



Small rooms – great stay

TERMS AND CONDITIONS FOR ACCOMMODATION AT SMARTHOTEL

GENERAL

By booking a hotel room at Smarthotel, both parties accept the terms and conditions outlined in this document.

This document is intended as a guideline and may, in certain situations, be overridden by individual assessments.

Smarthotel's terms and conditions always apply, regardless of how or through which channel the booking is made.

When referring to "Smarthotel" in this document, this includes all hotels within the chain to which these terms and conditions apply.

– Your booking confirmation will specify which hotel your reservation is for.

If you use life-essential medication or have other specific health needs, we encourage you to inform the hotel so we can take the best possible care of you.

Unless otherwise agreed, these are the company's terms and conditions:

PROCESSING OF PERSONAL DATA

Smarthotel processes personal data provided by guests using our services and products.

Both Smarthotel and the individual hotel at which you have booked your stay are responsible for processing the personal data related to your reservation.

This processing will be carried out in accordance with Smarthotel's Privacy Policy.

BOOKING AND CONFIRMATION

A booking is only binding once it has been confirmed by Smarthotel, regardless of how or through which channel the booking is made.

You will receive a reference number either verbally, in writing, or through our booking system.

When making a reservation, you must provide your name, address, email address, date of arrival, number of nights, and method of payment.



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It is essential that you provide a valid email address in order to receive your booking confirmation.

The minimum age to book a room at Smarthotel is 18 years.

Persons under 18 cannot stay at Smarthotel unless accompanied by someone 18 or older. Smarthotel may require ID documentation if age-related concerns arise.

For safety reasons, only employees and checked-in guests may access hotel rooms.

Visitors are welcome in the hotel's common areas.

HOTEL OBLIGATIONS

Smarthotel uses images, videos, and other presentation materials intended to provide the best possible impression of the hotel and its facilities.

There may be discrepancies between this material and the actual experience due to updates in furnishings, renovations, or general maintenance.

If the hotel is unable to offer you the room as agreed, you are entitled, at no extra cost, to a similar or better room at the hotel or at another hotel of equivalent standard.

PAYMENT

Smarthotel is a cash-free hotel and accepts major credit and debit cards.

Payment is made at the time of booking.

If you book via our website, you may be offered an invoice option through Klarna (as of Jan 2026) — this is a Klarna service, not a Smarthotel service.

Terms for payment using bonus points from Smarthotel's loyalty program follow the program's rules.



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CHECK-IN AND CHECK-OUT

On the arrival day, your booking is valid from 15:00.

Check-out must be completed no later than 12:00.

If you require check-in before 15:00 or check-out after 12:00, please contact the hotel directly.

CANCELLATION AND NO-SHOW

Unless otherwise agreed at the time of booking, or if other conditions apply to the selected booking type, free cancellation is permitted until 16:00 on the day of arrival.

In case of no-show, failure to cancel, or late cancellation, you will be charged the full amount for the stay.

SPECIAL REQUESTS

If you have needs or requests not stated in your offer or confirmation — such as late arrival, pet policies, baby cot requests, allergy-friendly breakfast products, etc. — you must contact the hotel directly.

Contact information for all hotels in the chain is available at www.smarthotel.no.

YOUR SAFETY

All hotel areas are equipped with alarm systems.

In the event of an alarm, you must immediately leave your room and meet at the reception for further instructions.

Please familiarize yourself with the emergency exits and evacuation plan found on the inside of your hotel room door.

Fire hoses are located in the hotel corridors.



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LUGGAGE STORAGE

Smarthotel offers luggage storage in connection with your stay, either before check-in or after check-out, for a maximum of 8 hours.

Our luggage room is available to all hotel guests.

Smarthotel accepts no liability for stored luggage if it is damaged or goes missing. Guests must insure their own belongings.

We strongly advise **not** storing valuables or sensitive information in the luggage room.

Luggage must consist only of personal items.

It is strictly prohibited to store items intended for criminal activity.

DISPUTES

Should a dispute arise, Smarthotel will seek to resolve the matter with minimal inconvenience to all parties.

If no agreement is achieved, Norwegian law and Norwegian courts will have jurisdiction.

SPECIAL CONDITIONS

Force Majeure

Events outside the parties' control — such as strikes, lockouts, fires, etc. — that make it impossible to fulfill the obligations of this agreement give Smarthotel the right to cancel the booking without liability.

Smarthotel reserves the right to declare and cancel any booking as invalid if the room is intended for prostitution, criminal activity, or other illegal purposes.

No refund will be given if a booking is cancelled for these reasons.

If such activity is suspected, Smarthotel may contact the police.

As a guest at Smarthotel, you are expected to behave respectfully toward staff and other guests, respect diversity, and follow the hotel's house rules.



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All our hotels are non-smoking, both in common areas and inside rooms.

Violation of the smoking ban incurs a minimum charge of NOK 1,500, depending on the extent of damage.

Smarthotel will charge the credit card used for the reservation unless you prefer to settle the matter in another way.

You are fully liable for any damage or vandalism caused to the hotel's property or to other guests' belongings.

A guest who triggers the fire alarm without an actual emergency will be charged NOK 10,000.