

General hotel regulations

The hotel and restaurant organisations in Denmark, Finland, Iceland, Sweden and Norway agree that the following rules and regulations should be adapted to general practice within the industry concerning hotelguest and hotel:

1. Booking and confirmation

A booking made by a guest is binding both for the hotel and the guest as soon as the booking is confirmed by the hotel. Such agreement may be entered into verbally or in writing. When making a reservation by phone, the conversation is regarded as confirmation. If the hotel can give written confirmation, this should be done to avoid misunderstanding. Confirmation shows which services are agreed upon, the price for these, as well as which conditions apply for payment and cancellation.

2. Guest arrival and departure

If nothing else has been agreed, the room is at the guests disposal from 14:00 on date of arrival. Check-out must be done by 12:00 noon at the latest on date of departure.

On arrival, guests must give the personal information required according to law or regulation, or which for other reasons are necessary for the running of the hotel.

3. Late arrival

A room booked is held until 18:00 on date of arrival, unless a later time has been agreed.

4. Cancellation and no-show

An agreement on hotel reservation is binding for both parties. If one party breaks the agreement, he is liable to pay compensation to the other party. If the hotel has incurred extra costs due to the booking, the guest must pay these costs in full.

Compensation for rooms not used is calculated according to the following business practice when relating to independent guests (i.e. not groups):

a) General rule

If the guest does not arrive and has not cancelled (no-show), the guest pays the full room rate for one night.

b) Late cancellation

If the room is cancelled by 18:00 at the latest on date before arrival, the hotel cannot seek compensation from the guest. If the cancellation is made later than this time and the room cannot be let to another guest, the guest pays the rate for one night.

c) Special rule on booking hotel for a minimum of three nights or weekend event:

No-show: The guest pays for the services agreed, but max. three nights.

Late cancellation: The hotel cannot seek compensation if the cancellation is made minimum 14 days before arrival. If the cancellation is made at a later date, and the room cannot be let to another guest, the guest must pay the same compensation as for no-show.