



General conditions and information

Conditions for Reservations and Cancellations

All our agreements are subject to the (Dutch) Standard Terms and Conditions for Hotel and Catering industry (STCH).

The STCH conditions also contain our most current conditions for cancellation of reservations.

The STCH conditions will be enclosed with your (optional) reservation confirmation or can be read on our site www.karelv.nl. Additional printed copies will be sent at your request, free of charge. The STCH conditions are binding to anyone who makes use of our services. The STCH conditions are filed at the Registry Clerk's Office of the District Court at The Hague (Arrondissementsrechtbank, 's-Gravenhage).

Reservation Procedure

Reservations are made based on availability. For information and reservations you may contact the Banquet Sales Department, phone: +31 (0) 30-2337550. We'll be happy to book an optional reservation for your meeting which will be kept open for you for a maximum of two weeks. If, during this period, it appears another party is interested in making a final reservation for the meeting room(s), which where optionally reserved by you, we will contact you. We will then kindly ask you to make a decision within 48 hours, whether or not your meeting will be held in our facilities.

Once a reservation is finalized you will receive a confirmation in duplicate. You may keep one copy for your own records and send the other one to us by return of mail and signed as correct. The menu and wines you select should be advised at least two weeks before the date of the function. The preliminary number of guests is to be confirmed at least 1 week prior to the meeting. The definite number of guests is to be confirmed at least three days prior to the meeting and is determinative for the bill.

This number should be no less than 75% of the already confirmed estimated number of guests.

The actual number of guests may deviate by a maximum of 10% without resulting in no-show charges.

Conditions of Payment

For meetings with a minimum reservation value of € 2500,00 an advance payment of 85% is required. This advance payment has to be credited to our accounts at least 1 month in advance of the meeting.

Your (pre)payment can be made into our bank account number 68.04.80.587, ING BANK in Utrecht to the attention of Grand Hotel Karel V mentioning your (company) name and the date of your function.

The final invoice will be sent after the meeting to Dutch based companies. For foreign companies other conditions apply. Invoices must be paid within two weeks upon the date of invoice.

Prices

All the mentioned prices are in EURO and including Dutch VAT (BTW) and valid until the 31st of December 2009.

The hotel reserves its right to alter these conditions.

Shared use of rooms and taking place of the lunch menu

Grand Restaurant Karel V, Brasserie Goeie Louisa, hotelbar Cave I in the Caves Caroli, the Officers and Soldiers gardens and the foyer 'De Oude Graanzolder' (The Old Cornloft) cannot be reserved for your party exclusively. In Grand Restaurant Karel V we serve a daily changing two or three course menu to you and other parties, provided at least 20 persons take part.

For smaller groups we offer an alternative arrangement.

Semi-invalid guests

Due to the medieval construction access to Grand Hotel Karel V is rather difficult for semi-invalid guests. The Gulden Vlies tower room, the mezzanine floor with the Hertogenrooms and the foyer, and the rooms on the first floor of the Farmhouse (the Gravin van Meurs Room and the Graaf Jan van Nassau Room) cannot be reached by lift.

The entrance to the Unico van Wassenaer Room can be made accessible for semi-invalid persons.

In the monastery corridor there is a specially adapted toilet. The hotel rooms are not especially adapted for handicapped guests.