



## **BOOKING AND CANCELLATION TERMS**

Terms and conditions for cancellation and payment for individual guests (private bookings) at Yasuragi Hasseludden AB (Yasuragi)

## **PAYMENT TERMS**

When booking online, payment occurs at the time of booking and your booking is instantly considered irrevocable, which means that our cancellation rules take effect immediately on the day of the booking. If payment is made using the Yasuragi gift card, please state the gift card number. A gift card is a valuable document that is submitted at the reception at arrival. If the gift card is not brought, you have to pay on site and we can redeem the gift card afterwards at a surcharge.

## **CREDITCARD**

Your card is charged when making your reservation and is kept on your reservation until 3 days after departure. Any remaining amount to pay will be charged to your credit card after checkout.

## **CANCELLATION INSURANCE**

Yasuragi offers a personal cancellation insurance for private bookings. The cancellation insurance is expended when it is used for eg. changing a date. A new cancellation policy is then needed to be added to have the possibility to do this again. A change of date could mean a change of price depending on the price of the new date. The cancellation insurance must be added at the time of booking for it to be valid.

## **CANCELLATION OR MODIFICATION USING CANCELLATION INSURANCE**

Cancellation or modification can be made until 4 pm the day before arrival. In the event of cancellation or modification later than 7 days prior to arrival the cancellation insurance is used, if canceling the remaining amount is refunded.

Special events, Retreats and bookings in Ryokan or Ryokan Hanare:

cancellation is possible 72 hours before arrival.

Campaign bookings: Cancellation or modification according to above conditions

## **CANCELLATION OR MODIFICATION WITHOUT CANCELLATION INSURANCE**

Cancellation or modification up to 7 days prior to arrival can be done at no cost. To cancel or modify later than 7 days prior to arrival, a full charge will occur. Campaign bookings: Cancellation or modification not possible without cancellation insurance

## **CANCELLATION OR MODIFICATION WITH SWIM CARD**

Cancellation or modification can be made up to 24 hours prior arrival.

## **IDENTIFICATION**

For security reasons, all guests over 18 years of age need to be able to present valid identification.

The hotel reserves the right to cancel the booking if valid identification cannot be provided.

### **FORCE MAJEURE**

In the event of a strike, lockout, fire, explosion, war or similar war situations, substantial restrictions of supplies or other circumstances outside of Yasuragi's control, Yasuragi retains the right to cancel the contract with no obligation to pay indemnity.

### **ALLERGIES**

Allergies not listed in the previous step under "Meals" can be taken into consideration during the visit. Yasuragi can not guarantee an environment free from airborne allergens. Yasuragi is a cash-free hotel.

### **COMMERCIAL ACTIVITIES DURING A STAY**

Commercial activities as part of a stay must be arranged directly with the hotel.

**DK:** *Kommercielle aktiviteter i forbindelse med opholdet skal aftales med hotellet.*

**FI:** *Majoitukseen liittyvästä mahdollisesta kaupallisesta toiminnasta on sovittava erikseen hotellin kanssa.*

**NO:** *Kommersiell virksomhet i sammenheng med oppholdet skal avtales med hotellet.*