



HOTEL
DE STERRENBURG

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Cancellation Policy Hotel de Sterrenberg

Version: 23 October 2026

Uniform Conditions for the Hotel and Catering Industry (UVH)

This agreement is subject to the Uniform Conditions for the Hotel and Catering Industry (Uniforme Voorwaarden Horeca, UVH) of Koninklijke Horeca Nederland (the Royal Dutch Hospitality Association). These also contain the cancellation, no-show and (advance) payment conditions. The UVH can be consulted online via [this link](#).

We have applied a number of deviations from the UVH. These are explained per category below:

- Private individual rooms (up to and including 3 rooms)
- Private groups (4 rooms or more)
- Business meetings & groups

Definitions

- Arrival:
15:00 on the date of arrival
- Reservation value:
All elements we have reserved for you in advance. The reservation value includes, among other things: accommodation, breakfast, dinner, lunch, bicycle rental, activities, etc. The reservation value includes VAT and tourist tax.

Private individual rooms

- Rooms with and/or without breakfast
 - o Cancellation of the entire reservation up to 48 hours before arrival is free of charge.
 - o For cancellation within 48 hours before arrival, we charge 100% of the reservation value.
 - o Non-refundable rates cannot be changed or cancelled.
- Rooms based on a package (half board)
 - o Cancellation more than 7 days before arrival is free of charge.
 - o For cancellation more than 2 days up to and including 7 days before arrival, we charge 50% of the reservation value.
 - o For cancellation 2 days (48 hours) or less before arrival, we charge 100% of the reservation value.

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Private groups

For cancellation of the entire group:

- More than 3 months before arrival: free of charge.
- More than 2 months up to and including 3 months before arrival: we charge 15% of the reservation value.
- More than 1 month up to and including 2 months before arrival: we charge 35% of the reservation value.
- More than 14 days up to and including 1 month before arrival: we charge 60% of the reservation value.
- More than 7 days up to and including 14 days before arrival: we charge 85% of the reservation value.
- 7 days or less before arrival: we charge 100% of the reservation value.

For cancellation of individual rooms within the group (up to a maximum of 10% of the number of rooms). Above this percentage, the terms stated above apply.

- More than 7 days in advance: free of charge
- More than 3 days up to and including 7 days in advance: we charge 35% of the reservation value.
- 3 days or less in advance: we charge 100% of the reservation value.

Business meetings & groups

A meeting may remain on option until three months before arrival. If we receive another definitive request, you must confirm within 24 hours whether the meeting will go ahead. If no confirmation is given, Hotel de Sterrenberg may cancel the meeting and accept the new definitive request.

For cancellation of the entire, already confirmed definitive meeting:

- More than 4 months before arrival: free of charge.
- More than 3 months up to and including 4 months before arrival: we charge 10% of the reservation value.
- More than 2 months up to and including 3 months before arrival: we charge 15% of the reservation value.
- More than 1 month up to and including 2 months before arrival: we charge 35% of the reservation value.
- More than 14 days up to and including 1 month before arrival: we charge 60% of the reservation value.
- More than 7 days up to and including 14 days before arrival: we charge 85% of the reservation value.
- 7 days or less before arrival: we charge 100% of the reservation value.

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