

House rules

Best Western Plus Monopole Métropole 16 Rue Kuhn – 67000 Strasbourg

To ensure a pleasant and safe stay for all our guests, please comply with the provisions of these House rules. By accepting a reservation, the guest agrees to comply with them.

Arrival and departure

The hotel welcomes guests 24 hours a day, year-round. Anyone staying at the establishment must be able to provide proof of identity. Failing this, hotel management reserves the right to refuse the room rental or to cancel the reservation.

Foreign guests must complete a police registration form (French police registration form) in accordance with applicable regulations.

Rooms are available from 15:00 on the day of arrival and must be vacated no later than 11:00 on the day of departure.

Any departure after 11:00 will result in additional charges of up to one full night's charge at the current public rate.

An early check-in or late check-out may be offered subject to availability and for an additional fee. Please inquire at reception.

Room occupancy

The reservation is nominative and may not be transferred to a third party, for payment or free of charge. The guest may not introduce into their room persons who are not registered at reception without the prior agreement of hotel management.

Any luggage remaining in a room after 11:00, without renewal of the rental, will be removed and stored in the luggage room.

In accordance with fire safety regulations, the maximum occupancy of each room must be strictly respected. The hotel will refuse any over-occupancy.

The guest must allow access to their room at least once a day so that staff can provide housekeeping service and ensure the safety of the premises, except by express contrary request.

Children and extra beds

Minor children may not stay alone in a room without parents being present in a room on the same floor. If the accompanying adult is not the minor's legal guardian, a written parental authorization is required.

Extra beds or cots may be provided subject to availability and the number of persons permitted per room. They will be subject to an additional charge. Children under 14 benefit from available cots and beds free of charge.

Children are placed under the sole responsibility of their parents or accompanying adults of legal age.

Room access cards (RFID keys)

Room key cards are issued personally. Any loss or disappearance must be reported to reception. Proof of identity is required for any replacement.

Guests must not entrust their room card to a third party and must return it at departure.

Anyone entering the establishment must report to reception. Bringing external persons into the hotel without prior agreement is prohibited.

If an external person needs to bring or leave an item for a guest, they will not be allowed to access the room. For security reasons, the guest must come down to reception to collect the items and acknowledge receipt from that person.

Behaviour and dress code

Hotel management reserves the right to refuse accommodation to guests whose behaviour is contrary to public decency, public order, or whose dress is indecent or negligent. Appropriate attire is required in all public areas of the establishment (shoes, top and bottom clothing).

In accordance with Law No. 2010-1192 of 11 October 2010, wearing clothing intended to conceal the face is prohibited in public areas.

The guest must be courteous and respectful towards hotel staff and other guests. Any form of verbal or physical violence, harassment, discriminatory behaviour, or remarks of a sexist, racist, homophobic or antisemitic nature is strictly prohibited and may be reported to the competent authorities.

General prohibitions

Tobacco and vaping

It is strictly forbidden to smoke (cigarettes, cigars, hookah...) or to vape anywhere on hotel premises. In accordance with the Public Health Code, any offender may be subject to a third-class fine. Cleaning and smoke-removal fees of up to €200 will be charged.

Consumption of food and beverages brought in from outside in public areas

It is strictly forbidden to consume food or beverages brought from outside the establishment in all hotel public areas (lobby, bar, lounge, restaurant, corridors, relaxation areas, etc.).

The hotel has a bar and dining services capable of meeting guests' needs. This rule aims to ensure hygiene, food safety and the quality of services offered to all guests.

French law prohibits offering or serving alcohol to minors under 18 years of age.

The bar's opening hours are governed by a prefectural order which the hotel cannot override. It is not possible to continue consuming beyond these hours. The prefectural order is posted at the bar.

Exception: specific foods for infants and very young children are permitted.

Cooking appliances and personal equipment

For obvious fire-safety reasons, it is forbidden to use any personal gas or electric appliances in the rooms such as burners, hotplates, personal coffee makers, etc. Cooking in the rooms is also prohibited.

Other prohibitions

- Bringing into the establishment illegal and/or dangerous objects or substances, or any object resembling a weapon.
- Running, shouting, or riding (skates, scooters, bicycles...) within the hotel premises.
- Hanging laundry from windows or throwing any object out of the windows.
- Photographing or filming other guests or staff without their express consent.
- Carry out any commercial or professional activity not authorized in the rooms.

Food in the rooms

For hygiene reasons, storing food in the room is prohibited. Room service is available at the times shown on the menu in each room.

Underground garage and parking

The hotel has a private underground garage, accessible from Kageneck Street. Access requires a prior reservation. A hotel staff member escorts each guest individually to the garage.

Use of the underground garage is subject to the rates displayed at reception.

The garage is secure but not monitored continuously. The hotel declines all responsibility in the event of theft, loss or damage to vehicles or their contents within the car park.

Guests must comply with internal traffic and parking rules (speed limits, designated parking areas).

Access to the garage is strictly reserved for hotel guests. Any vehicle parked without authorization may be towed.

For safety reasons and in accordance with French electrical standards, the use of charging electrical outlets is subject to authorization and will be charged according to the scale indicated at reception.

The hotel management cannot be held responsible for accidental overloads, power surges, incorrect amperage or improper handling.

In accordance with Article 2286 of the Civil Code, the hotel management may invoke a right of retention in the event of an unpaid debt.

Pets

The hotel accepts dogs and cats provided they are kept on a leash in all common areas and are up to date with their vaccinations. The accommodation of a pet incurs a daily supplement per animal.

Any damage caused by a pet will result in a charge of €200.

Pets must not be left alone and unattended in the rooms.

These provisions do not apply to guide dogs for the blind or assistance dogs, in accordance with regulations.

Liabilities and valuable items

The hotel has a general duty of care towards its guests. However, if damage is caused by the guest's imprudence, negligence or fault, the hotel's liability cannot be engaged.

Individual safes are available in the rooms. The hotel declines all responsibility for valuables deposited therein. The hotel cannot be held responsible for items forgotten in the safes.

Luggage in the common areas remains under the supervision and full responsibility of its owner. In the event of theft in the room, Articles 1952 to 1954 of the Civil Code apply.

Health

Any health problem (cardiovascular, respiratory, allergy, pregnancy...) must be reported to the hotel so that necessary arrangements can be made.

Reservation and payment

Reservation requests may be made by telephone, e-mail, or via online booking sites. The hotel confirms the reservation as well as its General Terms and Conditions of Sale (GTCS), which form an integral part of the hotel contract.

For reservations guaranteed by credit card, a guest who does not arrive before 6:00 p.m. (no-show) will be charged at least the amount of the first night, as compensation for the loss suffered by the hotel management.

Any services consumed and not settled before departure will be charged to the credit card provided. The hotel may perform a pre-authorization for the amount of the stay upon arrival.

The hotel management reserves the right to accommodate the guest in an establishment of equivalent category in the event of force majeure or a technical problem making the hotel unavailable; transfer costs will be borne by the hotel.

Damage

Any damage caused in the room or in the common areas during the stay — whether intentional or accidental — may be charged directly to the guest. Repair or replacement costs for damaged equipment will be claimed from the person who made the reservation.

Noise nuisance

Out of respect for other guests, quiet must be observed throughout the establishment, and particularly from 10:00 PM to 8:00 AM. The guest and their companions must avoid slamming doors, keep the volume of any device low, and behave discreetly in the corridors.

Any neighborhood noise likely to disturb the peace of other guests may lead hotel management to require the guest to leave the establishment, without compensation or refund (Articles R1336-4 and R1336-5 of the Public Health Code).

Safety

For the safety of all, the premises are under video surveillance (Internal Security Code, Articles L251-1 to L254-1 and R251-1 to R253-4).

Guests must comply with all fire safety instructions posted in the establishment and in the rooms, as well as with staff directions in the event of an emergency.

In case of threatening behaviour or harm to the physical integrity of staff or guests, the hotel reserves the right to call the police.

Environmental commitment – Clef Verte label

The hotel is committed to a sustainable development approach. The welcome products provided in the rooms are selected under the Clef Verte label and meet eco-responsible criteria. We thank you for respecting this commitment by using these products responsibly.

Guests are invited to participate in this effort by indicating if they do not wish daily replacement of towels and bed linen, thereby contributing to reduced water and energy consumption.

Fraud (filouterie)

In accordance with Article 313-5 of the Penal Code, consuming hotel services (accommodation, catering, beverages) without the intention or ability to pay constitutes the offense of fraud (filouterie), punishable by 6 months' imprisonment and a €7,500 fine. The hotel will initiate all necessary legal proceedings in case of an offense. In accordance with Article 2286 of the Civil Code, hotel management may invoke a right of retention for unpaid debts, as noted in Article 3 regarding vehicles.

Forgotten items

Items left behind in the establishment are kept in accordance with Article 2276 of the Civil Code unless you request their return or declare abandonment of the item.

Acceptance of the house rules and sanctions

These House rules apply to all guests of the hotel. Any stay constitutes acceptance of the Terms and Conditions of Sale, of these House rules and, where applicable, of any special conditions.

Sanctions

Failure to comply with the provisions of these House rules leads to immediate termination of the hotel contract. The guest and all persons sharing their stay may be required to leave the establishment without compensation or refund. Financial penalties may be imposed.

The hotel management also reserves the right to refuse any future reservation in accordance with Article L. 121-11 of the Consumer Code.

The guest agrees to hold the hotel harmless for any damage resulting from violation of these House rules.