

## Terms and Conditions:

The holiday cottage is available from 3pm on the day of arrival and must be left at 10am at the latest on the day of departure. It is possible to take use of the center facilities from 10am on arrival day and until 5pm on departure day.

End cleaning, bed linen and power consumption are not included in the stay (unless booked separately). Electricity will be charged at the end of your stay with DKK 3,00/kWh.

### Payment Terms:

The rent must be paid within 10 days after receiving confirmation.

Residual rent must be paid no later than 30 days prior to arrival date.

For reservations made less than 30 days before arrival date, the total cost must be paid immediately.

Failure to comply with payment terms entitles Skærbæk Holiday Center to cancel the reservation without refund of any prepaid amount.

### Cancellation terms:

The tenant has the right to cancel the reservation until 60 days before rental period, with a cancellation charge of 10% / house but min. dkk 400 per cottage. If canceled between 60 and 30 days before the start date, 50% of total stay price, however minimum dkk 400, - / house .. If cancellation is made less than 30 days before arrival, full price will apply. It is possible to take out cancellation insurance - see these terms. Change of dates and shortening of stay is considered a cancellation and new booking

We kindly remind you that in case of package bookings including accommodation, catering and concert tickets, only accommodation costs will be refunded. This applies even if cancellation is done in appliance with the general terms.

### Force majeure:

In the event of situations for which the holiday center bear no responsibility such as natural disaster, general strikes, acts of terror, riots, lockout, lockdown, state of alert, epidemics or similar, the holiday center is not obliged to offer any refunds, neither for cancelled or shortened stays.

### Pets:

Pets (max 2 pcs.) are allowed in some of our holiday houses against a small fee and must be prebooked. Even where animals are allowed we kindly ask you to take care of the holiday home and its furnishing. It is not allowed to have pets in the furniture and beds, as well as let them jump up the doors and cabinets. If the pet causes damage the tenant will be held responsible. Should you bring an animal in a house that is pet free, a cleaning fee of DKK 2000,- will apply.

In case the pet will not be joining after all, we kindly request you to inform reception *in writing* no later than 7 days prior to arrival. In case of later notification, full payment for the pet will apply.

### Tenant responsibility:

The tenant is responsible for furniture and equipment in the cottage during the stay and must before departure compensate for any damages caused by the tenant or his/her companions. Luggage carried along by the tenant and his/her companions is not covered by the insurance of Skærbæk Holiday Center. This should be covered by the private insurance of the tenant and his/her companions.

### Complaints:

In the event of any defects in the holiday house, we kindly ask you to contact the reception straight away in order to solve matters instantly. Complaints reported only after departure will not be handled.

### End cleaning:

Tenant must always leave the house with all dishes cleaned, refrigerator and all shelves emptied and all garbage disposed of. This applies even if an end cleaning has been booked.