

SKÆRBÆKCENTRET

...plads til det hele

Terms and conditions

Arrival and departure:

The holiday home is available from 3:00 pm on the day of arrival. Check-out must be done by 10:00 am on the day of departure. If arrival is expected later than 6:00 pm, please notify the reception well in advance. The location of the holiday home will be provided upon arrival. If a specific house is desired, please note it and we will try to accommodate if possible, but no guarantees are issued. In seasons B, C, and D, if the holiday home is not rented to another party, it may be possible to purchase early arrival at 12:00 pm or late departure at 1:00 pm. Contact the reception for further details. The stay includes access to the water park, fitness center, and the two activity halls*. The activities at the holiday center are usually available from 10:00 am on the day of arrival until 5:00 pm on the day of departure. The holiday center is open year-round, although with reduced hours on Christmas and New Year's days.

Payment terms:

The rental amount must be paid within 10 days of receiving confirmation. If booking is made less than 30 days before the start of the rental period, the total amount must be paid immediately. If the rental amount is not paid as specified above, Skærbækcentret is entitled to cancel the rental without refunding any previously paid amounts. However, due amounts are still due for payment according to the above cancellation terms.

Force majeure:

In case the stay cannot be carried out due to, for example, natural disasters, strikes, acts of war, riots, lockouts, epidemics, declaration of national emergency, or similar events, the holiday center is not liable for interrupted or uncompleted stays.

Pets:

Pets are welcome in some of our holiday homes, subject to a small additional charge. If you wish to bring pets (maximum 2 per house), this must always be pre-booked. We request that you respect the holiday home and its inventory. Therefore, pets are not allowed on furniture and beds, and they should not jump up doors and cabinets. If a pet causes damage, the tenant will be held responsible. Additionally, we advise against leaving pets alone in the holiday home for extended periods. If pets are brought into a pet-free

holiday home, a cleaning fee of DKK 2000 will be charged. If pets are not brought after booking, please inform the reception in writing at least 7 days before arrival. For later cancellations, the full amount will be charged.

Tenant's responsibility:

The tenant is obliged to respect the rules of the place. The tenant is liable for the holiday home and its inventory. As a general rule, it is not allowed to set up tents, caravans, or similar on the center's premises. The tenant is responsible for the accommodation and inventory during the stay and is obligated to replace damages caused by the tenant or their companions. The tenant and companions, as well as their belongings, are not covered by insurance in Skærbækcentret but only by the tenant's and companions' possible privately drawn insurance.

Complaints:

Should there be any complaints/deficiencies in the holiday homes, please contact the reception immediately after the tenant's arrival. Complaints raised after departure cannot be expected to be processed, as we would not have had the opportunity to rectify the error during the stay.

Environmental fee:

An environmental fee covering waste management, water, and electricity is settled at departure according to the applicable rate. The environmental fee may change periodically without notice. The current environmental fee can always be obtained by contacting the Reception.

Bed linen:

Bed linen is not included in the stay unless otherwise specified in the arrangement. Linen can be brought or rented at the accommodation. For more information, please contact the reception.

Final cleaning:

Even in cases where the tenant pays for final cleaning, the tenant must wash dishes and empty the refrigerator and freezer as well as garbage bins before departure.

Change in the number of participants:

Up to 10% of the booked number of participants can be canceled free of charge up to 10 days before arrival. Between 5 and 3 days before arrival, up to 5% of the booked number of participants can be canceled free of charge.

Cancellation:

The tenant has the right to cancel the reservation up to 60 days before the start of the rental period, with a cancellation fee of 10% per house, however, minimum DKK 400 per house. For cancellations between 60 and 30 days before the start of the rental period, 50% of the total price of the stay is payable, however, minimum DKK 400 per house. For cancellations less than 30 days before arrival, the full rental price is charged. It is possible to purchase cancellation protection, see information below. Changes in arrival and departure dates as well as the total length of the stay are considered as a cancellation and rebooking. Please note that for package deals including concert tickets with or without meals, refunds are only possible for the accommodation part. This also applies even if the cancellation deadline is otherwise met.

Cancellation protection:

Cancellation protection can be purchased, resulting in a refund of the entire rental amount (upon presentation of a medical certificate) if the cancellation is due to acute illness, accident, death affecting the tenant, their spouse, children, parents, or siblings. The protection covers until arrival at the holiday home. Cancellation must be made in writing and is effective from the time of receipt. A medical certificate must be enclosed. The insurance amounts to 5% of the rental amount and must be ordered simultaneously with the booking of the holiday home and paid no later than with the first installment. The amount for cancellation protection is never refunded.

We reserve the right to any printing errors. Danish law applies to any disputes.

We look forward to welcoming you to Skærbækcentret.