



Terms of booking and payment

Booking:

Please note that booking can only be done by either on-line at www.hotelgudena.dk or through the hotels automated terminal service. The personnel at the hotel are purely service and not reception.

The prices sited on the web-site or as given on the automated terminal service are for 1 room with respectively max. 2, 3 or 4 person's pr. Night. If more than one person is to use the room, this should be mentioned on booking, so as to order the correct number of breakfasts pr. room, otherwise only one breakfast pr. room will be served. VAT is included in the price, as are the services available mentioned on our web-site.

Checking-in time is from 14.00 hrs. on the date of the booking order and checking-out time is 11.00 hrs. on your departure date according to your booking. You are asked, kindly, to leave your key-card in your room or in the post-box provided on your departure day. Breakfast is served between 7.00 and 10.00 every day in the restaurant. Should you delay your departure after 11.00 you will be billed for every day you overstay your departure date.

Should you stay be for a longer period, then bed-linen and towels will be changed every 4 th. day.

Payment:

Our booking system requires your credit account number and the expiration date and the account number, (ie. the 3 digits on the back of your credit-card). Our system accepts; Dankort, eDankort, Visa-Dankort, American Express, JCB, Maestro, MasterCard, Visa, Visa Electron, Diners.

The full amount is to be paid when you're leaving your room. This payment I secure by using DIBS (ie. Danish Internet payment service). Should payment procedure not be accepted on booking, then the booking will automatically be annulled.

On approval of payment procedure, your booking is reserved and you will receive confirmation of your reservation.

Cancelations:

Cancelations can be made up to 24 hrs. before arrival time, (ie. 11.00 hrs on the day of your reserved arrival), for cancelations after this, you will liable to be billed for one day. In case of "no-show" you will be billed for the entirety of your reservation.

Your cancelation should be sending by e-mail to info@hotelgudena.dk you will receive verification of your cancelation to your e-mail address, remember therefore, please, to give us your e-mail address on booking.

Other information:

All public areas in the hotel are subject to CCTV surveillances at all times and the discs are kept for future reference and your protection.

The duration of you stay at the hotel is, of course, your own responsibility and we cannot accept any responsibility for theft of personal affect left in the hotel and therefore, we cannot accept compensation-claims for such theft.

We refer you to our web-site at www.hotelgudena.dk which should answer most, if not all of the questions you may have regarding your stay with us.

Hotel Gudenå

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7160 Tørring
Telefon: 21 70 97 10
Email: info@hotelgudena.dk
Web: www.hotelgudena.dk
CVR: 33 05 18 91