



Staying at a Hotel

General Information

You and the hotel can agree on the terms of letting a room.

If there are no special terms agreed upon, the following regulations apply – as well as those recognized internationally.

Some hotels have other terms for arrival and departure, as well as for payment and cancellations. The hotels' own terms are valid under the condition that you have received information about them in connection to your reservations. It is therefore important that you carefully read the information you receive from the hotel. There are separate regulations pertaining to conferences and other special events.



Reservations and Confirmation

A reservation is binding when it has been confirmed. This agreement can be entered into either verbally or in writing, such as via email. You and the hotel have then entered into an agreement. Although, under certain circumstances, it is possible to cancel - please see "Cancellation and Failure to Arrive" on page 4.

When making a reservation, you are required to give your name, address, arrival and departure dates, as well as form of payment.

Arrival and Departure

The hotel room is at your disposal from 15:00 at the latest on the date of arrival.

You are required to check-out from your room by 12:00 noon at the latest on the day of departure.

NOTE: For some hotels, other times for arrival and departure apply. In these cases, these times are valid under the condition that you have received information about them in connection with your reservation.

Late Arrivals

The room is held until 18:00 on the date of arrival. If you intend to arrive later, you must inform the hotel in advance in order to not risk losing your room to another guest.

Cancellations and Failure to Arrive

It is custom in the hotel business to accept a cancellation of a hotel room. The following regulations apply:

The cancellation is to be made by 18:00 at the latest on the day before agreed arrival. If you fail to arrive without having cancelled, or cancel later than 18:00 the day before, you must pay for one night.

If the hotel has incurred extra costs due to your cancellation, you must pay for these costs in full.

NOTE: Some hotels are stricter about their terms for cancellation. In these cases, these terms apply under the condition that you have been informed of them in connection with your reservation.

Earlier Departures

If you have made a reservation for a definite time period, but depart before the end of that period, you are required pay the same amount as for a late cancellation. In addition to the price for the time you stayed at the hotel, you are required to pay for an additional night.

Undetermined Length of Stay

If you are staying at the hotel for an undetermined length of time, and extend your stay one night at a time, you must inform the hotel of your departure by 18:00 at the latest the day before your departure. Otherwise, you are required to pay for an additional night.

If the hotel can no longer allow you disposal of the room, you have the right to be informed by 18:00 at the latest the day before departure.

Obligations of the Hotel

If the hotel cannot offer you a room according to agreement, you have the right, at no additional cost, to a room of equal or better quality at the same hotel or at another hotel of equivalent quality.

Your Own Wishes

Furnishings adapted for persons with functional disabilities

Many of today's hotels have renovated to better suit guests with physical impairments. Please specify your



wishes when making a reservation to be certain that the hotel is equipped according to your requirements and can prepare for your arrival in the best possible way.

Smoking

Most of the rooms at today's hotels are non-smoking. If you wish to smoke in your hotel room, you are required ask when making reservations whether the hotel can allow smoking in a room.

In the case of violation of non-smoking regulations, the hotel has the right to charge the guest for the cost of washing textiles, etc.

Pets

If you wish to bring a pet, please inform the hotel when making reservations.

Technical equipment

If you require any special technical equipment, you should inform the hotel well in advance of your arrival. This is required in order for your wishes to be fulfilled to the fullest of the hotel's capabilities.

Food

If you have special food requirements (vegetarian, gluten-free, etc.), please inform the hotel when making reservations.

Booking Fee and Advance Payment

The hotel has the right to request a booking fee or other advance payment in order for your reservation to be binding. This sum is subtracted from the final bill. If you cancel the room and disregard the cancellation deadline, the hotel has the right to retain the booking fee/advance payment.

Payment

The principal rule is that the hotel bill is to be paid when you receive it, which is usually when you arrive to the hotel.

Credit cards, checks and coupons

The most commonly used credit cards are accepted by the majority of hotels. Although, the hotel is not obligated to accept credit cards, checks, coupons or foreign currency if the hotel has not offered to accept

them. It is therefore wise to ask in advance what is accepted.

Interest on overdue payment

If your payment is overdue, the hotel has the right to charge interest on the overdue payment.

Storage of Valuables and Baggage

The right to retain accompanying baggage

According to law, the hotel has the right to, in the case of claims on a guest, retain accompanying baggage, and in certain cases, according to stipulated regulations, sell it.

Usually, your valuables can be stored in a safety box in the hotel room. To be sure, please contact the reception.



Upon arrival and departure, do not leave your baggage unattended in the hotel lobby. The hotel can usually offer to store your baggage in a locked baggage room. The hotel only takes responsibility for your property if it is stored in one of the hotel's locked areas, such as a baggage room.

Valuable property

If you have highly valuable property, you are required to inform the hotel of this when you hand over your baggage or other property to the hotel for storage. As the hotel is not obliged to store highly valuable property and is only liable to compensate for the full value of the property only in those cases in which the hotel has taken responsibility for the property.

Liability for Missing Baggage/Theft in the Hotel Room

The hotel has no strict responsibility for the property you store in your hotel room or in the safety box in the room. If, however, it should be proven that the hotel or the hotel personnel have acted negligently or in another way are responsible for property having been lost, the hotel is then responsible for the missing/stolen property.

Your own Safety

You should always find out where emergency exits, alarm boxes and fire extinguishers are located. This information is usually available on the inside of your hotel room door, in a separate information folder in the hotel room or in the reception.

SHR and the Swedish Fire Protection Association have

in cooperation put together the information folder "Hotel Safety". Please read it – for your own safety.

If you discover any lacks in safety, we urge you to inform the reception immediately.

Ansvarsnämnden, the SHR Disciplinary Board – An Extra Assurance

All hotels are required to reimburse the guest for damage that is a result of neglect by the hotel. You the customer are also responsible for the damage that you or your guests have caused within the hotel.



When handling a conflict between hotels and customers, there is an important difference between those hotels that are members of SHR, the Swedish Hotel and Restaurant Association, and other hotels. SHR has a Disciplinary Board, which the SHR-member companies have agreed to follow. The composition of the Disciplinary Board guarantees a qualified and objective investigation of the conflict. This is why the SHR Disciplinary Board offers an extra assurance for you that choose to stay at a hotel that is a member of SHR.

You will find the contact information to the Disciplinary Board (Ansvarsnämnden) on the SHR website, www.shr.se.

Excellent Hotels and Restaurants

Always look for the SHR symbol when choosing a hotel or restaurant. There are more than 4,500 SHR-marked hotels and restaurants throughout Sweden.



A Final Note

Those of us that are members of SHR always do our very best to make your stay as pleasant as possible. We work for good branch ethics and good business practices. A company cannot become a member of SHR without first having been carefully inspected and taken part in this work.

That which is good can always be improved. If you have any viewpoints or advice, please convey them to SHR, although preferably directly to the hotel in question.

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