



Small rooms – great stay

## SMARTHOTEL RESERVATION TERMS & CONDITIONS

### GENERAL

You and the hotel agree to the terms and conditions of the room rental. The name of the company that runs the hotel (hereinafter referred to as '**Smarthotel**' or '**The Hotel**') and with which the agreement is concluded, is stated in the booking confirmation. Unless a special agreement is concluded, the following rules apply.

### BOOKING AND CONFIRMATION

A booking is binding once it has been confirmed and you have received a booking reference number. You may receive this verbally, in writing, or through our booking system. When you make a booking, you must state your name, address, email address, arrival and departure time, and payment method. It is important for you to provide your email address so you can receive your booking confirmation, and so you are able to check out online. Different terms apply to different rates; please see the detailed pricing information. To book a room and stay at a Smarthotel, you must be 18 years of age or older. If you book a room for a minor, you are responsible for that person and must stay at the hotel with them.

For security reasons, only employees and checked-in guests have access to our hotel rooms and other inhouse areas.

### ARRIVAL AND DEPARTURE

Arrival and departure times may vary depending on the booking and price agreements. Please read the information in the price list carefully before you complete your booking.

### CANCELLATIONS AND NO-SHOWS

Cancellation terms depend on the price agreed at the time of booking.

Unless otherwise agreed when making a booking, or where other terms apply to the selected rate, cancellations are permitted up until 16:00 local time on the day of arrival. If you do not show up and you have not cancelled the booking in advance, or if you cancel after 18:00 local time, you will be charged in full for the entire booking value.

### THE HOTEL'S OBLIGATIONS AND YOUR REQUESTS

If the hotel cannot offer you a room as agreed, you are entitled to, at no extra cost, a similar or better room in the hotel or in a hotel of similar standard. Inform the hotel staff of any requests you have when you make your booking so the hotel can be prepared for your stay. Our hotels have only non-smoking rooms. If a guest violates the non-smoking rule, the hotel will charge your credit card for a fee of Nok 1500,-.

If you wish to bring a pet with you, please notify the hotel when booking and they will send you our terms for pets. Each hotel has only a few rooms available for pets



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## PAYMENT

Payment in advance is required for certain price offers.

The prepaid amount will be deducted from your final bill. If the booking is cancelled after the cancellation deadline, the hotel is entitled to withhold the payment.

The room bill must normally be paid upon arrival at the hotel.

All our hotels accept the most widely used credit and debit cards but no cash payment.

## STORAGE OF VALUABLES AND LUGGAGE, AS WELL AS SAFEKEEPING VALUABLES IN OUR LUGGAGE ROOM

As a general rule the hotel can store your luggage in a locked luggage room for a short period for time ex too early arrival before check-in or at check-out.

Do not leave sensitive information and valuables in the luggage room.

For security reasons, the hotel is under no obligation to store items of high value or items that could jeopardise the safety of our hotel staff or guests.

Under no circumstances good belonging to criminal activity can be stored in the luggage room.

The hotel is not liable for any items you keep in your room or in the luggage room.

## YOUR OWN SAFETY

Always familiarise yourself with emergency exits, alarm switches and fire extinguishers. See the instructions posted on the back of the door of your hotel room.

## PROCESSING OF PERSONAL DATA

Smarthotel processes personal data provided by those who make use of our services and products. Smarthotel and the hotel in which you have booked accommodation, are both data controllers for the personal data that relates to your booking. This processing of personal data will be completed in accordance with Smarthotel's Privacy Policy.