

THE SMALL PRINT THAT APPLIES TO GROUPS AT SCANDIC

In order for us to create the best possible conditions for your group, there are certain matters that you and Scandic have to agree on. Here you can read the small print in the practical form of questions and answers.

Definitions

This information applies to groups booked for a hotel operated by Scandic Hotels AB.

The person who concludes the contract is considered to be the customer. The customer expressly consents and guarantees that they are entitled to enter agreements on behalf of the party they represent.

The confirmation that is accepted by the customer is considered to be a booking, and includes the confirmed price or total number of rooms multiplied by the confirmed price per room per night, plus the price of any service that is booked separately.

A group can be said to exist when a room booking is made, with or without meals, of at least 10 rooms or 15 persons arriving and/or traveling at the same time.

Booking through a third party

A booking agent, e.g. an event company or a wholesaler is a company that negotiates bookings, including or excluding the payment of the booking.

If booking and payment were made through a booking agent, the agent shall, without delay, store the supplier's money in a separate account until payment has been made to the supplier. The agent is also accountable to the supplier for the money received on behalf of the supplier.

Can I transfer the booking?

You cannot transfer your booking or allow a third party to use the rooms without the hotel's approval.

What happens if we do not show up?

If the delegates of the group does not show up, arrives late or leaves the hotel earlier than agreed, the hotel will charge the full amount.

Can the hotel change the booking?

In case of strike, lockout, fire, pandemic, explosion, war or war-like situations, significant restrictions in access and other circumstances beyond Scandic's control, we have the right to cancel the booking without compensating for damages.

Price

All prices are based on the information given about the group at the time of reservation, regarding scope and dates.

All prices are valid for the current year and the hotel has the right to change the prices once a year, on January 1st, unless otherwise stated.

The hotel has the right to adjust the prices if changes occur that are beyond our control, such as tax deductions, devaluation, decisions by authorities, changes in raw material costs, increased shipping- and distribution costs or other comparable circumstances. If this should occur, the hotel will inform you immediately.

If the hotel wishes to reserve the right to raise the prices for any reason other than those stipulated above, the hotel must clearly state the eventuality of price adjustments at the time of booking being confirmed. The hotel will always inform the customer immediately of any price changes.

When and to what extent is it possible to cancel/change my booking?

Different time limits apply depending on the size of your group and the changes you wish to make. Changes and cancellations must always be made in writing.

The number of days for last day of free cancellation is based on the number of confirmed rooms per night for which the booking contains. If you wish to cancel your entire group, it is possible free of charge up to the number of days specified in the row of 100%.

When the last day for free cancellation day has passed, the table below, further in the same column, indicates how far it is possible to reduce the number of rooms free of charge.

Upon full cancellation, the customer should pay the hotel a percentage of the total booking value, based on below table. For partial cancellations, the payment due applies to the canceled portion.

Example 1:

You have a confirmed booking of 70 rooms per night and you need to cancel. (Value reduction 100%.) To avoid a cancellation fee, cancellation must be made no later than 60 days prior to the confirmed date of arrival.

Example 2:

You have a confirmed booking of 70 rooms per night and need to reduce the number to 40 rooms per night. (Value reduction 43%.) To avoid a cancellation fee, the cancellation must be made no later than 30 days prior to the confirmed arrival date.

If you need to further reduce the number of rooms, remaining rooms may be reduced according to the percentage indicated in the value reduction table below. Based on the same column as for the originally contracted rooms per day, based on the remaining value for the time.

Based on Example 2:

You now have a booking of 40 rooms per night and need to reduce the number further, to 30 rooms per night. (Value reduction 25%.) To avoid a late cancellation fee, cancellation must be made no later than 14 days prior to the confirmed arrival date.

What happens if we do not come to an agreement?

If a dispute arises between the customer and the hotel that cannot be resolved, it will then be resolved by a court of law, whereby Swedish law shall apply.

Who is responsible for damages and valuables?

Scandic is not responsible for items stored or left in the hotel room or hotel area. The exceptions are a written agreement or if an employee of Scandic has caused loss or damage through negligence. You are responsible for any damages to the hotel's interior and fittings that have been caused by the group participants. This also applies if a special cleaning service is required.

Decrease in value	1–10 room/night	11–50 room/night	51–100 room/night	101–200 room/night	201 room or more/night
100%	14 days	30 days	60 days	120 days	180 days
50%	7 days	14 days	30 days	60 days	120 days
25%	3 days	7 days	14 days	30 days	60 days
10%	1 day	3 days	7 days	14 days	30 days
5%		1 day	3 days	7 days	14 days