

Bed linen

Please make sure that the duvets are being put into its covers, for hygienic reasons. If noticed that the duvets are being used without the covers, we will be obliged to charge €10 extra for the drycleaning of the duvet.

On the day of departure, bed sheets must be gathered in the linen basket. Pillows and duvets must be left on the bed. If a pillow is missing, €10 will be charged to the relevant occupant.

Keys

All keys must be returned before you leave. In case of loss, €10 will be charged per key.

Lost property

May we ask you to check the rooms to ensure that nothing has been left behind before you turn in the keys. Returning forgotten/lost items by post involves a big cost (minimum 25 Euros per sending, to be paid before we post it) and may take a while.

Respect our neighbours

After 10:00 pm an absolute silence must be respected in and outside the building.

Access only permitted to residents

For safety reasons permitting other people to enter the building is strictly prohibited.

Damage

The person in charge will pay every damage caused by vandalism and/or misbehave of people in his/her group. In case of extreme vandalism and/or misbehave, the management of Menin Gate BVBA has the right to expel individuals or even the whole group if necessary.

A refundable deposit is asked on arrival for the use of pool cues and balls (€20 per set), the television remote control (€10) and fans (€20 per fan).

Accidents

Menin Gate BVBA will not be held responsible for possible accidents.

Fire alarm

Smoking is not allowed throughout the whole building. In case of a fire, the fire detection system will be activated. If you hear the warning signal, immediately leave the building via the regular stairways or the fire escape route. The locks of the fire escape doors will open automatically.

The fire detection system is directly connected to the fire brigade. A false fire alarm can be charged with a minimum of €750.

Fire escapes

The fire escapes must always be kept free and should only be used in case of emergency. Please read the orientation plans carefully.

Fire extinguishers

On each floor, fire extinguishers are present. Only use them in case of fire. All damage caused by abuse will be entirely paid by the person in charge.