

House rules Lumen Hotel & Events

Welcome

Follow the instructions of our team

Our team is here to make your stay as pleasant as possible. Please feel free to follow their instructions – they are happy to assist you.

Respect each other – no aggression or discrimination

We treat each other with respect. Aggression, racism, or any other inappropriate behaviour is not tolerated.

In case of fire: remain calm and report to the reception

Report any fire to reception and/or use the nearest fire alarm. Always follow the staff's instructions and proceed to the designated assembly point if indicated. The use of candles in hotel rooms is not permitted.

Smoking, alcohol and drugs

All rooms and public areas are smoke-free. A €150 cleaning fee applies if smoking is detected in the room. Responsible alcohol consumption is allowed in the bar and designated areas. A zero-tolerance policy applies in cases of alcohol abuse or misconduct under the influence. The use, possession, or distribution of (soft) drugs is prohibited throughout the hotel. Violations may result in immediate removal without refund (full or partial).

No sexual services allowed

Offering, requesting, or engaging in sexual services is not permitted.

The hotel is not liable for loss or damage

Lost and found items are kept for one month after your stay. The hotel is not liable for loss or damage. Leftover food items will be discarded. Intentional damage will be charged

Avoid noise disturbance

Please keep noise to a minimum between 23:00 and 07:00 for the comfort of other guests.

Parking at your own risk

Please note that parking is at your own risk – the hotel is not liable for damage, theft, or loss.

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Check-out before 12:00 PM

On the day of departure, we kindly ask you to leave your room before 12:00 PM.

Please pay upon arrival

Upon arrival, we kindly request that you settle the full amount. Payment can be made with American Express, Mastercard, Visa, Maestro, V-Pay, or cash (banknotes up to €100 only).

Appropriate clothing is appreciated

To maintain a pleasant atmosphere, we ask guests to wear appropriate clothing in our public areas. Bare feet or bare upper bodies are not permitted.

We respect your privacy but reserve the right to enter your room in case of rule violations

In the event of serious violations of our house rules, we may enter your room and ask you to leave the hotel. Cameras are present in the hotel; in case of incidents, footage may be shared with the authorities.

Please show your ID upon arrival

During check-in, you are required to present a valid form of identification. The minimum age to stay independently is 18. Children and young adults are welcome when accompanied by their parents.

No outside food or beverages allowed

Outside food and beverages are not permitted in our Bluefinger Restaurant, Lounge, or Event Center.

Keep glassware inside

Glassware must remain indoors or on our Bluefinger terrace.

Pets are welcome (upon request), but not in the restaurant

You and your dog are welcome in our Comfort Rooms (€15 per night, upon request).

Unfortunately, pets are not allowed in the restaurant or in our more luxurious rooms. Other pets are not permitted.