

# BOOKING CONDITIONS HOTEL WITH

## General

A binding agreement between yourself and Hotel With has been concluded once your booking has been confirmed by the hotel and you have received a booking reference. If no separate agreement has been made, the terms and conditions in this agreement apply. Please read them carefully before finalizing your booking.

After completing your booking you will receive an e-mail confirming booking specifying, among other, check in/check out time and the cancellation policy applicable to your booking. Please read the confirmation carefully! If you have any questions or if you find the confirmation to be incorrect, please contact our customer service immediately.

## Booking and confirmation

To book a room at Hotel With for you or someone else, you have to be at least 18 years of age. Please note that payment is required at the time of booking.

Your booking is binding once it has been confirmed and you have received a booking reference. This may be given verbally, in writing or digital. When making a booking, you are required to state, among other, your name, address, arrival date, departure date and in what manner your payment will be made. If you are a non-Swedish citizen domiciled outside Sweden, you also have to state your passport number. Please note that different rules apply for different rates.

## Guests under 18 years of age

When you book a room for a person under the age of 18 and you are not staying at the hotel yourself, this person needs to present a permission form signed by the parent or guardian upon arrival to the hotel. The permission form ensures that the parent or guardian agrees that the minor is staying at the hotel and that the parent or guardian is responsible for the person and his/her acts. The person who made the booking, alternatively the legal guardian who stays at the hotel at the same time as the minor, is responsible for the minor, even if they stay in separate rooms. Download and print the permission form for minors [\*\*here!\*\*](#)

For security reasons, we only allow our staff members and checked-in guests in our hotel rooms and other reserved premises.

## Arrival and departure

The hotel room will be at your disposal from 15.00 (local time) on your arrival date. If you will be arriving later than 18.00 (local time) on your arrival date, you must guarantee your booking using your credit card. If you fail to do this, the hotel will cancel your booking at 18.00 (local time).

At your day of departure, you must leave the room at 12.00 (local time) at the latest.

**Cancellation, re-booking and “no show”**

The possibility of cancellation or re-booking depends on the conditions of the chosen rate at the time of booking; therefore, always read the detailed rate description in connection with your reservation carefully. If the rate conditions allow cancellations or re-bookings, this must be made no later than 18.00 (local time) on the day before your arrival. If the hotel has incurred costs specifically related to your booking, you must reimburse these costs in full.

**No-show – WITH FLEX**

If you fail to arrive without canceling, re-booking or contacting the hotel at 18.00 (local time) at the latest the day before your arrival date, you will be charged for one (1) night. Your remaining nights will be cancelled and released for sale.

**No show - WITH VALUE**

With Value means the best possible price that we can give you. In return, you can not cancel or re-book your reservation.

**Early departure and prolonged stay**

Changing of arrival date, departure date or room type may be done if the hotel can provide available rooms. However, the price may be changed. If you stay at the hotel for an unlimited time, you must inform the reception desk about your departure no later than 18.00 (local time) the day before your departure. If the hotel can no longer let you prolong your stay, you will be informed hereof no later than 18.00 (local time) the day before your departure.

**The hotels obligations and your own requirements**

If the hotel cannot give you a room as agreed, you are entitled, at no extra cost, to an equivalent or better room in the hotel, or at a hotel of an equivalent standard.

**Payment**

Payment in advance is required for all room rates. Hotel With accepts all the most common credit/debit cards. Your payment card/account will be debited when we confirm your booking. If you cancel the booking in advance, your payment will be refunded to you by crediting the same payment card/account as used during the booking, under the condition that the cancellation was allowed according to the applicable rate conditions. Please note that Hotel With will not be able to refund any additional convenience fee charged by your bank or credit card provider.

**Storage of valuables and luggage in the room**

The hotel is legally entitled, as security in a claim against you, to retain luggage and in certain circumstances, in line with set rules, to sell it. Do not leave luggage unattended in the lobby. You can store your luggage in the hotel's luggage boxes located in the lounge area. The hotel has no responsibility for property that you keep in your hotel room, including items stored in the safety deposit boxes.

**Smoking**

All rooms and public premises at the hotel are non-smoking. If you, or someone that you are responsible for, breach the smoking ban, the hotel is entitled to charge the guest for ensuing costs e.g. additional cleaning.

**Force majeure**

Neither party is responsible for occurrences outside that party's reasonable control (such as war, terrorist act, strike, lock out, fire or shortage of supply) that prevents the party to carry out its obligations (force majeure). A party subjected to a force majeure situation may terminate this agreement without liability.

**Dispute resolution**

This agreement shall be governed by the substantive law of the country in which the hotel is situated, without reference to the choice of law and conflict of law provisions thereof. Any dispute arising out of or in connection with this agreement shall in the first instance be resolved by the courts in which judicial district the hotel is situated and each party irrevocably and unconditionally submits to the exclusive jurisdiction of said courts.

As the hotel is a member of Visita, you may, as a compliment to court proceedings, file your complaint with the Visita Disciplinary Board. You find more information about the Visita Disciplinary Board on [www.visita.se](http://www.visita.se).