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**Important information**

All reservations are pre-paid, non-refundable and will be charged at the time of booking using the credit card details provided. Please be aware of the dates you are trying to book. If you book the wrong dates, you will only be allowed to change the dates to come at a later time. The new dates are to be submitted within 48 hours after the booking.

All rooms are non-smoking.

WiFi is free and available throughout the building.

Please note that there is no elevator in the building, all rooms are only accessible by stairs and please note the stairs are steep. As such, this property may not be suitable for guests with mobility issues.

Toilets are in the hallways.


Towels and Bed linen are in all rooms.

There is no laundry service in the hotel.

Children up to 3 years old can stay for free. Older children are counted as adults.

When booking 3 rooms or more, different policies and additional supplements may apply.

Please inform Hotel Hortus in advance of your expected arrival time. You can use the Special Requests box when booking, or contact the property directly with the contact details provided in your confirmation.

**Hotel Policies**

Guest parking

- No parking available.
- WiFi is available in all areas and is free of charge.



Need help?

You can always view, change or cancel your booking online at:
your.booking.com

For any questions related to the property, you can contact Hotel Hortus directly on: +31 20 625 9996

Or contact us by phone - we're available 24 hours a day:

Local number: 0203 564 6725

When abroad or from Netherlands: +44 20 3320 2609

Travel with peace of mind

Find more information about travelling safely in our

[Safety resource centre](#)

[Your safety is our top concern.](#) In case of an emergency while on holiday, dial 112 to reach police, the fire brigade, or emergency medical services. This number works in most European countries and is free of charge.

Find more [local emergency phone numbers](#) to help give you complete peace of mind during your stay in Netherlands.



This print version of your confirmation contains the most important information about your booking. It can be used to check in when you arrive at Hotel Hortus. For further details please refer to your confirmation email sent to 1@visad.co.uk.