

Alsik ® General terms and conditions for individual reservations

Confirmation

All reservations are valid and binding upon receipt of a written confirmation from Alsik.

Prices

The price that has been provided in the offer and the total price on the reservation confirmation, is always in Danish Kroner (DKK) and inclusive VAT (25%) and any extra fees. The prices are subject to any tax changes.

For any extra services the rate is always per person. For a reservation without any extra services, the rate is always per room. The confirmed rate is valid from the time the reservation confirmation is received. If there should be any changes in the Danish VAT we reserve us the right to adjust the rate accordingly.

Cancellation

Reservations (9 rooms or less) can be cancelled free of charge up until 2:00pm before the scheduled arrival. Late cancellations or no shows will be charge in full (100%) for the first night of the stay, and the remaining nights will be cancelled.

Payment

The room is guaranteed by credit card, and payable at check out.

Please note that it is not possible to have the invoice sent for payment after the stay, as outstanding amounts will have to be settled either at check out or beforehand via pre-payment/deposit.

The room is available from 3:00pm on the arrival day until 11:00am on the departure day. If the departure time is not observed, the hotel holds the right to charge the guest for an extra night, rate according to the current listing price.

If you have any special requests please inform the hotel, but please note that any wishes are not confirmed until check in.

Written cancellation and reduction

Any cancellation or changes to a booking needs to be done the same way the reservation was made (e.g. reservations done through an online channel, needs to be cancelled through the same online channel).

Please note that in some cases it is not possible to make changes, cancel or get a refund, this will be stated clearly when making the reservation.

The hotel takes payment on the following credit cards:

Dankort, Eurocard, Mastercard, Visa, American Express and Diners

We reserve the right to claim credit card fees applicable to the current law.

Force Majeure:

In extreme circumstances outside the control of the parties (force majeure) such as strike, fire, war, delivery failure and/or other extraordinary events (e.g. natural disasters), conditions and measures beyond the customer's and/or the hotel's control entitle you to full cancellation or cancellation without charge.

Lost & found:

Forgotten items can be sent on the expense of the guest. Please note that not all forgotten items are being kept for longer periods, so please contact the hotel immediately when you notice that you have forgotten any personal items.

Compensation:

The rooms are always left in good conditions, if there is any harm done to the furnishings, the hotel reserves the right to claim compensation for this.

Smoking Policy:

Smoking is not permitted at the hotel, the hotel is 100% smoke free and we reserve the right to charge an extra cleaning fee of DKK 5000,- if we find that there has been smoked in the room. Please contact the hotel reception for directions to the nearest smoking area.

If a fire alarm is triggered when smoking at the hotel, the guest will need to cover this cost in full.

Pets:

It is only allowed to bring a pet if this has been agreed beforehand, and please note that there is an extra fee for a pet in a guest room. Pets are not allowed in any of the restaurant areas.