



VIKTORS

RESTAURANG HOTELL LOUNGE

Special terms for guests at Hotell Vitors

Who is responsible?

Hotell Vitors, Sälfjällstorget, 780 67 Sälen Tel +46 (0)280-210 10.

As a letting company we are obliged to see to it that:

You will receive a written confirmation of your booking.

Payment must be registered 30 days before your arrival.

You will be informed about all major changes concerning your booking.

When am I bound to my booking?

Both you and we are bound by the lodging contract as soon as we have confirmed your booking and received your payment.

What if I want to cancel?

You may make a verbal or written cancellation

Up to 30 days prior to your agreed arrival your cancellation is free of charge.

If you cancel later than 30 days prior to the agreed date of arrival, you must pay 100% of the cost.

What if something happens to me?

You may buy an insurance to protect you from the cancellation cost. This insurance costs SEK 350 / room, with the insurance you may cancel up to 7 day prior to agreed date of arrival at a cost of SEK 500 for each room (excluding the cancellation insurance).

In case of cancellation when it is closer than 7 days before arrival, you must contact your insurance company for possible refund.

The cancellation insurance applies in the following cases, which must not have been known to you prior to booking.

Death, sickness or serious accident to yourself, spouse, family or fellow-traveler
Military or civil defense call-up

Some serious incident that occurs out of your control and you were not able to foresee when you booked, which makes it without reason to demand that you keep your booking, such as fire or inundation in your house.

You must confirm your impediment by a certificate from a doctor, insurance company or public authority.

VAT:

Hotell Vitors rents out the hotel rooms on behalf of another owner.

Our brokered rooms do not include VAT.

The cancellation protection includes 25% VAT.

What are my obligations?

You must take good care of the room and follow the existing rules, instructions and regulations.

Between the hours 23.00 - 07.00 lodgers must maintain silence and pay special respect to all other guests.

Smoking, where not allowed, will be charged SEK 2000. You are responsible for all damages that may occur to your room if you or someone in your company has been careless. You may not use the room for other purposes than agreed upon when booking (usually only recreational activities) and you may not let more people stay in the room than stated in your booking.

What if we don't agree?

Come to us with all eventual complaints. Remember that your possibilities to obtain redress will diminish if you delay your complaint. If we do not agree, you may turn to "Allmänna Reklamationsnämnden". They have an impartial chairman and several representatives and consumers. The consumer guide in your municipality may help you.



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Sälfjällstorget, 780 67 Sälen, Sweden, Tel +46 (0)280-210 10, www.viktorssalen.se