



## 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.

### Reservations and confirmation

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

Your reservation is required. When making a reservation, you are required to give your name, address, arrival and departure dates.

- To book a room at SOEDER, 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 12. To learn more about our children policy, please contact us.
- Our rooms' maximum occupancy rate is 2 guests (adults or children above 12 years).
- The minimum advance reservation time is 24-hour.
- Our boutique hotel is open Tuesdays to Sundays, thus the maximum length of stay is 5 nights. If you are interested in staying longer, please contact us.
- A reservation is binding when it has been confirmed verbally or in writing.
- We may ask a credit card to guarantee your reservation.
- If we cannot offer you a room per an agreement, you have the right, at no additional cost, to a room of equal or better quality at the same hotel or at another hotel of equivalent quality.
- It is possible to cancel your reservation under certain circumstances. Please read our cancellation policy below.

### 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 12.00) in our restaurant.



## Dining

SOEDER Kitchen, our exclusive restaurant for eight guests, is open Wednesdays to Saturdays. The minimum advance reservation time is 48-hours.

- We open for aperitif at 18.30
- Seating is at 19.30
- Surprise dinner (SEK 790 per person excl. drinks) is being served
- The evening ends around 23.00

Please book your seating in advance. We can host up to 8 people per evening.

Our set menu changes each day, so don't forget to let us know about any food allergies or intolerances when booking.

*SOEDER Kitchen is a public restaurant and not preassigned to hotel guests. We advise you to check if there is availability in the restaurant before booking your hotel room.*

## 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.

If you have special food requirements, please inform us in advance.

## Payment and prices

The hotel 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 you 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 500 for the outdoor bathtub. Please book your individual experience in advance.

*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 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 hotel.

## 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.

You are also responsible for any damage that you or your guests may cause within the hotel.

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**

Since we have four rooms only, any cancellation must be made at least 7 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 a minimum of one night or 50% of the amount for the total booked stay.

If you have booked several rooms or stay longer than 5 nights, then the cancellation must be made 20 days before the agreed arrival date. We might also ask you for a deposit.

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.

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

### **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.

Our spacious premises and small number of guests (maximum of 8 guests) allow us to maintain social distancing and uphold the highest level of hygiene and cleanliness.

In our restaurant we have the possibility to offer seating at four separate tables for two. Restrictions may lead to changed times and offer.

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