



Z O K U  
NITTY GRITTY



---

# NITTY GRITTY

---

The following Terms & Conditions apply to any reservation agreement or service agreement between involved parties: Zoku Amsterdam B.V, Zoku Copenhagen Aps, and Zoku Vienna GmbH (hereafter referred as “Zoku”), the person or organization making the booking and all guests staying at Zoku Amsterdam, Zoku Copenhagen Aps and Zoku Vienna GmbH.



---

## Booking

Please note that different terms and conditions may apply in relation to all online bookings via livezoku.com and affiliated websites, depending on the accommodation or rate type selected. Please read carefully the accommodation rate details that are provided before you make your booking. You are advised to check thoroughly the rate details before making your online reservation. This agreement governs bookings made by telephone and online.

## Rate definitions

At Zoku we maintain the following rate types:

Hotel Rate: 0-4 nights

Short Stay Rate: 5-27 nights

Long Stay Rate: 28+ nights

## Payments & Deposits

Valid credit card details are requested when making a booking in order to guarantee your reservation.

### Hotel Rate (1 – 6 nights)

No deposit is required for regular hotel stays; these are payable upon arrival/check-in.

A non-refundable rate will be fully charged at time of booking.

### Short Stay Rate (7 – 27 nights)

A deposit of 25% of the total reservation will be charged 3 days prior to your arrival. If you book less than 3 days in advance, the deposit is charged upon booking your reservation. The remainder of the balance is payable upon arrival/check-in.

### Long Stay Rate (28+ nights)

A deposit of 25% of the first 30 nights will be charged 7 days prior to your arrival. If you book less than 7 days in advance, this

deposit is charged upon booking. The remainder of the balance of your first month is payable upon arrival/check-in. Staying multiple months? The monthly rate (or part thereof) is automatically charged 2 days prior to the start of the next monthly period.

### Methods of payment

Zoku accepts all major credit cards online and at Zoku:

- VISA
- MasterCard
- Maestro
- Diners Club
- American Express
- JCB

## Cancellations & Alterations

### Hotel Rates (1 – 6 nights)

- Up to 24 hours before arrival you can cancel or alter your booking free of charge.
- Cancellations & alterations less than 24 hours prior to arrival or no show – the first night will be charged.
- Non-refundable rates are fully charged when cancelling. Change in plans is still possible up to 7 days prior to arrival at a cancellation fee of 25 euros. – per booking, per room.

### Short Stay Rate (7 – 27 nights)

- Cancellations and alterations up to 3 days prior to arrival – free of charge.
- Cancellations between 3 days and your arrival – your paid deposit will be handled as late cancellation fee.

### Long Stay Rate (28+ nights)

- Cancellations and alterations up to 7 days prior to arrival – free of charge.
- Cancellations between 7 days and your arrival – your paid deposit will be handled as late cancellation fee.

---

# NITTY GRITTY

---

## Meeting Rooms

- Cancellations up to 7 or more days prior to a scheduled meeting room booking – 100% of payment will be refunded.
- Cancellations between 3-6 days prior to a scheduled booking – 50% of payment will be refunded.
- Cancellations made less than 3 days prior to a scheduled booking- no refund will be issued.

To be sure what rules apply to your booking, login to your personal Zoku account. Please note: Changes in date or number of nights can lead to different rates and are subject to availability.

## To make alterations and cancel bookings

- Reservations made directly with Zoku (online, phone etc) can be altered and cancelled via your own online login. When a room has been pre-paid or a deposit has been provided, please contact Zoku Amsterdam directly via phone or e-mail for any amendments.
- For changes regarding reservations not made directly with Zoku – please use the alteration options of the channel/company used making your original booking.
- Please note: Changes in date or number of nights can lead to different rates and are subject to availability.

## Group bookings

### Hotel Rate

- A booking of 10+ Zoku Lofts is considered a group booking.

### Short Stay Rate and Long Stay Rate

- A booking of 5+ Zoku Lofts is considered a group booking

For group rates and bookings, contact Zoku directly at +31 20 811 28 11 or send an [RFP via our website](#). Please note: Different terms & conditions and rates apply for group bookings.

## Security deposit

Valid credit card details are asked as a security deposit during your stay, so you can charge anything to your room account.

## Checking in

- We guarantee that your room will be ready at 15:00 on the day of arrival.
- Arriving early? No problem. You can freshen up in our Changing room and safely store your luggage in one of our spacious lockers.

## Checking out

- If you're leaving Zoku, our regular checkout time is 11:00AM. If you wish to stay longer, ask a friendly Sidekick for late checkout options.
- All incidental charges must be settled upon checkout. You can use your credit card provided upon check-in or use another desired method of payment.

## Pets

Pets are generally not allowed at Zoku – except for Toby, our goldfish. There are some special conditions – get in touch if you'd like to know more.

## Smoking

As per Dutch law, it is not allowed to smoke inside the building. But don't worry: we do have a lovely roof terrace where smoking is allowed. We have to charge a minimum deep-clean fee of €250 if you smoke in your loft.

## Damage or loss of personal items

- Because Zoku will be your second home, you will likely bring personal belongings to the public areas. We will do our best to keep an eye on them. However, we would like to stress that Zoku is not responsible for any damage or loss to goods or personal belongings occurring in Zoku Lofts and public areas.
- A safe is provided in all Zoku Lofts for to store personal items. Zoku cannot be held liable for any items taken from the safe. For larger items you can rent one of our larger lockers – also here, Zoku cannot be held responsible for the loss or damage of any goods.

## Zoku's liability

- Zoku cannot be held liable for direct or indirect damage as a consequence of the client's use of the Zoku Lofts and public areas, including and without limitation, damages, and losses because of fire, robbery or criminal behavior.
- Zoku cannot be held liable for injury to a person, loss of, or damage to any property of any person staying/visiting Zoku.
- Zoku cannot be held liable for any damages caused by third parties.

---

# NITTY GRITTY

---

## Your liability

- The person booking the reservation is responsible for any direct or indirect damage of the Zoku Lofts and public areas and loss of any of its contents.
- We expect everyone staying at Zoku to take all reasonable care of Zoku property. Please report any damage, loss or improper cleanliness of your loft, as we want to fix it as soon as possible to make you feel right at home. In addition, this will prevent you from being held responsible for any damage or loss during or after your stay.
- In the case of leaving your loft or any other area on Zoku property with any damage, missing of items or heavy pollution, your credit card provided at check-in or booking can be charged for the associated costs.

## Personal details

- Your personal details are safe with us. We will remember your details for when you come back. In no circumstance will any of the systems used by Zoku store credit card details.
- In any case when false or misleading personal information is deliberately provided, Zoku reserves the right to cancel the reservation and hold the client responsible for any costs that may arise due to the false or misleading provision of information.

## Children & Infants

As Zoku is a working-living hybrid, we are not ideal for children. If your family is in town, we do have baby cots available (age 0 – 3) and also can provide foldaway children's mattresses (age 4 – 12) upon request at a surcharge (please note – a loft can accommodate a maximum of one infant or child). Please note: the Zoku Loft and Bunk cannot accommodate children and infants, but the Zoku Loft XL and the Zoku Room can.

## Maximum occupancy

Our Lofts and Rooms are made to create individual and inspiring homes. The Lofts are not suitable for more than 2 adults. As we only have king size beds in our Lofts, we advise only couples or very familiar friends to share.

The Zoku rooms fit 1 person comfortably, as this room type only has 1 double bed. Neither our Lofts or Rooms have pull out sofa's nor the capacity to place an extra bed.

Staying with more than 2 adults or bringing children? Please note

that as Zoku is a working-living hybrid, therefore we are not ideal for children. However, you can book multiple Lofts next to each other (if you want to be near), or book a Zoku Loft XL connecting to a Zoku Room, to create a spacious 2-bedroom apartment for up to 4 adults. If we do notice lofts or rooms being over occupied, Zoku holds the right to immediately end the stay of all guests in the particular Room/Loft and charge any additional incurred cleaning costs.

## House rules

We want everyone to feel at home at Zoku. And just like every home, we do have some house rules...

- Yes, we know it's Amsterdam... But we would like to stress that drug use, possession and selling of any kind is strictly prohibited in and around Zoku premises.
- Criminal behaviour is not tolerated in any part of Zoku. It's your second home, so treat it that way.
- Please use the lofts and public areas responsibly and look after your neighbours, both inside and outside the Zoku premises. (No excessive noise after 22:00 PM)

## Amendments to terms & conditions

Zoku's Terms & Conditions may be subject to change at any time and without notice. Prior to your check-in, please consult this page [www.livezoku.com/legal](http://www.livezoku.com/legal) for the most up-to-date amendments.

## Applicable law

These Terms & Conditions are governed by the laws of The Netherlands. All disputes will be submitted to the competent court in Amsterdam, The Netherlands.