

Lees bij de volgende tekst steeds eerst de vraag voordat je de tekst zelf raadpleegt.

## Tekst 13

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### Reservation Rules and Restrictions

**Check-in/Check-out Policy:** Rates quoted are based on check-in date and length of stay shown. Should you depart early prior to the departure date confirmed for any reason, hotels may impose an early departure fee.

**Arrival Time:** Your reservations will be held until local hotel hold time. To hold the room beyond the local hotel hold time, a credit card guarantee of payment must be received at the hotel prior to designated hold time. For reservations confirmed from countries where local regulations prohibit guarantees to a credit card, payment by check in the currency of the country in which the hotel is located, for at least one night, must be received by the hotel for the room to be held for arrival beyond the local hotel hold time. Rooms may not be available until after the reserved hotel's designated check-in time. Occupancy prior to check-in time on the date of the reservation cannot be confirmed unless the hotel has availability and payment for the previous night is received by the hotel prior to arrival either by credit card accepted by the hotel or a deposit by check.

**Rate Rules/Restrictions:** Rates are confirmed in the currency of the country in which the hotel is located unless otherwise specified in your e-mail confirmation details. Rates confirmed are for the number of occupants listed in your e-mail confirmation, per room, per night and do not include additional charges for rollaway beds or extra people and will apply only to rooms booked as part of this reservation. Tour and package rates vary according to the features of the specific package or program offered at each hotel. The applicable charges for the packages confirmed are indicated in your e-mail confirmation details. The taxes, service charges and value added tax shown on your e-mail confirmation are those currently in effect and are subject to change without notice according to local law.

**Revision/Cancellation:** Should you need to cancel, please do so before the local hotel hold time to avoid cancellation fees. A new deposit is

required for revisions to reservations received after the cancellation refund due date. If you need to make changes to your reservation call Hilton Reservations and Customer Care at 1-800-HILTONS (445-8667).

We reserve the right to cancel reservations where it appears that a customer has engaged in fraudulent or inappropriate activity or under other circumstances where it appears that the reservations contain or resulted from a mistake or error.

Thank you for choosing Hilton. We look forward to having you as our guest.

adapted from *hilton.com*

*Lees bij de volgende opgaven steeds eerst de vraag voordat je de bijbehorende tekst raadpleegt.*

## Tekst 13 Hilton

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Je hebt één overnachting in het Hilton hotel gereserveerd en verder niets bijgeboekt. Je maakt ook tijdens de overnachting zelf geen gebruik van extra faciliteiten of producten.

- 1p 39 Kan de rekening van deze overnachting daadwerkelijk hoger uitvallen dan het bedrag dat op de bevestiging staat aangegeven?  
Zo nee, antwoord "Nee". Zo ja, citeer de eerste twee woorden van de zin die dit duidelijk maakt.
- 1p 40 Wordt duidelijk onder welke voorwaarden je **eerder** gebruik kunt maken van de kamer dan in je reservering staat?  
Zo nee, antwoord "Nee". Zo ja, citeer de eerste twee woorden van de zin waarin dit staat.

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### Bronvermelding

*Een opsomming van de in dit examen gebruikte bronnen, zoals teksten en afbeeldingen, is te vinden in het bij dit examen behorende correctievoorschrift, dat na afloop van het examen wordt gepubliceerd.*