

House rules for meetings



We would like to provide you with the best possible service during your meeting. In order to ensure a smooth course of your event, we would like to provide you with the following information.

- Our [General Conditions](#) apply to all reservations.
- We kindly ask you to appoint one person as contact person for our service staff. With several contact persons it is not uncommon that contradictory instructions are given.
- Because of the monumental interior and the valuable works of art it is not allowed to attach flipchart paper or other materials to the walls, mirrors or paintings. You can rent several flipcharts or use our special self-adhesive flipchart paper, which adheres automatically to the walls.
- Our premises are generously decorated: almost all walls have paintings or special wallpaper. Thus, for presentations with a projector, a screen is always needed. To ensure a suitable set-up for any group size, in any room, screens of various sizes are available.
- In practice, we notice that presenters like to think about something else than setting up their presentation. We are happy to take this inconvenience out of their hands by setting up the presentation on one of our laptops in advance. If you use one of our laptops to present, we kindly, but urgently, request you to email your presentation file(s) in advance to info@heirloom.nl. Only then can we guarantee a flawless presentation. Presentations sent on the day itself will be uploaded on our special network drive for guest presentations. All presentations are automatically deleted one day after your event.



- Our guests can use our wireless internet connection (WiFi) free of charge. Our service staff will provide the WPA key.
- In order for laptops to be able to connect with our network, the settings must be set on "Obtain IP address automatically" from our DHCP server. Many corporate computers are protected in this regard. Should your presentation not be available as a result, Heirloom cannot take responsibility. Please contact your system administrator. We recommend using one of our laptops to guarantee a carefree presentation.
- Our laptops run on Windows 10 and are equipped with Office 2013, Skype, internet browsers (Google Chrome, Microsoft Edge), TeamViewer, a PDF reader and various media players (Videolan (VLC), Quicktime, Spotify, etc). Documents in file formats not supported by these programs might not work properly. To give presentations, it is necessary to connect a beamer to the laptop. If you wish to play sound during your presentation, the use of an external audio device is recommended: the audio capacity of our laptops is rather limited.
- Smoking is not allowed at our premises.
- Business meetings are often (partly) cancelled. You can read more about the applicable procedures in our General Terms and Conditions. Although we will try to accommodate you as much as possible in case of a cancellation, you may consider a cancellation insurance. This is especially the case for larger meetings, where the chance of the cancellation is relatively high.

