

As with any great experience, there are terms and conditions we need you to follow.

General info on bookings

When to come and when to go

The host of Laila Penthouse will do the check-in and will tell you all the necessary information.

Please leave the Penthouse before the check-out time. If the room is not vacated until later, Laila is entitled to charge for additional use of the room at the rate of €50 per additional hour.

You'll receive the address of the Laila Penthouse after booking.

Rates

Our rates include VAT, other taxes and cleaning. We like to keep things simple.

House Rules

Please keep in mind our House Rules when staying at Laila.

Distribution of images

By accepting the general policies you agree to not distribute any images taken at the Laila Penthouse without permission.

Photoshoots

We love creativity and we support content creators.

The Content Creator does not breach any confidence or invade the privacy of any person and is not in breach of any legislation.

Non-Commercial shoots

We welcome content creators to explore the Laila Penthouse – professional, amateur, hobbyist or Instagrammers and take photos for non-commercial purposes i.e. for your own pleasure and interest, art, publication on your websites / blogs/ social media etc but not for monetary gain.

We allow a maximum of 10 people on set. Please contact us if you have projects with more participants or crew.

Don't forget to tag us @laila_antwerp!

Commercial shoots

Any commissioned work for which you will be paid (advertising, marketing material, photos or video for any business entity) or you are shooting specifically to sell. The content creator receives the commercial rights to use images taken at the Laila Penthouse.

We allow a maximum of 10 people on set. Please contact us if you have projects with more participants or crew.

Terms & conditions

Adults only

Only adults (18+) are allowed in the Laila Penthouse.

No animals are allowed in the building (except guide dogs) unless otherwise agreed with Laila Penthouse.

Liability

We will only reimburse damage caused by wilful intent or gross negligence by our staff. All liability is limited to the maximum amount of the total costs of your stay or event. We are not liable for consequential damages (for example, if you are unable to work). In case you or your guests cause damage to anything in our Penthouse, you will be held liable for the damage caused. In the case of minor damage, we may choose to charge a minimum of €200 per case. If it leads to a claim, this will be communicated by our staff beforehand. We will either deduct the amount from your warranty deposit or send an invoice.

Time of departure

On the agreed day of departure, rooms shall be vacated by the agreed check-out time. If the room is not vacated until later, Laila is entitled to charge for additional use of the room at the rate of €50 per additional hour.

Extremely dirty Loft

In the case the Loft is left extremely dirty, an extra cleaning fee of €75 will be charged.

Refund

When you cancel your booking you'll be refunded using the same payment method as the one you used for making the booking. When you modify your booking, any potential refund will be made using the same payment method as the one you used for making the booking. If you cancel belatedly (from ten days in advance) we only refund 50% of the total amount.

Payment

We only accept payments via

Credit cards

Bank cards

PayPal

Apple Pay

iDeal

Bank applications of Belfius and KBC

The Laila guest cannot hand over a room to third persons, even if the period for which the guest paid has not yet expired.

Smoking

Use our Penthouse for your desires, but not for smoking. There's a smoking area outside on the terrace. If you smoke inside the Penthouse or tamper with the smoke alarm we will charge you a €200 fee.

Drugs and Prostitution

Drugs (use, possession and selling of any kind) and prostitution are not tolerated at Laila.

Harassment and undesirable behavior

Laila reserves the right to immediately expel people who cause harassment and / or offensive or discriminating behaviour towards other guests and / or employees of Laila. If Laila deems it necessary, the group to which the one(s) causing the harassment belong(s) can also be expelled, regardless of whether other persons have caused harassment within that group. The tenant is responsible for the behavior of his or her guests. The tenant is, in the case of expulsion, not entitled to compensation because of inconvenience. In the case of expulsion, the tenant must pay the rent of the Penthouse.

Photoshoots

'Non-Commercial' excludes any sale of this work or any portion thereof for money, even if the sale does not result in a profit by the seller or if the sale

is by a nonprofit or NGO. Laila isn't transferring the commercial rights of the Laila Penthouse in case of Non-Commercial shoots.

Laila keeps the right to reject the usage of images in case of (a) for any unlawful purpose; (b) to solicit others to perform or participate in any unlawful acts; (c) to violate any international, federal, provincial or state regulations, rules, laws, or local ordinances; (d) to infringe upon or violate our intellectual property rights or the intellectual property rights of others; (e) to harass, abuse, insult, harm, defame, slander, disparage, intimidate, or discriminate based on gender, sexual orientation, religion, ethnicity, race, age, national origin, or disability; (f) to submit false or misleading information. We reserve the right to terminate your use of images taken at Laila for violating any of the prohibited uses.

Jurisdiction

In the unlikely event that any dispute may arise, it will be subject to the jurisdiction of the competent court in Antwerp.

Force majeure

Circumstances which cannot be attributed to Laila, which are of such a nature that compliance to the agreement cannot reasonably be asked or not in its full extent (such as, but not limited to (i) extreme weather, (ii) revocation of one or more permits, (iii) epidemics and pandemics and governmental measures announced by the government for that reason and (iv) national mourning) gives the right to Laila to dissolve the assignment in whole or in part and/or to suspend its execution without any obligation for damages. In that case, Laila reserves the right to reimbursement. Laila advises the Clients and hotel guests to be insured against these risks. An appeal to discontinuation by the client/guests due to force majeure is excluded. The aforementioned does not affect the applicable cancellation conditions.

Cancellation & Rescheduling policy

You are allowed to reschedule your booking up to 3 days before arrival. Rescheduling can be done on the personalized Guest page linked to your booking. You can only reschedule to a free date in the Laila booking calendar.

You are allowed to cancel your booking for free up to 10 days before arrival.

From 9 days before arrival 50 % of the booking amount will be charged.

Cancellation later than 3 days prior to arrival will be charged 100% of the booking amount.

Please contact us via email if you want to cancel your booking.
(penthouse@hospitalityforces.be)

Cleaning fees, warranty deposit and other optional orders will be fully refunded upon cancellation.