



Hostrups Hotel & Restaurant

General Terms and Conditions for Reservations
Effective as of 13 January 2026

Booking and Confirmation

A booking is valid and binding once it has been confirmed and you have received a booking reference number. Confirmation may be provided in writing or via our booking systems.

When making a booking, you are required to provide your name, address, email address, and payment method. It is important that you provide a valid email address in order to receive your booking confirmation.

Room reservations at Hostrups Hotel may only be made by persons aged 18 or over.

Prices

All prices are stated per room per night and include applicable VAT and service charges.

We reserve the right to make adjustments due to changes in exchange rates and cannot be held liable for any exchange rate fluctuations or differences, including those arising from the exchange rates or fees applied by banks or card issuers.

The price stated in the booking confirmation applies to the relevant reservation.
In the event of an increase in VAT rates, we reserve the right to adjust the price accordingly.

Room Reservations

Unless otherwise agreed, the room will be available from 3:00 PM on the day of arrival.

Check-out must take place no later than 11:00 AM on the day of departure.

Early check-in or late check-out may be purchased for DKK 250 per occasion. We kindly ask that you contact the reception in advance to arrange this, either by email at info@hostrups-hotel.dk or by phone on +45 74 72 21 29.

In the event of a late check-out without prior agreement, Hostrups Hotel reserves the right to charge a fee equivalent to the price of one additional night.

Hostrups Hotel will make every effort to accommodate specific requests regarding room facilities or similar. Unless otherwise agreed, such requests can only be confirmed at check-in.



Cancellation and Changes to Room Reservations

If you need to cancel or amend a reservation, you must contact Hostrups Hotel as soon as possible, either in writing at info@hostrups-hotel.dk or by phone on +45 74 72 21 29.

In the event of cancellation, written notice is required for the cancellation to be valid.

Room Reservations – Up to 4 Rooms

or reservations of 1 room, cancellation may be made free of charge until 3:00 PM, 48 hours prior to arrival.

In the event of cancellation later than 48 hours before arrival, or in case of no-show, you will be charged 100% of the room price.

In the event of departure earlier than originally booked, i.e. shortening of the stay after check-in, full payment for the entire confirmed stay will be charged unless otherwise agreed.

Reservations of 5 Rooms or More

For reservations of 5 rooms or more, cancellation may be made free of charge no later than 3:00 PM, 14 days prior to arrival.

In the event of cancellation later than 48 hours before arrival, or in case of no-show, the full amount will be invoiced and charged.

Cancellations must be made in writing.

In the event of departure earlier than originally booked, i.e. shortening of the stay after check-in, full payment for the entire confirmed stay will be charged unless otherwise agreed.

Please note that some offers are non-cancellable, non-refundable, and non-changeable. This will be stated in the booking confirmation.

Rooms and Extra Beds

In some of our rooms, it is possible to request an extra bed.*

We also provide cots/travel cots for babies and young children.
An extra bed in a cot is available at a cost of DKK 250.

An extra bed in the room is available at a cost of DKK 450 per bed.*

Children under the age of 6 sleeping in their parents' bed are not subject to any additional charge beyond the standard room rate.

*Additional fees may apply.



Events and Conferences

Cancellation

For events of 15 persons or more, the entire event may be cancelled free of charge up to 14 days prior to the event date.

If the event is cancelled after this deadline, Hostrups Hotel will charge 50% of the agreed amount. If the event is cancelled less than 7 days prior to arrival, 100% of the confirmed arrangement must be paid.

Rooms in Connection with the Event

Rooms must be booked with guest names no later than 14 calendar days prior to the event date. Until a room has been assigned a guest name, it will be released for sale, regardless of whether the original reservation included all hotel rooms.

Rooms may be cancelled free of charge up to 14 days prior to arrival. After this deadline, the reservation is binding and a cancellation fee will apply.

Menu and Guests

The menu cannot be changed within the last 14 days prior to the event date. The number of guests is binding during the last 7 days prior to the event, and changes during this period may incur a fee.

Food and Beverages

Food and beverages for musicians or other visitors will be charged according to current prices and billed to the event account. Bringing your own beverages is not permitted.

End Time and Additional Hours

For larger conferences and events, an end time will be agreed in advance. If an additional hour beyond the agreed end time is requested, or if a commenced hour is extended, a fee of a minimum of DKK 5,000 per hour will apply.

Doors and windows must be closed by 2:00 AM, and music must be lowered to a reasonable level.



Payment Terms

At the time of booking, the cost of the stay must be guaranteed with the guest's credit card details. Please note that if a debit card is used, the amount may be pre-authorized on the account for a period of time.

Hostrups Hotel does not issue invoices unless this has been agreed in advance.

All stays and events must either be prepaid at the time of booking or settled upon arrival or departure. For further details, please refer to the booking confirmation.

Hostrups Hotel accepts payment by the following cards: Dankort, Eurocard, Mastercard, Visa, American Express, and Diners. Any credit card fees will be charged in accordance with applicable legislation.

Gift Cards

Gift cards cannot be exchanged for cash or refunded.

Gift cards can be redeemed either in person at Hostrups Hotel or online via our website.

Rules and Eviction

To ensure a safe, comfortable, and enjoyable experience for all guests and hotel staff, all guests are asked to observe the following house rules during their stay at Hostrups Hotel:

- All guests must be able to present valid identification at both the time of booking and at check-in.
- All guests are expected to behave respectfully and considerately towards other guests and hotel staff.
- Threatening, harassing, or violent behavior is strictly prohibited.

To ensure a pleasant experience for all guests and to comply with the hotel's safety procedures, visitors are not permitted in guest rooms after 11:00 PM. Violations may result in the hotel terminating the stay and charging for the reserved services.

Hostrups Hotel reserves the right to evict guests who violate these rules or act contrary to our values, from both current and future stays.

In the event of eviction, the guest must pay for the reserved stay, and no refund will be provided. Written notice of the eviction will be given.

Any illegal activity on hotel premises will be reported to the police.



Lost and Found

At Hostrups Hotel, we store lost items for up to 14 days after a guest's departure.

After this period, the hotel is not responsible for the items and reserves the right to dispose of them unless otherwise agreed with the guest.

We therefore recommend that you contact us as soon as possible if you have left anything behind during your stay. Hostrups Hotel can forward lost items upon prepayment of shipping costs at the guest's expense. The guest is responsible for ordering and providing the shipping label for sending lost items.

Liability for Damages

As a guest, you are responsible for leaving the room in a clean and proper condition upon departure at the end of your stay.

If significant damage to the hotel's furniture or facilities is discovered, you, as the guest, are fully liable for any costs incurred as a result.

Guests are also obliged to compensate for any items that are damaged or removed from the room or other hotel areas.

Lost Room Keys

If you forget to return your room key at check-out, please send it to us as soon as possible.

Lost keys will be charged at DKK 1,500 per key.

Smoking Policy

Smoking is not permitted indoors at the hotel, including on room balconies. This also applies to the use of e-cigarettes.

Guests who wish to smoke are kindly asked to do so outside.

In the event of a violation of the smoking ban, the hotel reserves the right to charge a minimum of DKK 5,000 for necessary cleaning and replacements.



Pets

To ensure the comfort and well-being of all our guests, Hostrups Hotel does not accept pets.

Force Majeure

In the event of extraordinary circumstances beyond the control of both the guest and the hotel - such as strikes, fire, natural disasters, pandemics, war, supply failures, or other unforeseen events - Hostrups Hotel may cancel or terminate the stay without any fees or further liability.

We always strive to find solutions for our guests if such situations occur.

Changes to the General Terms and Conditions

Hostrups Hotel reserves the right to update these terms and conditions from time to time. The current terms are always available on our website.

If you have any questions, please contact us by email at info@hostrups-hotel.dk or by phone at +45 74 72 21 29. We will respond as quickly as possible.