



## Cancellation- and payment terms

Below you can read about all our payment- and cancellation terms at the Bühlmann Family.

These terms and conditions apply to all the concerns hotels: Scheelsminde in Aalborg, Nørre Vosborg in Vemb, Airport Hotel in Aalborg, Villa Provence in Aarhus, Peak 12 Hotel in Viborg and Pier 5 Hotel in Aalborg.

### Terms of payment for online booking.

When booking online, the full amount is paid, including any additional purchases in connection with the booking. The payment is made by credit card via DIBS (Dansk Internet Betalingsystem). 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 on groups & events

Cancellation must always be in writing. Cancellation refers to total cancellation, reduction, rescheduling, shortening or other significant changes in relation to the confirmation. The cancellation costs are calculated by the size of the reservation (from arrival to departure) according to the contract or most recent reservation update at the time when the cancellation policy came into effect (see % in the table below).

## Accommodation

Cost	Up to 30 people	Up to 50 people	50+ people
*0%	Until 45 days	Until 60 days	Until 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 to 0 hours	24 to 0 hours	24 to 0 hours

Paid reservation fee (10%) will not be refunded upon total cancellation.

In case of non-show, the first night of the stay will be invoiced at full price



## Event

Cost	Up to 30 people	Up to 50 people	50+ people
0%	Until 45 days	Until 60 days	Until 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 to 0 hours	24 to 0 hours	24 to 0 hours

### Accommodation 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.

### Accommodation 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 accommodation 1-4 rooms

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

### Récit- and tasting accommodation 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.

### Accommodation with diner & 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.

### Accommodation with diner & 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.

### Deals & other certificates

- The rules on the certificate apply.