

# Terms & conditions

## Hostrups Hotel 2023

### Booking & Confirmation

A booking is binding once it has been confirmed and you have received a booking reference. This can be given orally, in writing or via our booking system. When you make a booking, you must provide your name, address, e-mail address, arrival and departure time and payment method. It is important that you provide your e-mail address so that you can receive your booking confirmation.

Room reservations at Hostrups Hotel can only be made by persons over 18 years of age.

### Terms of payment

Prices are based on cash payment and include 25% VAT and 15% service charge.

In case of late payment, a fee of DKK 300 plus 5% interest is charged to the invoice.

In case of foreign payment, an invoicing fee of DKK 75 per invoice.

### Gift card

Gift cards cannot be exchanged for cash.

Gift cards can only be used physically at Hostrups Hotel.

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### Arraival & departure

The arrival and departure time may vary depending on the booking and price agree-

### Rooms

It is possible to order an extra bed in some of our rooms.\*

The hotel also has a limited number of cots for small children and babies.\*

Children under the age of 6 in their parents' bed will not be charged more than the room's list price.

\*Additional price

### Brought food & drink

We kindly encourage you to respect that you may not bring and enjoy your own drinks and food on the hotel premises.

### Parking

Parking in the hotel area is at your own risk.

### Pets

It is not allowed to bring house pets to the Hotel.

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### Smoking

Smoking is not permitted inside the hotel, nor on the balconies of the rooms. Smokers are advised to go outside. In case of violation of the ban, payment is charged for necessary cleaning and replacement of fixtures.

### Your own safety

Always familiarize yourself with where the emergency exits, alarm buttons and fire extinguishers are. Find out about escape routes on the overview in your room.

### Cancellation & no-show

Cancellation is only valid if it is made by email to [info@hostrups-hotel.dk](mailto:info@hostrups-hotel.dk), or if you have received a written confirmation of cancellation.

Cancellation can be made on the day the reservation is made, up to 3 days before the day of arrival at no cost. In case of cancellation up to 3 days before the arrival date, a fee of 50% of the value of the reservation will be invoiced.

If you do not show up without prior cancellation, you will be charged for the total stay and nights.

### Keys

If you forget to hand in your room key, please send it to us ASAP. Lost keys are invoiced at DDK 1,500 per key.

### Forgotten things and cases

We are happy to resend the forgotten item against payment of postage and possibly packaging.

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### Establishment & conferences

The entire event can be canceled at the latest, free of charge, 30 days before arrival. If the event is canceled after this deadline, Hostrups Hotel will charge 50% of the agreed amount.

If the arrangement is canceled less than 7 days before arrival, 100% of the confirmed arrangement must be paid.

Rooms in connection with an event must be booked by name within 14 calendar days before the event takes place. As long as the room is not booked with a name, these are released for sale regardless of whether the reservation from the start included all the hotel's rooms.

Rooms can be canceled up to 7 days before arrival without charge. After this period, the reservation is binding.

The menu cannot be changed within the last 14 days before the event is to take place.

The number of guests is binding for the last 7 days before the event takes place.

Changes in the binding period may be subject to a fee.

Small changes can be announced up to 2 days before the event.

It is not possible to bring your own drinks.

Doors and windows must be closed at 02:00, where the music must also be muted to a reasonable level.

Dining and drinks for musicians or other visiting persons are settled according to current prices.

We reserve the right to make changes.