House rules and additional information

To make the visit to Zuiver as enjoyable as possible for everyone, we adhere to the following house rules:

General

- Anyone visiting Zuiver automatically and unconditionally submits to the provisions 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 an ongoing (fitness) contract.
- A minimum age of 18 is required to use the facilities of Zuiver. It is mandatory to present a valid form of identification. Zuiver may ask for this if there is any doubt about the age.
- The use of the facilities of Hotel & Wellness Zuiver is explicitly 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 sustained within Zuiver.
- Smoking is not allowed anywhere indoors. A fine of €200 will be charged for smoking in the room and/or in the building for cleaning costs. Smoking is only permitted in designated smoking areas.
- The use of drugs is strictly prohibited. Guests who do not comply must leave Zuiver immediately after full payment.
- Pets are not allowed.
- Gift vouchers purchased at Hotel & Wellness Zuiver are valid for 2 years from the date of purchase. Once the validity period has expired, the gift voucher can no longer be redeemed, and any remaining balance will be forfeited.
- The Zuiver Wellnesscard (10-visit pass) is personal, non-transferable and valid for 1 year from the date of purchase. A maximum of one guest may be brought per visit. After this period, the card can no longer be used, and any remaining visits will be forfeited.

Spa

- Reservations are required via www.zuiveramsterdam.nl. A maximum of 2 people per reservation.
- The wearing of swimwear is not allowed, except on designated swimwear days when it is mandatory. On swimwear days, women must wear a swimsuit or bikini, and men must wear swim shorts.
- The use of bathrobes, towels, and slippers in the spa is mandatory. Bathrobes and towels can be rented for a fee at the reception. Spa slippers are available for purchase.
- Mobile phones, headphones, smartwatches and other smart electronic devices are not permitted in the spa. E-readers may only be used in the relaxation areas and are not permitted in the saunas.
- Only a transparent bag is allowed in the spa. You can purchase a suitable spa bag at the reception or at the beauty department.
- Bringing food and drinks into the spa is not permitted.
- All facilities must be used in silence.
- You must always wear your wristband.
- In the restaurants, relaxation areas, and on the terrace, wearing a bathrobe is mandatory.
- Reservations at our spa restaurant are required. This reservation can easily be made during your stay at the restaurant itself.
- You must always fully sit on a towel in the saunas. Please leave your slippers outside the sauna.
- Swimming and diving goggles are not allowed, nor are other swimming accessories.
- Showering is mandatory before you (re)use the facilities.
- Infusions are conducted exclusively by Zuiver staff.
- Personal grooming such as brushing teeth and shaving is not permitted.
- Smoking is only allowed in the designated smoking area.
- Reserving/holding lounge chairs, benches, and chairs without using them is not allowed.
- Taking photos or filming is strictly prohibited.
- Guests displaying disruptive behaviour and/or unwanted advances must leave Zuiver immediately after full payment.
- Groups are not allowed.

Beauty & Massage

- Guests must arrive 10 minutes before the scheduled treatment(s) in the beauty area.
- If the guest has also booked a treatment, it will be scheduled within the arrival and departure times indicated during the reservation. The treatment can take place as early as half an hour after the indicated arrival time.

Hotel

- Check-in is possible from 3:00 PM. Early check-in is only possible 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.

- The use of fitness facilities is entirely free for hotel guests. Reservations are mandatory and can be made at the fitness desk during your stay.
- If you wish to use our spa facilities, you can book them for €29.95 per person, based on availability. Please inquire at the reception for this.
- Tennis, squash, and padel courts are available for a fee. More information about the options and rates is available at the reception.

Fitness

- Booking your visit is mandatory via the app.
- The use of the gym is only permitted with a towel and clean footwear for hygiene reasons. If a member forgets a towel, they must rent one at the fitness desk.
- Every Zuiver member is required to always carry their wristband while using the facilities.
- We value a relaxed and neat atmosphere. Therefore, it is mandatory to wear appropriate clothing. Sports shoes must not leave marks and should be clean.
- Everyone must register upon entry using a wristband. The wristband is personal and not transferable to others. A registration photo is mandatory.
- In the fitness and group class area, instructions from staff must be followed. Only staff have access to the sound system.
- It is not permitted to enter the room after the start of group classes unless permission has been requested from the staff at Fitness Zuiver.
- Coats and bags are not allowed in the fitness and group class area.
- For hygiene reasons, it is not allowed to bring food into the fitness and group class area. Drinks may be consumed, provided they are kept in a sealed bottle or drink container.
- Fitness equipment must be cleaned after use with the provided materials. After training, used items must be returned to their designated places.
- In case of loss or damage to the wristband, a new one must be purchased for a fee.
- Fitness and group class members must also use the fitness changing rooms before accessing the spa.
- For hygiene reasons, it is not permitted to keep lockers in use after closing time. Lockers occupied after closing time will be cut open and emptied daily. The lock will not be reimbursed, and Zuiver is not liable for any loss of belongings.