

House rules and other information

To make and keep a visit to Zuiver as pleasant as possible for everyone, we use the following house rules;

1. General house rules

- Everyone who visits Zuiver automatically and unconditionally submits to the stipulations of these house rules and the General Terms and Conditions.
- Anyone who does not comply with the house rules may be denied access. This is also a valid reason to terminate a current (fitness) contract.
- A minimum age of 18 is required to use Zuiver's facilities. It is mandatory to be able to present a valid proof of identity. Zuiver may ask for this in case of doubt about age.
- Use of the facilities of Hotel & Wellness Zuiver is expressly at your own responsibility and risk.
- Zuiver is not liable for any damage to or loss of personal belongings and is not liable for any form of injury incurred within Zuiver.
- Smoking is not permitted anywhere inside. Smoking in the room and/or building will incur a €200 fine/cleaning fee. Smoking is only allowed in the designated (smoking) room(s).
- The use of drugs is not permitted anywhere. Guests who do not comply with this must leave Zuiver - after full payment - immediately.
- Pets are not allowed.

2. Spa

- Reservations are required at www.zuiveramsterdam.nl. Maximum 2 people per reservation.
- Wearing swimwear is not permitted. Except on designated swimwear days (Tuesday, Wednesday and Thursday), when wearing swimwear is mandatory. On swimwear days it is mandatory for ladies to wear a swimsuit or bikini, men to wear swimming trunks.
- The use of bathrobe, towels and slippers in the spa is mandatory. Bathrobes and towels can be rented at the front desk for a fee. Bath slippers are available for purchase.
- Cell phones and other electronic devices are not allowed in the spa.
- Own bags are not allowed in the spa, transparent bags are available at the front desk.
- You are not allowed to bring food and drinks into the spa.
- All facilities must be used in silence.
- You must wear your wristband at all times.
- In the restaurants, relaxation areas and on the terrace, wearing a bathrobe is mandatory.
- Reservations in our spa restaurant are mandatory. You can easily make this reservation during your stay in the restaurant itself.
- You should always take a full seat on a towel in the saunas. Slippers are to be left outside the sauna.
- Swimming and diving goggles are not allowed, as are other swimming attributes.
- Showering is mandatory before using the facilities (again).
- Opgietingen are exclusively provided by Zuiver employees.
- Personal care such as brushing your teeth and shaving are not allowed.
- Smoking is only allowed in the smoking area.
- Reserving/occupying sun beds, couches and chairs without using them is not permitted.
- Taking photographs or film recordings is strictly prohibited.
- Guests showing disruptive behavior and/or (un)desired intimacies should leave Zuiver - after full payment - immediately.
- Groups are not allowed.

Beauty & Massage

- The guest must be present in the beauty room 10 minutes before the start of the reserved treatment(s)
- If the guest has also booked a treatment, this treatment will be booked within the arrival and departure time you indicate when booking. The treatment can take place as early as half an hour after indicated arrival time.

Hotel

- Check-in is possible from 3 p.m. onwards. Early check-in is possible only if the room is ready earlier.
- Check-out is possible until 11:00 am on the day of departure. Late check-out options can be discussed at the reception desk.
- Use of the fitness facilities is completely free of charge for hotel guests. Reservation is required, this can be done during the stay at the fitness desk.

- The use of the wellness facilities is included in the hotel stay on the day of arrival from 10 a.m. and during the stay. On the day of departure, guests have access at a reduced rate (25% discount on the entrance fee). Booking is required.
- The tennis, squash and padel courts can be used for a fee. More information about the possibilities and rates available at the reception.

Fitness

- Booking your visit is mandatory through the app.
- For hygienic reasons, use of the gym is only allowed using a towel and clean footwear. If the member forgot a towel, the member should rent one from the fitness desk.
- Every member of Zuiver is required to carry the wristband at all times while using the facilities.
- A relaxed and well-kept atmosphere is important to us. It is therefore mandatory to wear correct clothing. Sports shoes should not rub off and should be clean.
- Everyone must register upon entry by means of an access bracelet. The bracelet is personal and not transferable to third parties. A registration photo is mandatory.
- In the fitness and group exercise area, instructions from the staff must be followed. Only the staff has access to the sound system.
- It is not permitted to enter the room after the start of group classes - provided permission has been requested from Fitness Zuiver staff.
- Coats and bags are not allowed in the fitness and group class room.
- For reasons of hygiene, it is not permitted to bring and consume food in the fitness and group classrooms. Drinks may be consumed provided they are kept in a sealable water bottle or drink bottle.
- Fitness equipment is to be cleaned after use with the means provided. After training, used materials must be returned to their designated place.
- If the access band is lost or damaged, a new one must be purchased for a fee.
- Fitness and group class members must also use the fitness changing rooms for the spa.
- For hygiene reasons, it is not permitted to keep the locker in use after closing time. Lockers occupied after closing time will be cut open and emptied daily. The locker will not be refunded and Zuiver is not liable for any lost property.