



## SOEDER Terms & Conditions

We would like to inform you of our rules for booking and staying at SOEDER.

### General information

If there are no special terms agreed upon, then the regulations below apply. For additional details or if you have question about our privacy policy, please contact us.

### Hotel

SOEDER Countryhouse, our boutique hotel with **four double rooms**, is open Tuesdays 15.00 to Sunday 12.00 (possible seasonal adjustments).

### Room reservation

Your reservation is required.

- When making a reservation, you are required to give your **name, mobile number, address**, arrival and departure **dates**.
- We may ask a credit card to guarantee or a prepayment of your reservation.
- The **minimum advance reservation** time is **24-hour**.
- The **maximum length** of stay is **5 nights**.
- To book a room, you must be at least 20 years old.
- We are an **adults-only hotel** and not suited for families traveling with children under the age of 16. To learn more about our children policy, please contact us.
- Our rooms' maximum occupancy rate is 2 guests (adults or children above 16 years).
- A reservation is binding when it has been confirmed verbally or in writing.
- It is possible to cancel or modify your reservation under certain circumstances. **Please read our cancellation policy** below.
- If we cannot offer you a room per an agreement, you have the right, at no additional cost, to a room of equal quality at the same hotel or at another hotel of equivalent quality.

### Arrival and departure

Your room is at your disposal starting **from 15.00** on the date of **arrival**. You are required to **check out** of your room by **12.00** at the latest on the day of departure.



## Breakfast

Our countryside **breakfast** is **included** in your stay and served at the time of your convenience (from 8.00 to 11.00) in our restaurant.

## Restaurant

SOEDER Kitchen, our exclusive restaurant with **one dinner table** for **up to 8 people** per evening, is open Wednesdays to Saturdays (possible seasonal adjustments).

- We open for aperitif at 18.30
- **Seating** at community table is at **19.30**
- **Surprise dinner** (SEK 850 per person excl. drinks) is being served
- The evening ends around 23.00
- We close our restaurant at 24.00

SOEDER Kitchen is a public restaurant and your **reservation is required**. We advise you to check if there is availability in the restaurant before booking your hotel room.

## Dinner reservation

Your dinner reservation is required.

- When making a reservation, you are required to give your **name, mobile number, and date**.
- The **minimum advance dinner reservation** time is **48-hour**.
- Please talk to us about any **food allergies** or intolerances when booking. As it is only the two of us taking care of every detail, we have limited capacity to adapt our menu.
- A dinner reservation is binding when it has been confirmed verbally or in writing.
- It is possible to cancel free of charge until **48-hour** before. Please read our **cancellation policy** below.

## General conditions

### Smoking

Our rooms and the rest of our Countryhouse are **non-smoking**. You are allowed to smoke outdoors and will even find a designated, covered area for this purpose.

In the case of a violation of our non-smoking regulations, we charge for the extra costs of washing and cleaning.

### Pets

Thank you for your understanding that **pets are not allowed** in your room or on our premises.



### Specific wishes

If you need an **accessible room** or **technical equipment** according to your requirements, please specify your wishes when making reservations.

Please talk to us about any **allergies** when booking.

### Payment and prices

The bill is to be paid when you receive it, which is usually before your departure. All our prices are in **Swedish Krona, including local VAT**.

Our **rate** is always **per room** (1 or 2 adults) and includes breakfast.

We are a **cash-free hotel**. The most commonly used credit cards and the mobile payment system Swish are accepted.

### Services

Our **private wellness** concept allows our hotel guests the exclusive use of either the sauna or the bathtub for an allotted period of time. The rates per use and room are SEK 300 for the sauna and SEK 600 for the outdoor bathtub. Please **book** your individual experience **before your arrival**. You can cancel free of charge until 12-hour before.

*If frost, rain, or strong winds occur, we unfortunately cannot offer the wood-fired bathtub.*

The use of **Wi-Fi** in your room and the rest of our premises is free of charge.

On-site **parking** is available and free of charge. The vehicle must be parked in the designated space. We cannot accept any liability for any damage or theft to vehicles parked in the car park. To recharge your batteries (220 V, 16 A) please contact us for information and price per day.

To get around we offer our guests **free bike rental**.

### Valuable property

Do not leave your **baggage and valuable property** unattended. We can offer to store your baggage and valuables in a locked room. We can only take responsibility for your property if it is stored in our designated locked room.

We cannot take responsibility for the property you store in your hotel room. If, however, it should be proven that we have acted negligently or in any other way are responsible for property having been lost, then we will accept responsible for the missing property.

Our guests are also responsible for any damage they may cause within the property.



### Your own safety

In your hotel room or upon request, we provide information about where the **emergency exits, fire alarms** and **fire extinguishers** are located.

If you discover any deficiencies in safety, we urge you to inform us immediately.

We are a cash-free hotel to make our environment safer.

### Registration of foreign hotel guests

According to the Swedish Aliens Ordinance, we are obliged to make sure that foreign hotel guests provide information about themselves on personally signed registration forms and confirm their identity using a valid identity document. These rules are based on the Schengen agreement within the EU.

### Cancellation policy

Thank you for your understanding that with only four rooms and a restaurant for 8 guests we must follow a more strict cancellation policy.

#### Hotel policy

Any **cancellation** or modification must be made at least **7 days** (specific cases 20 days) before the agreed arrival date. If you fail to arrive without having cancelled or if you cancel later than 7 days in advance, you will be charged the **total price** for the booked stay.

- If you have booked **several rooms** or stay **longer than 3 nights**, then the cancellation must be made **20 days** before the agreed arrival date.
- If you have to cancel due to **medical reasons**, we advise you to contact your personal insurance for reimbursement.
- If you have made a reservation for a definite time period but depart before the end of that period, you are required to pay the same amount as for a late cancellation.

#### Restaurant policy

Any **cancellation** or modification must be made at least **48-hour** in advance. If you fail to arrive without having cancelled or if you cancel later than 48-hour in advance, you will be charged the **menu price** per person.

- If you have to change the **number of guests**, then this modification must also be made 48-hour in advance.
- If you cancel your **hotel reservation**, your dinner reservation will be automatically cancelled.
- If you have to cancel due to **medical reasons**, we advise you to contact your personal insurance for reimbursement.



## Safe, responsible travel

We believe in safe, responsible travel.

We are committed to upholding protective measures against the **coronavirus**. We stay informed and follow advice given by the Swedish public health authority. Please check travel restrictions that might affect you.

Please reach out with any questions or concerns regarding your upcoming stay.