



Terms & Conditions

1. Scope

These terms and conditions are between you and the bellhop and apply to all bookings of hotel rooms in any the bellhop hotel, to the exclusion of all other general terms and conditions.

You agree that you will make reservations in good faith for legitimate use by you and your invited guests only and not for any other purpose, including but not limited to reselling, impermissibly assigning or posting on third party websites, or making speculative, false or fraudulent reservations or any reservation in anticipation of demand.

2. Room rate and city tax

The room rate charges agreed when you made your reservation will apply to your booking. Meals, mini bar, drinks and other extras are not included in room rate charges, unless otherwise agreed. All charges are inclusive of VAT and are shown and must be paid in local currency. Room rate charges must be paid on check-in (save in the event of cancellation); all other charges must be paid on check-out.

Depending on the hotel you booked city tax may apply. The city tax may change between the time of booking and the time of your stay in our hotel.

3. Cancellation, modifications and no-show

Depending on the rate plan (refundable or non-refundable) you may cancel or modify your booking. If cancellation is not possible or you don't show up, depending on the rate plan an amount up to the amount of the full stay plus VAT will be charged to your credit card on file. For more information see the respective rate plan details.

If you have booked a room through the use of a travel agency or an online travel agency (such as Booking.com, Expedia and Hotels.com), you must cancel or modify your booking through the agency that you used to make the booking.

Refunds of prepaid charges are generally processed within ten business days after your request to cancel or modify your booking.

4. Check-in

From 3pm on; If a room is available for early check-in, you can check in early. Depending on the hotel an early check-in fee may apply payable at the time of check-in.

5. Check-out

Until 11am; If you have not checked-out by 11am, a late check-out fee may be charged. If you have not checked-out by 2pm we may charge an extra night. Open balances will be charged to your credit card on file.

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We can store your luggage for one day on the day of check-out.

6. Late check-out

Depending on the hotel late check-out may be possible against payment of an additional fee.

7. Shortening your stay

If you need to shorten your stay, the full value of your booking will be charged if you have booked an early bird rate. If you need to shorten your stay and have booked a flexible rate, please inform our staff asap but at least before 11am on the day of your early check-out. If you inform us later than 10am a late check-out fee or even the next night's stay will be charged depending on the time of notification and the hotel you stay in. For more information see the respective rate plan details.

8. Invoice

An invoice will be sent to the email address provided at the time of booking or at the time of check-in. Invoices cannot be modified after check-out.

9. Age

If you are underaged and you are not accompanied by someone of age 18 or older we reserve the right to evict you from the hotel.

10. Room occupancy, children and extra beds

Baby cots and extra beds are not available. Maximum capacity of total guests in a room is 2, 3, or 4 depending on the category. Only a child of age 10 or under can be an exception to this policy. For more information see the respective category details.

11. Pets

Pets other than guide dogs are not allowed. If you or your party needs the assistance of guidance dogs during your stay, please notify us in advance of your arrival.

12. No smoking and vaping. Alcohol

Smoking and vaping are not permitted inside the hotel. If smoking or vaping is detected a fine will be charged to your credit card on file.

We reserve the right to not serve alcohol.

13. Damage to hotel

Any damage to rooms or the hotel premises caused by your party during the stay and items missing upon your departure will be charged to your credit card on file.

14. Lost and found

You acknowledge and agree that the bellhop cannot be held liable for lost, damaged or stolen items. If you leave an item behind, it is your own responsibility to retrieve such item.



15. Wi-Fi

Our wireless network is provided “as is” without warranties of any kind, either expressed or implied.

We do not warrant that access to our wireless network will be uninterrupted, timely, secure or error-free at all times or will meet your requirements. We are not responsible for the security, integrity, accuracy or completeness of any information that you transmit or receive while using our wireless network.

Our wireless network is provided to you at our discretion. Your access may be blocked, suspended or terminated for any reason.

You may not (i) use our wireless network for any purpose that is unlawful or otherwise prohibited, (ii) use our wireless network in such a manner as to host a web or other server, send or facilitate the sending of bulk e-mail or collect third party personal data without appropriate consent, (iii) exceed typical bandwidths relevant to the period that you use our wireless network, (iv) resell, or attempt to resell, our wireless network to any third party.

We maintain a log of technical traffic data of your usage activity for system performance, maintenance purposes, for the purpose of processing criminal offences and system security requirements. We process personal data collected by us in connection with your use of our wireless network is subject to our Privacy Statement. By using our wireless network, you consent to such processing.

16. Recording and photography

Any audiovisual recording, photo shoot, reproduction or representation of images including the premises and buildings of the hotel other than for strictly private use is subject to our prior approval. Permission can be obtained by contacting us at rotterdam@thebellhophotel.com.

17. Liability of the bellhop

Our liability to you shall not exceed the amount of the charges paid by you to us save to the extent any liability cannot be excluded or limited by law. We will also not be liable to you for any special, indirect or consequential loss or damage.

18. Force majeure

the bellhop does not accept liability or pay any compensation for our failure to provide services contracted due to circumstances beyond our control, such as acts of God, (natural) disaster, fire, (acts of) war and terrorism, strikes, riots, civil disorder, governmental regulations, industrial disputes, adverse weather conditions or any other exceptional and catastrophic event, circumstance or emergency, making it impossible, illegal or preventing guests from staying in our hotels.

19. Privacy

During the reservation process and your stay, the bellhop collects your personal data. These data are processed in accordance with our Privacy Statement and according to any applicable laws and regulations.

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20. Governing law and jurisdiction

These terms and conditions and any bookings made under them shall be governed by and construed in accordance with Dutch law. This choice of law is without prejudice to consumer protection afforded by provisions that cannot be derogated from by agreement by virtue of the law which, in the absence of any choice, would have been applicable in the country where you reside. Disputes shall be submitted to the exclusive jurisdiction of the competent court of Amsterdam, the Netherlands.

Our customer support team can be contacted at: the bellhop, Witte de Withstraat 77, 3012BN Rotterdam, the Netherlands, rotterdam@thebellhophotel.com



Privacy statement

Your privacy seriously at the bellhop. This Privacy Statement explains how we collect, process and protect your personal data when you stay with the bellhop, visit our websites, App, social media or purchase our services and products.

1. Reservation

When you make a reservation, you provide us with reservation data such as your name, (email) address, phone number, reservation details and payment information as applicable. We use this data to process the reservation and your stay, for billing purposes, and to communicate with you about your reservation. If you use a social media account to make your reservation, we can retrieve part of the reservation data from your social media account. If you book via a booking agent, the agent will provide us with such data.

2. Account

To simplify future bookings and take advantage of commercial benefits such as discounts or members-only perks, you can choose to create an account to save the data you provide us during your booking. We will use the personal data that you provide to autofill your account details.

3. Rooms systems

We store data about your use of the systems in the hotel room to ensure that the systems and appliances in our rooms work correctly, such as data regarding the light, entertainment and air-condition systems. This information is used by our support teams for technical support purposes. We also use such information to learn about how guests use our services and how we can improve our services.

4. Location tracking

When you make use of our app on your mobile device, subject to your explicit consent we track your location in order to be able to improve your guest experience. Based on your location the app allows you to easily find the way to our hotel, to check in before you arrive at our hotel and to open the door of your room without making use of a card key.

5. Guest assistance

When you contact our support team, we use your personal data to handle your request and to contact you in case of a follow-up.

6. CCTV

We endeavor to protect our properties, employees, guests and their belongings from illegal activities such as theft and vandalism. Footage may be processed in this context by or on behalf of the bellhop, including the use of CCTV surveillance.

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7. No stay list (blacklist)

If your behavior is inappropriate (e.g. if you leave without paying, cause significant damage, verbally or physically abuse our ambassadors or guest or make endless, lofty request that we cannot simply fulfil) we may put you (name, date of stay and reason for blacklisting) on our no stay list, so that we can restrict your access to our hotels and services.

8. Analytical purposes

We use your personal data including data generated by your stay and interactions with us for analytical use to optimize our services and product offering.

9. Personalized communication

We process personal data obtained in the context of your booking history, your purchases in our hotels, your communications with the bellhop, your online behavior on our websites and app and obtained from social media platforms such as LinkedIn and Facebook or data brokers. We use these data for analytical purposes and to provide you with targeted commercial communications for our own products and services. If you have not consented to such targeted commercial communications, you may still receive general commercial communication.

You can easily opt-out for such communications when you make a reservation via our websites or via the unsubscribe link included in such communications.

With your explicit consent, we and our partners use cookies and similar techniques for the purposes of online (cross-site) targeted advertising. Please read the "Cookies" section below to find out more.

10. Guest satisfaction surveys and guest reviews

We always strive to improve our services and your guest experience. With your consent we may use your personal data (name, email address and/or telephone number) to send you guest satisfaction surveys. You can always opt out to receiving such guest satisfaction surveys. If you have placed a guest review on public platforms, we may contact you to obtain further information about your guest experience.

11. Newsletter

We regularly provide you with newsletters via e-mail if you sign up for such updates. We also send newsletters to existing customers. If you no longer wish to receive such newsletters, you can unsubscribe at any time.

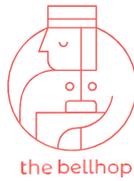
12. Promotions

If you participate in a promotion, you generally are requested to provide personal data such as your name and email address, so that we can communicate with you about the promotion.

13. Disclosure

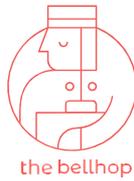
We will only disclose your personal data to the bellhop's employees, agents or third party service providers appointed by the bellhop to provide services in relation to its

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businesses, to the bellhop's affiliated companies, and to such parties as may be permitted or required under applicable law.

We will only disclose your personal data if necessary for the performance of our contract with you or if necessary to comply with legal obligations, respond to third party claims or requests from public authorities, such as (i) the mandatory storage/containment of certain information because of a criminal investigation, (ii) requests from third parties for access to information (iii) any further instructions from third parties, such as supervisory authorities, that involve data processing. We will never sell your personal data to third parties.



Your rights

EU data protection laws may provide you with the following rights:

1. Access

You may ask us about the personal data we have about you and may request us to provide a copy of such data.

2. Erasure, rectification and restriction

If you believe that our processing of your personal data is incorrect, inaccurate, unlawful, excessive, incomplete, no longer relevant, or if you think that your data is stored longer than necessary, you may ask us to change or remove such personal data or restrict such processing activity.

3. Data portability

In some cases, you may receive your personal data provided by yourself in a structured, commonly used and machine-readable format.

4. Right to object

Where we process your personal data based on a "legitimate interest", you may have the legal right to object to the processing of your personal data.

5. Revoke consent

Where we process personal data based on your consent, you have the right to revoke such consent at any given time.

6. Postmortem right to privacy

You have the right to set instructions regarding the storage, deletion or communication of your personal data after your death.

7. Right to complaint

You have the legal right to lodge a complaint with the competent authority.

We will review your request or query considering our obligations under applicable data protection laws and regulations. We always aim to provide you with a response within 20 working days.

8. Personal data of minors

Our services are not directed to individuals under the age of eighteen (18), and we request that they do not provide personal data through our services. If we become aware that we have processed personal data of a minor without the valid and express consent of a parent or guardian, we will delete such personal data.



9. Security, data retention and international transfers

We have implemented appropriate technical and organizational measures to protect your personal data against loss, alteration or any form of unlawful use. Where appropriate, your personal data will be encrypted and securely stored. Access to your personal data by our staff is restricted on a need-to-know basis. Whenever third parties process your personal data on our behalf, we will enter into a data processing agreement with them to guarantee the same level of protection and confidentiality of your personal data. Unfortunately, no data transmission or storage system can be guaranteed to be 100% secure. If you have any reason to believe that your interaction with us is no longer secure, you should immediately notify us via privacy@thebellhop.com.

We do not retain personal data longer than is necessary to fulfil the processing purposes as set out in this Privacy Statement (see "When and why do we use your personal data?"). To determine the exact retention period, we consider applicable minimum data retention obligations, guidance issued by data protection authorities and statute of limitations under applicable law(s).

As we operate internationally and provide you with relevant services through resources and servers around the globe, sharing your data cross-border is essential for you to receive our services. You therefore acknowledge and agree that the bellhop may transfer your data globally, so that you can use our services. Your personal data may be transferred to the bellhop hotel or our (support) partners in a country outside of the country where it was originally collected or outside of your country of residence or nationality. For technical and organizational reasons and in the context of our digital cloud infrastructure, personal data is also transferred to servers located in the US, or to servers located in countries outside of the European Economic Area. In this regard, we have entered into so-called EU model clauses with receiving parties or make use of Privacy Shield certified partners to ensure compliance with our data protection obligations or have ensured that a receiving party has in place so-called "binding corporate rules". Please contact us if you wish to receive more information on the specific safeguards, we have implemented to ensure an adequate level of data protection regarding such transfers.

10. Cookies and similar techniques

This section explains which cookies and similar techniques (hereafter simply referred to as "cookies") we use on our websites (see Annex I for a full list of our domains).

11. Marketing cookies

With your consent the bellhop places marketing cookies and trackers to advertise our products and services but to you. The marketing cookies also allow us to provide you with relevant offers based on your online browsing, search and booking behavior.

12. Website functionality and optimization

We use cookies that are necessary to provide the requested service. For instance, technical cookies allow you to proceed through different pages of a website with a single login and they remember selections in shopping carts and (order) forms that are



filled out on our websites. We also use cookies to measure your behavior on our websites to learn about the online experience of our website visitors and to improve our websites. In doing so, we also collect the technical features of your terminal equipment and software used by you, such as the type of operating system, the browser settings, the installed plug-ins, the time zone and the screen size of your device.

13. Cross-site tracking

With your consent, third parties (see Annex II below) can store tracking cookies on your device if you visit our website. Such cookies enable these third parties to track your online browsing behavior across different websites (including the bellhop websites). A common purpose of such tracking cookies is to provide you with targeted advertisements across the websites you visit. We do not control or influence the use by third parties of the information collected through these third-party cookies. Please read the privacy policies of these third parties (see Annex II below) to find out more about how they use cookies and process your personal data.

14. Social media

With your consent, our websites use cookies to interact with social media platforms (see Annex II below for all third-party cookies). These cookies are also used to optimize your experience of the social media websites. Please be aware that these cookies may also allow social media platforms to track your online behavior for cross-site tracking purposes.

15. Withdrawal of your consent

You can withdraw your consent at any time by setting your browser to disable cookies and/or to remove all cookies from your browser.

16. About us

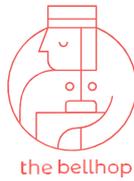
Your personal data is processed by or on behalf of:

- Soixante-Dix-Sept B.V. (hereinafter referred to as: the bellhop), a limited liability company registered under the laws of the Netherlands, having its statutory seat in Rotterdam, the Netherlands and its offices at Witte de Withstraat 77 (3012BN) Rotterdam, the Netherlands. the bellhop is registered with the Dutch Chamber of Commerce under registration number 73124575;

and

- in the context of your stay or booking regarding one of our hotels, the entities operating the relevant the bellhop branded hotel, whether owned or licensed by Soixante-Dix-Sept B.V. and its wholly and partially owned affiliates (each hereinafter referred to as a: the bellhop Hotel);

In the context of our hotel services and related services/products, Soixante-Dix-Sept B.V. is the point of contact for all your questions regarding the processing of your personal data.



Contact us

In case you have any questions in relation to this Privacy Statement or the processing of your personal data, please send an email to privacy@thebellhop.com This Privacy Statement may change from time to time. Where appropriate, we will notify you of such changes.

Annex I: the bellhop domains

thebellhophotel.com, bellhophotel.com

Annex II: third parties placing cookies on our websites

Facebook Connect

Facebook Custom Audience

Facebook Pixel

Facebook Social Plugins

Flashtalking

Google AdWords User List

Google Analytics

Google Dynamic Remarketing

Google Tag Manager

Google Tag Manager Web Tracking

Google+ Platform

Instagram

Mews