation the card will be debited immediately
- Reservations made by internet and/or email will require a valid credit card. You will be required to input your card details through an online platform and verify that you authorise the use of your card. The hotel may require the 1st night or more nights to be paid in advance at the time of reservation, as a deposit, or full payment if it is a non-refundable reservation
- If the booking is a refundable one you may cancel at any time permitted on the specific booking but in all cases this will be more than 48 hours before the day of arrival. The hotel will refund any due amounts as quickly as possible to the same card number you have used
- Should you wish to make any changes to your reservation once confirmation has been sent by the hotel, a 15€ amendment fee plus any difference in price for the new reservation, may be charged
- No refund of any kind will be given for a non-refundable booking
- No refund will be given for any reservation cancelled later than 48 hours before arrival
- No refund will be given for any early check-out, unless there is a reservation for a period of more than 48 hours in the future
- Special conditions apply to group reservations. These are clearly laid out on your offer and confirmation documents

Making a Restaurant Table Reservation

- On specific days of the year, such as (but not exclusive to), Valentines period, Easter, Christmas, New Year period, a special fixed menu is proposed with the below conditions
- This fixed menu requires a table with a specific number of guests to be pre-booked
- You will be required to give a credit card as a guarantee of your reservation
- A reservation exists when we have replied with an affirmative to your table request and you have confirmed it back to us giving your credit card details

- In case of no show or late cancellation (on the same day as the booking), the Hotel & Brasserie Leopold will deduct the full amount, as stated in your confirmation, for your meal. This will be debited from the **credit card you have supplied**.
- No refunds will be given
- We courteously ask you to notify us as soon as possible about cancelling a table reservation

Check-in, guarantee and check-out

- The payment card must be produced upon check-in at the hotel along with support photo ID. Without this the hotel reserves the right to cancel the booking without further notice and refuse entry to the hotel
- You must provide a credit card on check in to guarantee any charges in addition to your room charge. If you cannot produce a credit card you must provide a 100 eur deposit in cash (which will be returned on checkout minus any deductions necessary)
- By providing your credit card you authorise the hotel to debit it to pay for any extras and/or damages, as determined by the hotel, even after your departure. This is confirmed by your signature at check in
- An identity card or passport will be required at check-in. The details will be kept for at least 12 months and may be disclosed or made available for inspection by any police officer or as otherwise required by applicable law in connection with the prevention or investigation of crime. The information above may be requested for each member of your party over the age of 16 and we reserve the right to refuse entry to persons who cannot provide the information set out above
- **By signing the police form at check-in you agree to these post check-out deductions to be taken from your credit card.** These extras/damages charges include but are not exclusive to drinks taken from the minibar and not declared at checkout; charges for smoking in the room; burn marks on the carpets, curtains; other damages caused in the room or elsewhere in the hotel; removal by you or any of your party of hotel property without express written permission
- Check-in is from 1500. The hotel cannot guarantee that your room will be available before 1800
- Check-out must be made before 1200. If you stay in your room or leave any luggage in your room later than midday, we reserve the right to charge a further night's stay at the best available daily rate and/or to pack and remove your belongings from the room. **By signing the police form at check-in you agree to these post check-out deductions to be taken from your credit card**

- You may leave your luggage at Reception for up to 12 hours. The hotel will do its best to protect and care for your luggage and contents. This is a FREE service. The hotel is not responsible for any loss or damage to your luggage or belongings. No valuables should be left in your luggage
- City taxes may be added to your bill at checkout

Car parking

- A parking reservation exists once we have confirmed in writing to you that we are holding the space for you and have given you a specific price
- Please note our garage size is limited and we are unable to fit long or high vehicles in our garage boxes. Over-sized vehicles will be charged at a higher rate and may be refused entry. A booking is no guarantee that we can take your vehicle
- The maximum length is 4.93 metres – The maximum height is 1.97 metres. The maximum weight is 2000 kilos
- On handing your car key to the Valet Parking service you are deemed to have accepted the following terms and conditions:
- Car parking charges in the hotel's private parking are from 25€ per period of 24 hours (midday to midday). A charge of 5€ per hour may be made for any vehicles left in the garage after midday. These charges may be changed to your credit card at any time without prior notice
- All cars are parked at the owner's risk and are driven into and out of the garage exclusively by employees of the hotel. The hotel accepts no liability for any loss or damage to any vehicle, howsoever caused
- The hotel is not able to verify the condition of any vehicle prior to being parked
- All car keys must be left at Reception for the duration of your stay
- The hotel may withdraw or suspend its parking facilities at any time without notice and without penalty to the hotel
- You need to make sure that your insurance policy covers your vehicle for valet parking

As of March 2017