

Payment terms for online booking

When booking online, the full amount is paid, including any additional purchases in connection with the booking. Payment is made by credit card via DIBS (Danish Internet Payment System). If payment is not completed, the booking will be cancelled automatically.

Once the payment is completed and approved, the reservation is guaranteed. You will then receive a confirmation of the reservation. All prices include VAT.

Cancellation and reduction of groups and events

Cancellations must always be in writing. Cancellation refers to total cancellation, reduction, rescheduling, shortening or other significant changes in relation to the confirmation.

The cancellation cost is calculated by the size of the reservation (from arrival to departure) according to the contract or the most recent reservation update at the time when the cancellation policy came into effect (find % in the table below).

Accommodation

Cancellation cost	10-20 rooms	21-50 rooms	Over 50 rooms
0%	Up to 30 days	Up to 60 days	Up to 90 days
50%	29-20 days	60-40 days	90-60 days
75%	19-10 days	39-20 days	59-30 days
90%	9-5 days	19-10 days	29-15 days
95%	4 days to 24 hours	9 days to 24 hours	14 days to 24 hours
100%	24-0 hours	24-0 hours	24-0 hours

- Paid reservation fee will not be refunded upon cancellation.
- In case of no-show, the first night of the stay will be invoiced at full price.

Event

Cancellation cost	Up to 30 people	Up to 50 people	Over 50 people
0%	Up to 45 days	Up to 60 days	Up to 90 days
50%	45-21 days	60-40 days	90-60 days
75%	20-15 days	39-20 days	59-30 days
90%	15-5 days	19-10 days	29-15 days
95%	4 days to 24 hours	9 days to 24 hours	14 days to 24 hours
100%	24-0 hours	24-0 hours	24-0 hours

Overnight stay with breakfast 1-4 rooms

Cancellation must be made no later than 18:00 on the day before arrival. After this time, cancellation will then be invoiced at full price.

Overnight stay with breakfast 5-9 rooms

Cancellation must be made no later than 72 hours before arrival. A reduction by 1 room can be made until 18:00 on the day before arrival. After this time, cancellation/reduction will be invoiced at full price.

Récit and tasting stays 1-4 rooms

Cancellation must be made no later than 48 hours before arrival. After this time, cancellation will be invoiced at full price.

Récit and tasting stays 5-9 rooms

Cancellation must be made no later than 96 hours before arrival. A reduction by 1 room can be made until 18:00, 48 hours before to arrival. After this time, cancellation/reduction will be invoiced at full price.

Overnight stay with dinner and breakfast 1-4 rooms

Cancellation must be made no later than 18:00, before arrival. After this time, cancellation will be invoiced at full price.

Overnight stay with dinner and breakfast 5–9 rooms

Cancellation must be made no later than 96 hours before arrival. A reduction by 1 room can be made until 18:00, 48 hours before to arrival. After this time, cancellation/reduction will be invoiced at full price.

Non-refundable

A product where you save 10% on booking. This product cannot be changed, cancelled or reduced.

Vouchers and other certificates.

The rules on the certificate apply.