

Alsik® General terms and conditions for individual reservations

For individual bookings of less than 9 rooms made with Steigenberger Alsik Hotel & Spa ("Alsik"), the following conditions apply.

If 9 or more rooms are booked for the same period, this is considered a group booking, which may result in certain changes to the terms below. We refer to the applicable terms for group bookings.

Special terms and conditions also apply to conferences and similar events at Alsik.

1. Booking and Confirmations

Guests must be at least 18 years old to reserve a room at Alsik.

When making a booking, the following information must be provided: Full name, address, email address, phone number and arrival and departure time.

All orders and bookings are valid and binding when you receive a written confirmation from Alsik.

2. prices

All rates are per room per night and include VAT and service. Subject to changes in taxes, duties and exchange rates.

The price stated in the booking confirmation is valid for the booking in question. In the event of an increase in VAT rates, we reserve the right to adjust the price accordingly.

3. Cancellation and changes

If you need to cancel or change a reservation, you must always contact Alsik in writing as soon as possible at info.alsik@steigenberger.com

The exact cancellation terms for the specific booking are also stated in your booking confirmation.

Unless otherwise agreed or stated in the booking confirmation, cancellations or changes to a reservation must be made no later than 3 pm the day before your stay. In case of late cancellation or no-show, full payment for the first day will be required.

In the event of an earlier departure than booked – i.e., shortening the stay after check-in – full payment for the entire confirmed stay will be charged, unless otherwise agreed.

Please note that some offers cannot be canceled, refunded or changed. This will be stated in the booking confirmation.

4. Room reservations

Unless otherwise agreed, the room is available from 15:00 on the day of arrival. Check-out must be no later than 11:00 on the day of departure.

If you need to check out later, please contact Alsik with a request. In the event of late check-out without prior agreement, Alsik is entitled to charge a fee corresponding to the price of an extra night's stay.

Alsik will do its best to accommodate specific requests for room facilities and the like. However, unless otherwise agreed, this can only be confirmed at check-in.

5. Terms of payment

When booking, the price of the stay must be guaranteed via the guest's credit card details. Please note that the amount may be reserved on your account for a certain period of time if a debit card is used.

Alsik does not send bills, as all stays must either be prepaid when booking or settled on arrival or on the day of departure. Please also refer to the booking confirmation.

Alsik accepts payment via the following credit and debit cards:

Dankort, Eurocard, Mastercard, Visa, American Express and Diners.

Any credit card fees will be charged in accordance with applicable legislation.

6. price changes

Alsik reserves the right to change its prices without prior notice. However, this does not apply to reservations that have already been confirmed.

7. refund of gift cards

If you want a gift card to be paid out in cash, an administration fee of DKK 50 will apply.

Gift cards issued free of charge (e.g. as part of a competition) cannot be refunded or claimed in cash.

Gift cards issued B2B to a business - a corporate customer - cannot be redeemed for cash or extended upon expiration.

The right of withdrawal lapses for purchases made as a corporate customer.

8. Responsibility for personal belongings

Alsik accepts no liability for loss or theft of personal belongings on the hotel premises, unless otherwise provided by the general rules of Danish law. We recommend that valuables are stored in the hotel's safety deposit boxes or the room safe.

9. Forgotten things

Lost items are generally stored for 30 days after departure. After this period has expired, Alsik is entitled to dispose of such items without liability, unless otherwise agreed with the guest. Therefore, contact Alsik as soon as possible if you have forgotten something. Alsik will forward forgotten items against prepayment of shipping costs.

10. Smoking policy

The hotel is 100% smoke-free. Smoking (including e-cigarettes) is therefore not allowed in the hotel. Please contact the staff for more information.

If the smoking ban is violated, Alsik is entitled to charge a cleaning fee of DKK 5,000 to cover the associated costs. If the fire alarm is triggered due to smoking at the hotel, the guest is liable for the costs that this entails, including in connection with the emergency services' call-out.

11. Pets

Pets are only allowed by prior arrangement and for a fee. However, pets are not allowed in the restaurant areas.

12. Hotel staff access to rooms

Alsik respects the privacy of its guests and therefore hotel staff do not have access to rented rooms.

However, our Housekeeping has access to rooms for daily cleaning or preparation for early check-in. This can be opted out by placing a "Do Not Disturb" sign on the door.

Similarly, Alsik is entitled to grant us access to a room in special cases if security or other extraordinary circumstances so require.

13. Rules of conduct and expulsion

To maintain a pleasant and safe atmosphere for both guests and staff, the following rules of conduct apply when staying at Alsik:

- All guests must identify themselves at both reservation and check-in
- All guests must behave respectfully and show consideration towards other guests and hotel staff
- Any form of threatening, harassing or violent behavior is strictly prohibited
- To ensure a pleasant experience for all guests and to be able to comply with all safety procedures, it is not permitted to bring guests into the room after 23.00. If this is not observed, we reserve the right to interrupt the hotel stay and charge payment for the ordered services.

Alsik is entitled at any time to expel guests who violate or act contrary to these rules of conduct or otherwise act in a manner contrary to the hotel's values from continued or future stays. In the event of expulsion, the guest is obliged to pay for the booked stay, and no refund can be expected.

In case of expulsion, the guest will receive separate, written information about this.

All offenses that occur on Alsik will be reported to the police.

14 Complaints

Should your stay not live up to your expectations or if you experience any deficiencies during your stay, please contact the reception as soon as possible and before departure so that we can rectify any deficiencies.

As a rule, we do not provide any compensation for defects or other conditions that are not claimed until after departure.

15 Compensation:

The guest is responsible for leaving the room in a neat and tidy condition.

In the event of significant damage to the hotel's inventory or facilities or to third parties, the guest is responsible for any associated costs. The guest is obliged to replace damaged items or items that have been unauthorized removed from the room or other areas of the hotel.

16. force majeure

In the event of extreme circumstances beyond the parties' control (force majeure) such as strikes, fire, natural disasters, pandemics, war, supply failures and/or other extraordinary events, circumstances and measures beyond the control of the guest and/or the hotel, both parties are entitled to cancel and/or cancel the stay without charge or liability.

Alsik is not liable for damage or loss resulting from force majeure.

17. change of terms and conditions

Alsik is entitled to update these terms on an ongoing basis.

The applicable terms are always available on our website.