MERCURE HOTEL NAMUR

Circus CASINO RESORT NAMUR

HOUSE RULES

ARTICLE 1 – PREAMBLE AND SCOPE

These House Rules (hereinafter the "Rules") are established by Namur Casino Resort SA (NCR) (hereinafter the "Operator"), located at Avenue Baron de Moreau 1, 5000 Namur. They supplement Accor's General Terms and Conditions of Service without contradicting them and apply to any person staying at, visiting or frequenting the Namur Casino Resort (hereinafter the "Establishment").

Booking accommodation, whether made through the distribution channels of the Accor group or directly with Namur Casino Resort, constitutes unreserved acceptance of these Rules.

ARTICLE 2 – ARRIVAL AND DEPARTURE

Check-in is possible from 15:00. Check-out must be completed by 12:00 at the latest; after that time, an additional night may be charged.

A valid identity document is required at check-in, in accordance with Belgian regulations. A bank pre-authorisation may be made on arrival for the amount of the booking plus a deposit for possible incidental expenses.

ARTICLE 3 – BOOKINGS MADE ON SITE – GROUP BOOKINGS

Any booking made directly at the Establishment's reception is subject to a prior check of availability and of the applicable rate by the reception team, before being recorded in the Establishment's management system. A written confirmation setting out the details of the stay and the applicable conditions is sent to the Customer.

The booking is guaranteed by providing a valid bank card. Payment for the stay is made at the Customer's departure.

Booking requests from groups are handled by the Establishment's "groups and events" team. The team prepares a commercial offer specifying the room composition, the services included and the applicable booking conditions.

A group booking is confirmed in writing upon receipt of the Customer's formal acceptance. A deposit, the terms of which are set out in the accepted commercial offer, is required beforehand. The balance and any individual expenses are settled in accordance with the conditions agreed between the parties.

ARTICLE 4 – SMOKING AND VAPING BAN

The Establishment is 100% non-smoking. Smoking or vaping (e-cigarettes, hookahs and similar) is strictly prohibited in the rooms, on private terraces and balconies, and throughout the common areas (lobby, corridors, lifts, restaurant, bar, wellness areas, meeting rooms, covered car parks).

In the event of non-compliance, the Operator reserves the right to charge reinstatement costs, including deep cleaning and deodorisation.

ARTICLE 5 – ANIMALS

Pets of any species or size are not permitted within the Establishment, including in the rooms, common areas, restaurant, bar and wellness area. Guide dogs and assistance dogs accompanying persons with disabilities are excepted, in accordance with Belgian law. The Customer concerned is invited to inform the Establishment at the time of booking.

ARTICLE 6 – QUIET HOURS

Quiet is required between 22:00 and 08:00. During these hours, any noise nuisance (music, loud conversations, repeated noises) is prohibited. Electronic devices must be used at a reasonable volume that does not disturb neighbours. In the event of persistent disturbance, management reserves the right to require the Customer to leave immediately, without reimbursement of the nights not used.

ARTICLE 7 – WELLNESS AREA AND FITNESS

Access to the wellness area (hammam, sauna, jacuzzi) and to the fitness room is subject to the specific internal regulations posted at the entrance of each of these areas, with which the Customer must strictly comply. Minors are subject to the access restrictions set out in those regulations.

ARTICLE 8 – RESTAURANT, BAR AND CONSUMPTION

The restaurant "La Carte du Roi" and the bar are open according to the hours displayed at reception. It is prohibited to bring beverages or food from outside into the Establishment's restaurant and bar, unless expressly authorised by management. The Establishment reserves the right to refuse service to persons showing obvious signs of intoxication, in accordance with Belgian regulations.

ARTICLE 9 – ROOMS AND EQUIPMENT

The number of persons occupying a room may not exceed the maximum capacity indicated at the time of booking. Any additional occupant must be declared at reception. Room equipment must be used in accordance with its normal purpose. The use of personal electrical appliances presenting a fire risk is prohibited. It is also prohibited to use or store candles in the rooms, as well as any explosive or incendiary object or product. Keys or access cards are strictly personal; the Customer is invited to use the safe for valuables.

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ARTICLE 10 – CUSTOMER LIABILITY FOR DAMAGE

The Customer is liable for all damage caused by themselves and/or their guests within the Establishment (room, furniture, equipment, common areas, etc.) and bears all costs resulting from such damage and/or from any breach of these Rules. The Operator reserves the right to intervene where necessary and to take any appropriate measure against the Customer.

In the event of damage being found:

- A joint inspection of the premises (état des lieux contradictoire) will be carried out when the Customer leaves the room or as soon as the damage is noticed; reception will inform the Customer without delay;
- Repair, replacement or reinstatement costs will be invoiced to the Customer on the basis of the actual costs incurred, by debit of the bank card provided at check-in or by any other legal means;
- In the event of serious wilful damage, the Operator reserves the right to file a complaint with the competent authorities.

The Customer is invited to report immediately to reception any pre-existing damage noticed on arrival so that it is not attributed to them.

ARTICLE 11 – SAFETY AND SECURITY

Access to the floors is reserved for guests holding their access card. It is prohibited to enter technical areas or service premises. In the event of a fire alarm, the Customer must immediately follow the posted evacuation instructions and go to the assembly points. It is prohibited to block fire doors or emergency exits. The Establishment is equipped with a video surveillance system in the common areas, in accordance with the Belgian Act of 21 March 2007.

ARTICLE 12 – MINORS

Minors must be accompanied by a responsible adult at all times within the Establishment.

ARTICLE 13 – WI-FI AND IT RESOURCES

Wi-Fi access is strictly personal and reserved for lawful use. In particular, it is prohibited to use it to reproduce or make available works protected by copyright, to access illegal websites or to engage in any piracy activity. Any breach may result in the immediate cut-off of access and engages the Customer's liability.

MERCURE HOTEL NAMUR

Circus CASINO RESORT NAMUR

ARTICLE 14 – PARKING

Private parking is available at the rates displayed at the entrance and communicated at reception. It is used under the sole responsibility of the Customer; the Operator accepts no liability for damage to or theft affecting parked vehicles, except where fault on its part is proven. Any use for purposes other than temporary parking is prohibited.

ARTICLE 15 – GENERAL CONDUCT AND PUBLIC ORDER

Any behaviour contrary to good morals or public order is prohibited, in particular violent, harassing or discriminatory behaviour towards staff or other customers, the introduction of illicit substances or weapons, and any unauthorised commercial activity. In the event of serious breach, the Operator may require immediate departure without reimbursement, call upon the law enforcement authorities and bring civil and/or criminal proceedings.

ARTICLE 16 – COMPLAINTS

Any complaint must be brought to the attention of reception during the stay or, in writing, within 8 days following departure, at the following address: Hôtel Mercure Namur, Avenue Baron de Moreau 1, 5000 Namur – HB2T4@accor.com – +32 81 64 92 20.

ARTICLE 17 – GOVERNING LAW AND DISPUTES

These Rules are governed by Belgian law. Any dispute that cannot be settled amicably falls within the exclusive jurisdiction of the courts of Namur. The Customer may also have recourse to the consumer mediation service in accordance with Book XVI of the Belgian Code of Economic Law.