

CANCELLATION POLICY

Terms and conditions for cancellation, modification 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 you do not have a gift card, the stay is paid for on site. If the gift card is not brought, we can redeem the gift card afterwards at a surcharge.

Cancellation insurance

Yasuragi offers a personal cancellation insurance for private bookings. The price for personal cancellation insurance is 195 SEK per person including VAT.

Cancellation or modification using cancellation insurance

Normalpriced reservations: Cancellation or modification up to 7 days before arrival may occur at no cost. In the event of cancellation or modification later than 7 days prior to arrival (until 4 pm the day before arrival) Yasuragi retains the personal cancellation insurance. The remaining sum is refunded via an account deposit. Campaign reservations: Cancellation or modification only with cancellation policy

Cancellation or modification without cancellation insurance

Normalpriced reservations: Cancellation or modification up to 7 days prior to arrival can be done at no cost. To cancel or modify reservation later than 7 days prior to arrival, a full charge will occur. Campaign reservations: Cancellation or modification not possible.

Cancellation or modification with spa card

If you have booked a treatment, these can be cancelled or modified at no cost at least 24 hours prior to treatment.

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.