

Terms & Conditions

These terms and conditions apply to all bookings made to stay at Hotel VANDret, regardless of whether they are made via our website, by email or by telephone. They contain important information about your stay and we ask that you read them carefully. If there is anything you would like to discuss regarding your booking or these terms and conditions, please do not hesitate to contact us.

Company information

Hotel Løkken Strand ApS

CVR. number: 37759864

Management: Jette Nielsen & Christian Middelbo Outzen

Booking

The booking is binding for both parties upon the guest's payment or at the latest when the hotel has sent confirmation of the order per e-mail.

By ordering and paying the confirmed price, the guest accepts these conditions. Unless otherwise agreed, the room is available from 3 pm on the day of arrival until 11 am on the day of departure. Additional use can be agreed upon for a separate payment. If the stay is incl. breakfast, this is served between 8-10 pm Pre-paid breakfast cannot be canceled or refunded.

When ordering, the customer must provide the necessary personal information required by public authorities and for the hotel's registration, for the person or persons who will be staying at the hotel. Animals are NOT allowed.

Danish guests must state their full name, address and telephone number.

Foreign guests must state their full name, date of birth, nationality, address, telephone number, passport number or other travel identification.

Upon arrival, the guest must show identification and confirm the information by signing.

Payment

Hotel stays are paid for in advance at the time of booking with a debit/credit card.

You can pay with the following payment/credit cards: Dankort, eDankort, MasterCard, Maestro, Visa, JCB and American Express.

Payment by card

Please note that when paying by credit card, a fee corresponding to our costs for using the card is calculated. It should be noted that the Visa Dankort is to be described as a debit card when used in Denmark.

Right of withdrawal

Booking a hotel stay is exempt from the general rule on the right of cancellation for purchases via telephone and internet, but cancellation is possible according to the rules below.

Refund in case of cancellation

Cancellation regarding rooms. Can be done at no cost until 12 am 48 hours before arrival. Cancellation later than 12 am 48 before arrival entails full payment.

Bookings made via online booking sites must be canceled at the same booking site in relation to their cancellation rules.

Cancellation/reduction regarding reservations for parties and events must be made in writing within 6 weeks before the event takes place. The deposit of 20% is not refunded in case of event cancellation. If notification is made later than 4 weeks before the event is held, the client is responsible for compensation for the hotel's losses - however max. for 50% of the agreed event price all inclusive.

Full coverage is required in case of cancellation or reduction later than 20 days before the event

It should also be noted that some offers cannot be cancelled, refunded or changed. This will be stated in your order.

No Show

If the guest does not show up without cancellation, 100% of the confirmed price incl. VAT must be paid.

Force majeure

Orders can be canceled without notice from the hotel as a result of force majeure, strike or other circumstances beyond the hotel's control.

Arrival

Bring the reservation number with you on arrival - see the e-mail confirmation of reservation and payment.

Injuries

When ordering and paying, the guest agrees to be liable for any defects or damage to the room, building, fixtures, equipment, etc. incurred during the stay as well as any expenses for extraordinary cleaning. Any mistakes, deficiencies and accidents occurring during the stay must be reported to the hotel as soon as possible.

By ordering and paying, the guest authorizes the hotel to withdraw any expenses as mentioned above on the payment/credit card used to pay for the stay. An invoice for this will be sent after the damage has been rectified.

During the stay

No more people may stay in the room than stated when ordering. If the guest receives overnight guests, this must be notified to the hotel and any supplement to the price settled. The reservation is personal - transfer without agreement with the hotel results in automatic cancellation of the reservation without refund.

Smoking policy

Smoking is not allowed inside the hotel. Smoking is generally permitted outside in marked areas.

Guests who do not follow the hotel's smoking policy will be asked to leave the hotel. Smoking in a room or balcony results in an additional bill of DKK 3,000 to cover the lack of opportunities for sales the following night as well as extra cleaning and cleaning of textiles.

Personal information

Personal and payment information is only passed on to public authorities and only in accordance with relevant laws and regulations.

Printing error

We reserve the right for any printing errors on the website.

Complaints

In the event of deficiencies or unsatisfactory conditions, the guest is asked to notify the hotel as soon as possible so that the situation can be put in order.

Contact Hotel VANDret

Questions regarding booking for Hotel VANDret can be made to:

Mail: Nørregade 28, 9480 Løkken

Telephone: +45 20 63 37 29

Email: info@hotelloekkenstrand.dk