

RESERVATIONS AND CONFIRMATION

A reservation is binding when it has been confirmed. This agreement can be done verbally or in writing, such as via email.

When making a reservation, you are required to give your name, address, e-mail, telephone number, arrival and departure dates, as well as form of payment.

ARRIVAL AND DEPARTURE

The hotel room is at your disposal from 3 pm at the latest on the date of arrival.

You are required to check-out from your room by 12:00 noon at the latest on the day of departure.

LATE ARRIVALS

The room is held until 6 pm on the date of arrival. If you intend to arrive later, you must inform the hotel in advance to not risk losing your room to another guest.

CANCELLATIONS AND FAILURE TO ARRIVE

The following regulations apply:

- The cancellation is to be made by 6 pm at the latest on the day before agreed arrival. If you fail to arrive without having cancelled, or cancel later than 6 pm the day before, you must pay for one night.
- If the hotel has incurred extra costs due to your cancellation, you must pay for these costs in full.

YOUR OWN WISHES*Smoking*

All our rooms are non-smoking. If you wish to smoke, please use the designated smoking balcony on level 2. In the case of violation of non-smoking regulations, the hotel charges a cost of 2000SEK per room.

Pets

If you wish to bring a pet, please inform the hotel when making reservations. 500SEK extra

PAYMENT

The principal rule is that the hotel bill is to be paid when you receive it, which is usually when you arrive at the hotel.

Credit cards

The most commonly used credit cards are accepted by our hotel.

Interest on overdue payment

If your payment is overdue, the hotel charges interest on the overdue payment.

REGISTRATION OF FOREIGN HOTEL GUESTS

According to the Swedish Aliens Ordinance, the managers of hotels are obliged to make sure that foreigners provide information about themselves on personally signed registration forms. The National Police Board may issue regulations on what information shall be provided. The foreigner shall confirm his or her identity by producing a valid identity document. These rules are based on the Schengen agreement within the EU. Please fill in the form we left with your key when checking in.

STORAGE OF VALUABLES AND BAGGAGE

Storage

Upon arrival and departure, do not leave your baggage unattended in the hotel lobby. The hotel only takes responsibility for your property if it is stored in one of the hotel's locked areas, such as a baggage room.

Valuable property

If you have highly valuable property, you are required to inform the hotel of this when you hand over your baggage or other property to the hotel for storage. The hotel is not obliged to store highly valuable property and is only liable to compensate for the full value of the property in those cases in which the hotel has taken responsibility for the property.

The right to retain accompanying baggage

According to law, the hotel has the right to, in the case of claims on a guest, retain accompanying baggage, and in certain cases, according to stipulated regulations, sell it.

THEFT IN THE HOTEL ROOM

The hotel has no strict responsibility for the property you store in your hotel room or in the safety box in the room. If, however, it should be proven that the hotel or the hotel personnel have acted negligently or in any other way are responsible for property having been lost, the hotel is responsible for the missing/stolen property.

YOUR OWN SAFETY

You should always find out where emergency exits, alarm boxes and fire extinguishers are located. This information is usually available on the inside of your hotel room door, in a separate information folder in the hotel room or in the reception.

If you discover any lacks in safety, we urge you to inform the reception immediately.