

Alsik ® General terms and conditions for individual reservations

Confirmation

All reservations are valid and binding upon receipt of a written confirmation from Alsik. Guests must be 18 years or older to reserve a room.

Prices

The price that has been provided in the offer and the total price on the reservation confirmation, is always in Danish Kroner (DKK) and inclusive VAT (25%) and any extra fees. The prices are subject to any tax changes. For any extra services, the rate is always per person. For a reservation without any extra services, the rate is always per room. The confirmed rate is valid from the time the reservation confirmation is received. If there should be any changes in the Danish VAT, we reserve us the right to adjust the rate accordingly.

Cancellation

Any cancellation or changes to a booking must be made in writing to info.alsik@steigenberger.com. Please review your reservation confirmation for your cancellation terms. Late cancellations or no shows will be charge in full (100%) for the first night of the stay, and the remaining nights will be cancelled. Please note that in some cases it is not possible to make changes, cancel or get a refund, this will be stated clearly when making the reservation.

Payment

The room is guaranteed by credit card, and payable at check out. Please note that it is not possible to have the invoice sent for payment after the stay, as outstanding amounts will have to be settled either at check out or beforehand via pre-payment/deposit. The room is available from 3:00pm on the arrival day until 11:00am on the departure day. If the departure time is not observed, the hotel holds the right to charge the guest for an extra night, rate according to the current listing price. If you have any special requests please inform the hotel, but please note that any wishes are not confirmed until check in.

The hotel takes payment on the following credit cards:

Dankort, Eurocard, Mastercard, Visa, American Express and Diners
We reserve the right to claim credit card fees applicable to the current law.

Refunding gift cards:

When redeeming a gift card for cash, a fee of DKK 50 will be charged
If the gift card is issued free of charge - for example sponsorship, charity, competition or part of an advertising campaign, the gift card is free of charge and cannot be claimed.
Gift vouchers issued B2B to a company / a corporate customer, cannot be redeemed for cash or required to be extended upon expiry.
The right of withdrawal is waived for purchases made as a company customer.

Force Majeure:

In extreme circumstances outside the control of the parties (force majeure) such as strike, fire, war, delivery failure and/or other extraordinary events (e.g. natural disasters), conditions and measures beyond the customer's and/or the hotel's control entitle you to full cancellation or cancellation without charge.

Lost & found:

Forgotten items can be sent on the expense of the guest. Please note that not all forgotten items are being kept for longer periods, so please contact the hotel immediately when you notice that you have forgotten any personal items.



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Compensation:

The rooms are always left in good conditions, if there is any harm done to the furnishings, the hotel reserves the right to claim compensation for this.

Smoking Policy:

Smoking (including e-cigarettes) is not permitted at the hotel, the hotel is 100% smoke free and we reserve the right to charge an extra cleaning fee of DKK 5000,- if we find that there has been smoked in the room. Please contact the hotel reception for directions to the nearest smoking area.

If a fire alarm is triggered when smoking at the hotel, the guest will need to cover this cost in full.

Pets:

It is only allowed to bring a pet if this has been agreed beforehand, and please note that there is an extra fee for a pet in a guest room. If you wish to bring pets other than cats or dogs, you must contact the hotel for approval in advance. Pets are not allowed in any of the restaurant areas.

Complaints

If your stay or other parts of our service do not fulfill your expectations, we ask you to contact the reception as soon as possible, so we can rectify any shortcomings and solve the problem.

Please be advised that we in general do not provide compensation for matters that are only brought to our attention after your departure.

Hotel staff's access to rooms

We respect the privacy of our guests and therefore the hotel staff does not have access to guests' rooms in general. With the following exceptions: Housekeeping has access to rooms in connection with daily cleaning or preparation in connection with early check-in. This can be avoided by putting a Do Not Disturb sign on the door. However, we reserve the right for authorized staff to gain access to a room if required for safety reasons or other exceptional circumstances.



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