



Small rooms – great stay

## SMARTHOTEL : RESERVATION TERMS & CONDITIONS

### GENERAL

By proceeding with the reservation, both you and the hotel mutually agree to adhere to the terms and conditions outlined for the room rental. The booking confirmation will specify the name of the company managing the hotel, hereinafter referred to as 'Smarthotel,' with whom this agreement is made.

In the absence of any specific arrangements, the following rules will be applicable:

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### BOOKING AND CONFIRMATION

Once a booking has been confirmed, and you have received a booking reference number, it becomes binding. This confirmation may be communicated verbally, in writing, or through our booking system.

When making a reservation, it is imperative to provide your name, address, email address, arrival and departure times, as well as the chosen payment method. Ensuring the accuracy of your email address is particularly crucial for receiving the booking confirmation.

Distinct terms and conditions are applicable to different rates. To reserve a room at Smarthotel, you must be 18 years of age or older. If the booking is made for a minor, regardless of whether you stay in the room with them, you assume responsibility for their stay.

For security reasons, access to our hotel rooms and other in-house areas is restricted to employees and checked-in guests only

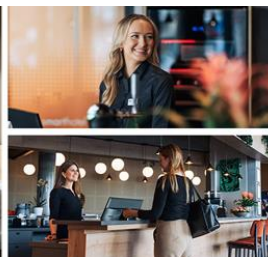
### ARRIVAL AND DEPARTURE

Arrival and departure times may vary based on the specific booking and price agreements. It is crucial to carefully review the provided information before finalizing your booking

### CANCELLATIONS AND NO-SHOWS

Cancellation terms are contingent upon the agreed-upon price at the time of booking.

Unless alternative arrangements are made during the booking process or specific terms are applicable to the chosen rate, cancellations are allowed until 16:00 local time on the day of arrival.



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Failure to appear without prior cancellation or canceling after 16:00 local time will result in a full charge for the entire booking value. It is important to be mindful of these terms to avoid any unintended charges

### **THE HOTEL'S OBLIGATIONS AND YOUR REQUESTS**

If the hotel is unable to provide the agreed-upon room, you have the right to receive, at no additional cost, a room of a similar or superior standard within the hotel or in a comparable establishment.

To ensure a seamless stay, kindly communicate any specific requests to the hotel staff during the booking process, allowing them to adequately prepare for your visit.

It's important to note that our hotels exclusively offer non-smoking rooms. Violation of this policy will result in a charge of NOK 1500 to your credit card.

Should you wish to bring a pet, please notify the hotel during the booking process. The hotel will then provide you with our pet policy terms. Please be aware that each hotel has a limited number of rooms available for pets

### **PAYMENT**

Certain price offers require payment in advance. The prepaid amount will be subtracted from your final bill.

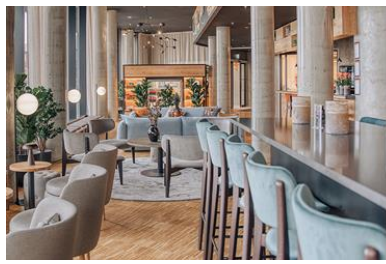
In the event of a cancellation after the specified deadline, the hotel reserves the right to retain the prepayment. Generally, the room bill is settled upon arrival at the hotel.

Our hotels accept the most commonly used credit and debit cards, but we do not facilitate cash payments. Please ensure you are equipped with a valid card for a smooth transaction during your stay.

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

As a standard practice, the hotel can temporarily store your luggage in a secured storage area for a brief period, such as during early arrival before check-in or for a late departure.

It is advised not to leave sensitive information or valuables in the luggage room. For security reasons, the hotel is not obligated to store high-value items or items that could compromise the safety of our staff or guests.



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Under no circumstances may items intended for or associated with criminal activity be stored in the luggage room. Please be aware that the hotel holds no liability for items kept in your room or stored in the luggage room

### **YOUR OWN SAFETY**

It is essential to acquaint yourself with emergency exits, the evacuation plan, and the location of fire extinguishers and water hoses in the corridors.

Detailed instructions are provided on the back of your hotel room door for quick reference in case of an emergency. Take a moment to review this information upon arrival to ensure you are prepared and aware of the necessary safety measures.

### **PROCESSING OF PERSONAL DATA**

Smarthotel handles the personal data provided by individuals utilizing our services and products. Both Smarthotel and the specific hotel where you've booked accommodation serve as data controllers for the personal data associated with your reservation. The processing of this personal data adheres to Smarthotel's Privacy Policy.