



Jansen House Rules

(and many other things you need to know)

Welcome to Hotel Jansen!

We're glad to welcome you as a new member of the Jansen family and will do our utmost to make your time here a fabulous one. Whether it's for study, work or for play, we want you to feel at home. We want to be the place where you wake up with a smile and spend great days. A place where you can make friends and have fun, make memories and start adventures. We're your home away from home.

Even though we encourage everyone to do as they please, staying at Hotel Jansen comes with rules and responsibilities. Just like home actually, although the family is slightly bigger and the rules may be a little stricter.

There are hundreds of ways to present, describe and enforce house rules, but we believe a bit of common sense goes a long way. We only ask that you respect the building, your room, the staff and your fellow residents. Besides that, you're a Jansen now and the "Jansens" respect the Jansen House Rules.

We are an easygoing, laid-back crowd, but don't mistake our niceness for weakness. We know from experience that 99% of the times people respect the House Rules and the atmosphere is great; however unfortunate incidents sometimes do happen. So we are super strict when you do misbehave. Not because we want to patronize you, but because we want Hotel Jansen to be a safe and comfortable place for everybody. That's why we will tackle issues and incidents promptly and with immediate consequences.

Please regard the House Rules presented below so that we can create an amazing and safe atmosphere for all.





Respect staff and fellow residents

The first rule is simple: respect all members of staff and your fellow residents. Hotel Jansen is a safe and great environment where everybody should be treated with the same level of respect. We have a zero tolerance approach to intimidation or violence against any of our staff or guests.

The no-go area's

We are super strict when you misbehave, especially in circumstances where the safety or comfort of other guests are at stake. There's a few rules that we need to enforce and penalize if not followed. If you break the rules as stipulated below, we will apply the simple, yet effective '2 strike' method:

1st Strike - we will issue the offending guest(s) with an official Strike (written)

2nd Strike - we will terminate the contract of offending guest(s) with Hotel Jansen and they will be asked to leave immediately.

1. Noise & parties

We're open to anything that brings great people together and adds to the wonderful sense of community that we have going here at Hotel Jansen. But we don't want you to turn your room, the Club Rooms or the Courtyard into party central at the cost of other peoples comfort.

For the Clubrooms, the courtyard and outside of the hotel there is a strict no noise policy after 10.00 pm from Sunday to Thursday and after 11.00 pm on Fridays and Saturdays. Violating this rule will lead to a Strike and an immediate fine of €100,00.

Complaints about noise or parties can be directed to hotel staff at Mama's or via reception@hoteljansen.nl. In case the hotel staff is not on the premises and the situation requires immediate action, the Security Company can be reached at +31 2975 81583. They will come to identify who is responsible for violating the rules and restore order.

2. Vandalism

Hotel Jansen does not accept any form of vandalism. Anybody who vandalizes the property of Hotel Jansen in any way, shape or form will be charged with a Strike, an initial fine of €500 + labor and replacement costs. Depending on the severity of the vandalism, it may be left to the hotel staff how to proceed, but in extreme cases we will be forced to contact the authorities. Any accidental damage may be handled without any charge, depending on the extent of the damage and on if you are upfront and honest about what happened.



3. Emergency exits

Emergency routes and exits should remain clear at all times. It is not allowed to store any personal items or belongings in the stairways or corridors. Anyone who blocks the stairways and exit points will receive a Strike and an immediate fine of €100,00.

Use of emergency exit doors will cause the alarm to go off and is strictly prohibited in non-emergency situations. Violating this rule will lead to a Strike and an immediate fine of €100,00.

4. Smoking

If any member of our team discovers that you are or have been smoking in the building (that includes your room), there will be an immediate charge of €150 and a Strike. Not only is smoking bad for your health, it will also prompt the fire alarm and all the hassle that comes with that.

5. Smoke detectors

Hotel Jansen assumes no responsibility for the costs of fire alarms set off by candles, illegal smoking or wilful manipulation of smoke detectors. An immediate Strike will follow and all costs are charged directly to you. Manipulating or obstructing a smoke detector will lead to immediate termination of your contract.

6. Drugs & weapons

Bringing, using and/or selling illegal substances, drugs and weapons in the hotel is strictly forbidden and will lead to immediate termination of your contract and notification of the proper authorities.



Please look after your room

Each floor is modeled after an Amsterdam neighbourhood and each room is uniquely designed by a collective of artists and carpenters with different color schemes, hand crafted furniture, design elements, accessories and artwork.

We expect you to treat it with respect and really care for it. You can't bring your own furniture or kitchen equipment like a microwave or fridge, but, for a small monthly fee, you can rent a coffee machine and water cooker (if you haven't already done that). Of course you are allowed to bring in stuff to personalize your room, like books, plants, photographs and posters. The wooden wall is especially created so you can pin your interests.



Furthermore, we can't stress this enough, do not use candles, incense sticks, oil burners or equipment that can prompt the fire alarm.

Cleaning your room

We know it's generally not your favorite pastime to tidy and clean. You are however responsible for cleaning your own room. You can find some cleaning equipment in the Club Rooms (communal areas). Please return those after use in proper state, so your fellow residents can also use them.

You can also book our cleaning service. At a time interval of choice, a professional cleaner will clean both the room and the bathroom at a surcharge. Ask Reception on how to book this (if you haven't already done this as part of your booking).

We really want you to look after our rooms and all the great furniture and art. We reserve the right to enter your room if we suspect your room is not kept up to standard. If we ascertain that your room is not cleaned properly, cleaning service becomes mandatory and will possibly be deducted from your deposit.

What's in my room?

All rooms are approximately 18m², including an en suite bathroom with all sanitary amenities. Each room is equipped with:

- a comfortable 1.20 meter wide bed, with large drawers underneath;
- a hotel quality, 20 cm thick 5-zone pocket spring mattress;
- a water proof molton, a duvet and one pillow;
- 2 large hand made pillows to turn the bed into a couch;
- a unique desk and desk chair;
- an additional wooden folding chair, mounted on the wall;
- hand made bookshelves;
- a wardrobe with 3 shelves, clothes rail and clothes hangers;
- a pantry with a fridge and built-in bedside table;
- laminate flooring;
- a combination of scrap wood walls and unique photo wallpaper;
- floor-to-ceiling blackout curtains;
- lighting: ceiling light, pantry lamp, bedside lamp, desk lamp, hanging lamp;
- a minimum of two art pieces (a unique element, designed by an artist);
- a smoke detector;



- an electronic locking system with key card;
- a private, uniquely decorated en suite bathroom with shower, shower curtain, soap dish, toilet, toilet brush, toilet paper holder, sink, mirror and rubbish bin.

We don't have televisions at Hotel Jansen. You have multiple screens and we have high speed Internet; you can watch everything online. It's no use really bringing your own TV, since we don't have cable. If you really can't live without TV, you can get a digital transmitter (KPN Digtienne). Ask the staff to hook you up with the supplier. For major events like World Championships, clog dancing or the Dutch Tulip Throwing festival, we organize special nights at Mama's.

Key card

Your Hotel Jansen key card provides you with access to the building and your room. For your safety and the safety of Hotel Jansen, we want to protect ourselves from strangers in the building. Every resident therefore receives only one key card. If you have visitors, you have to go down to the main entrance to let visitors in.

Losing your key card or breaking it can happen, but if you lose or break it you will need to pay €25 to replace it. So, just keep it in a safe place and make sure it can't bend. You will need an ID to receive a new card. It is not possible to authorize someone else.

Please note that, after Mama's is closed, the hotel can only be entered via the side entrance. If you lose your key card then, we can only let you in via our Security Guy. He will charge a ridiculous amount of €75 because he has to come from somewhere else to let you in. You can call him on +31 2975 81583. The moral of this story? Don't lose your card.

Guest policies

The rooms for our Short Stay guests are designed for single occupancy. Although the bed is just wide enough for two people, it is not allowed to live in the room with more than one tenant (that includes pets). Hotel Jansen is your home, so you are allowed to have one guest staying over for the occasional night or two (if you get lucky), but we would ask you to respect your fellow residents and let the staff know.

Please realise that your room is your room. That means you can not let anybody sleep there if you're not there. If we notice that someone else is using your room in your absence, there will be an immediate charge of €150 and a Strike.

Moving within Hotel Jansen

Of course it is possible that you click better with the people on another floor than your own and you would like to move there. We can look at the possibilities and try to facilitate your



request, but we cannot guarantee it. We charge you €50 administration costs and the room that you leave behind needs to be professionally cleaned by our house keeping department at extra costs.

Pets

Unfortunately, pets are not welcome to keep you company. We love animals, but since not everybody does and we don't want to turn Hotel Jansen into a petting zoo, animals are not allowed.

Bicycle storage

Hotel Jansen has its own bicycle parking, which is in the courtyard behind the hotel. The bicycle parking can be reached through the side entrance of the hotel. Bicycles that are in front of the hotel, the side entrance or the courtyard will be removed and placed somewhere else. It is forbidden to take your bicycle to your room.

Repairs

At Hotel Jansen we have our Maintenance Man at hand for all things that need to be fixed in your room or the communal areas. Should you have a problem with anything in your room, he will fix it as soon as possible during office hours on weekdays. Urgent issues will be dealt with as a priority and will be handled urgently. Maintenance issues can be reported via reception@hoteljansen.nl. Repairs are free of charge assuming normal and responsible use. Should this not be the case we will charge you for compensation of possible damages.

Garbage

Put your rubbish in the provided outside containers. Don't put anything in the containers without a plastic bag. You can arrange a schedule with the other guests who share the communal area to take out the garbage. Please do not leave any garbage outside the garbage containers. If garbage containers are full or broken, please inform the Reception.

Check-out

All good things come to an end. Before your contract ends with Hotel Jansen, we need to prepare your check-out and would like to discuss your experience at Hotel Jansen. Arranging this meeting is important to us, as it will give us time to organize your room, deposit and check out time. We will send you an e-mail close to your departure to organise this.

Please leave your room in the same state as you found it. If your room is clearly not cleaned or really dirty when you check out, we will deduct an extra of €50 from your deposit for extra cleaning costs. If you are moving out, please check whether all property that belongs to Hotel Jansen is in the room. See the inventory list above. Please make sure you clean



your locker in the Club Room (communal area), remove all your other stuff and put your waste in the containers.

Our hotel staff will inspect your room for any defects a day before your departure. If any defects are found during the inspection you will have to pay for the repairs or replacement. Costs will be deducted from your deposit.

Check out time is 10.00am. Beware! The key card will be deactivated at exactly 10.00am.. Afterwards you are not able to enter your room anymore. Make sure that all your stuff is outside the room at 10.00am.

Maximum Length of Stay Policy

We have at Hotel Jansen a Maximum Length of Stay Policy of 6 months per calendar year. This means that if one or several bookings are made for a total of 6 months, then no rebooking is allowed for the rest of the year. You can then make a reservation for the next year. Any bookings outside the Maximum Length of Stay made by the same person within the 12-month period, even if details are different than the first booking, will be terminated with paid rent being returned, but the deposit will be lost.



Staff availability

There are multiple ways to reach us:

- > Telephone – between 9.00am and 5.00pm you can reach us on +31 (0)20 2 147 147 (Booking office), or +31 (0)20 2 147 146 (Mama’s).
- > Email – you can contact us 24/7 via reception@hoteljansen.nl. Don’t forget to mention your name and room number.
- > Mama’s – their staff is part of the hotel. They are there during opening hours of Mama’s and are happy to help you out.

Club Room

Each floor has a spacious Club Room which functions as a living room and self-catering kitchen where you can study, cook, relax and hang out with your fellow residents. You share this communal area with about 25 other guests, which is why keeping it tidy and clean is essential. You and the other residents using your kitchen are obliged to keep the kitchen tidy and to maintain a normal level of hygiene.

We ask you to organize this within the group of users of the kitchen within the initial days of your stay so cleaning and hygiene will be part of your daily and weekly routine:



arrangements for who will dispose of the garbage on what days and who will do dishes and cleaning on what days, etc.

Even though we clean the Club Room every day, doing your dishes and cleaning up after you is not part of the deal. We clean the surfaces of the tables, cupboards, appliances and the floors. By following these basic rules the kitchen will remain a place you want to be:

1. If you use the kitchen, clean up after yourself. If you don't, we will throw away both dirty dishes and food that is lying around on the kitchen bench and table. Don't test us, we're serious about this.

2. Ovens and cookers don't clean themselves. Simple rule: if you dirty it, then clean it. It's really about respecting the other tenants.

3. The fridge is not a museum. We know how it works: slowly but gradually fridges become a mess. Use by date products start to reek and take up unnecessary space. Please, keep the fridges tidy and clean. And leave room for the other tenants.

4. Be smart about your waste. We care about recycling, please separate your garbage in the right waste bins. And please: dispose of the garbage when the bags are full.

We sincerely hope you care. If it's not in your own interest, then at least have respect for the others on your floor. Our cleaning is an extra service, because we know how nice it is if things are clean.

The ultimate measure if you do not follow these simple kitchen rules, is that we will stop coming in and cleaning for you. And if we identify people who systematically violate the kitchen rules, we will charge them with a Strike and an immediate fine of €100,00.

Laundry

Hotel Jansen has its own professional full-service Laundromat. It's easy to book online and the washing itself is self explanatory and quick. Even the washing liquid is integrated in the machine! In the laundry room, an ironing board and iron are available. One load of laundry costs €4.50 and use of the dryer is €2.00. The iron costs €0,50 per 15 minutes. Ask Reception for a Laundry Card. You can buy it for €5,00.

Mail & Packages

Our front desk will take care of your snail mail. In the Reception area near the elevator we have A-Z mailboxes where you can find your mail. Please note that several people share one mailbox. Large packages will be put near the mailboxes. We are not responsible for missing mail or packages.



Security Camera's

For your safety and the safety of the other guests we installed cameras in public and communal areas. Footage is recorded and filed, and exclusively used in case of incidents.

Liability

Hotel Jansen is not responsible for damage to or theft of personal property. This includes any property in the communal areas, stored luggage and delivered packages. In the context of theft it is important that you always close your door (and window), even if you are going to your neighbour or the Club Room.

Medical Care

Hotel Jansen is connected to several GP's. Ask at Reception. A good GP is General Practice Schinkelkade on the Schinkelkade 18. Their telephone number is +31 (0)20 206 730 821. You will be charged directly for a consult and any prescription, depending on your insurance. In case of emergency always call 112.

Hotel Jansen Wi-Fi regulations

You will be online your entire stay. High speed Wi-Fi (maximum 300 Mb/s ++) is available in the entire hotel and is included in the service charges. Please note that we use a fair use policy, for regular personal use.

The Wi-Fi connection is offered via a wireless network. By connecting to the network you agree on the following rules:

- > It's prohibited to publish a server of any kind on the network;
- > Connecting own network equipment (switches, routers, access points) is prohibited;
- > Causing nuisance on the network in any way (i.e. overloading, hacking etc.) is prohibited;
- > In case of any interruption, please report this to the Reception;
- > The AUP is effective on the usage of the Hotel Jansen network, violating this AUP will irrevocably lead to disconnection of the network;
- > End users have to make sure their equipment is secured and configured properly. In case of unwanted network traffic an automated security system will spring into action;
- > Problems with your connection should be reported to the Reception.
- > We take measures to make sure the network is stable and always functioning. Although we will do our utmost to solve network problems if they occur, we accept no liability for any inconvenience or damage caused by malfunctioning of the network.



Fire Alarm

The best way to prevent fire is to be very careful with open fire. If you, despite caution, see fire please proceed as follows: keep all doors and windows closed, press one of the fire alarms which are on every floor and call 112, Reception or night audit and mention where you saw the fire. Wake or warn your neighbours in case of a big fire. If your own safety allows it, use one of the fire hoses on your floor: unroll the hose, open the tap.

Familiarize yourself with the following: at the end of the hallways there are stairways that can be used as emergency exit. These stairs will lead you to the ground floor. Please remember to close these doors behind you! Meeting point: please gather opposite the entrance of Mama's Kitchen and wait for further instructions.