

# Individual booking & cancellation terms

These booking and cancellation terms are applied to all individual bookings if anything else hasn't explicitly been agreed on. These terms are not applied on individual bookings if the booking is a part of a group reservation with a minimum of 10 guests. These terms are also applied on bookings made through Peerâ Hotels & Cottages' and its destinations websites.

## 1. BOOKING AND CONFIRMATION

When making a booking, you will be asked to provide your name, home address, arrival and departure hours as well as the chosen method of payment. Your booking is official when it has been confirmed in written or spoken form, by e-mail or when you have received a booking reference number. The hotel can set various conditions on your booking, request a booking fee or confirmation by credit card in order to ensure the booking.

## 2. ARRIVAL AND DEPARTURE

In principle, your room is made available at 2pm on your arrival day and it has to be handed back by 12pm on your departure day. The hotel might have varying arrival and departure times from the before stated. For security reasons only the hotel staff and checked-in customers are allowed on hotel room floors and other booked areas as the maximal amount of guest per room or bookable area cannot be surpassed.

If else hasn't been agreed upon during booking or the chosen rate or booking period doesn't hold other conditions, your booking shall be kept valid until 6pm on the arrival day. If you plan to arrive later than this, you will have to confirm your late arrival by credit card or other agreed on method. In non-confirmed cases the hotel is entitled to sell the room onward. If you arrive according to our arrival times, but the booked room is not available, the hotel is to provide another accommodation option of same stature without additional costs to the customer.

### **3. CANCELLATION AND NO-SHOW**

If else hasn't been agreed upon during booking or the chosen rate or booking period doesn't hold other conditions, the cancellation has to be made at latest at 6pm on arrival day. For a cancellation made after 6pm, the hotel is entitled to charge the customer for 1-night worth of accommodation with taxes. If you make a no-show (don't arrive and don't inform the hotel about the non-arrival), the hotel is entitled to charge the customer for 1-night worth of accommodation with taxes as well as for other possible booked services.

### **4. DEPARTURE BEFORE AGREED UPON DATE**

If you leave the hotel before the agreed upon date, you are expected to inform about your early departure at latest at 10am on the new wished upon departure day. Your early departure can have an effect on the final total rate of your stay.

### **5. PAYMENTS**

All our hotels accept the most common credit cards as well as cash payments in EURO. The hotel is not obliged to accept foreign currency, coupons, checks or other payment cards that the hotel has not agreed upon beforehand on accepting. If the room has not been settled beforehand, the room and or other services are to be paid by cash or credit card at the hotel. Billing is only available for agreed contract customers.

### **6. GENERAL CONDUCT ON HOTEL PREMISES**

In our hotels we follow good behavioral etiquette and general order. If you break these rules you can be expected to be immediately escorted out of the hotel. Nevertheless, you will have to settle the rate of booked accommodation and or possible other services and cannot ask for a refund of already paid services.

For security reasons only checked-in customers are allowed on hotel room floors or other booked areas. The maximal capacity of a room or booked space cannot be surpassed.

### **7. LIABILITY FOR CUSTOMER PROPERTY**

The hotel can accept customers' personal belongings to be attended to for short periods of time and the hotel has a right to ask for compensation for this. If the customer belongings asked to be

attended to by the hotel are particularly valuable, you are expected to inform the hotel of this before leaving the said belongings to the hotel. The hotel can deny attending to the belongings in case of high value. You are yourself in charge of your belongings if the hotel has not accepted to attend to the said belongings.

The hotel is not responsible for possible damage to a vehicle and the belongings inside of it when located on the hotel parking lot. The parking lot area is not surveilled, and it is provided as a free service with no charge even for the use of electrical power sockets located on the parking lot.

## **8. CUSTOMER LIABILITY FOR DAMAGE ON HOTEL PREMISES**

As a customer you are responsible for damage caused voluntarily or by negligence (such as smoking in the room) that you, your guest or your pet cause to the hotel room or the hotel's other premises, the furniture and the other equipment situated on those premises and to other customers and their property located on the premises. The liability for damages is defined by common indemnity principles.

## **9. BOOKING BY UNDERAGED CUSTOMERS**

Our hotel rooms and services can only be booked by adults of the minimum age of 18-years-old.

## **10. PETS**

Pets are welcome to our hotels. We charge a small pet fee of 10€ per stay. This fee includes up to 3 pets per room. The hotel has to always be informed in advance about a possible pet companion. The booker of hotel services is themselves liable for the well-being of their pet, possible damages caused by it and other possible additional fees generated by the pet's presence.

Pets cannot disturb other customers. We dispose of a limited number of pet friendly rooms, which is why we recommend for you to book your accommodation early enough to ensure their availability.

## 11. SECURITY

When staying with us, always find out the location of the nearest emergency exits, fire extinguishers and alarm buttons. You will find more detailed emergency exit instructions on the door of your hotel room or at the hotel reception.

## 12. PROCESSING OF PERSONAL DATA

The personal data of clients who booked Peerâ Hotels & Cottages' services is processed by the hotel in which the booking was made. We process personal data according to our personal data procession terms based on the European GDPR. You can get to know our terms on personal data procession here, so that you are aware of how and why your personal data is processed, and so that you know your rights on the subject.