

## **General terms for online bookings at CABINN Hotels.**

### **Cancellation terms:**

The customer can freely and without expense cancel the booking at 12 noon the day before arrival at the latest.

In case of cancellation later than this deadline, the booking must be paid in full, unless the customer can prove that the cancellation will not result in a loss for CABINN, which will only be the case if all rooms in the hotel have been sold out during the period. If the customer does not show up at all (no-show), this will be treated as cancellation later than 12 noon the day before arrival, which means that the booking must be paid in full.

Changes to the booking are equal to cancellation, if the changes involve shortening of the stay or a reduction of the number of rooms.

The customer shall always have the burden of proving that a cancellation has been received. The customer can require that CABINN confirms in writing that the cancellation has been received. CABINN can send the documentation as e-mail, fax or letter. If the documentation does not contain information that the cancellation has been received too late and that the booking still has to be paid, as described above, this shall not be seen as an indication that CABINN has abandoned its claim for payment, and therefore, CABINN reserves the right to charge the payment later, including by debiting it to the credit card number stated in connection with the booking.

### **Arrival and departure:**

The room(s) is/are available from 3 PM on the day of arrival. Check-in must take place between 3 PM and 6 PM unless otherwise agreed and stated on the booking confirmation. If no agreement has been made concerning arrival later than 6 PM, CABINN shall be entitled to give the room to someone else, without the customer being able to make any claims in that connection.

The room(s) must be vacated at 11 AM on the day of departure at the latest. If the room is vacated later than 11 AM on the day of departure, the customer will be charged for an additional day.

### **Liability for compensation:**

Furthermore, the parties are responsible for observing the booking agreement in accordance with the general rules of Danish law with the following exceptions: In case of force majeure and/or other extraordinary conditions that are beyond the direct control of CABINN, including but not limited to fire, water damage, strike/lockout and staff illness, CABINN shall be entitled to cancel the agreement without notice and liability for compensation.

CABINN's liability to pay compensation for non-compliance with the agreement shall never exceed the total price of the booking, and any compensation shall not include indirect loss, such as loss of profit. Transport and travel costs in connection with alternative accommodation shall not be covered.

### **Valuables / storage of luggage etc.:**

CABINN shall not be held responsible for disappearance or theft of valuables and luggage in the room or in the rest of the hotel; including in connection with use of luggage area and/or the mounted luggage boxes.

### **Forgotten items:**

Valuables left/forgotten in the room or the hotel are kept for no more than 3 months after departure. Forwarding of items is possible against payment of a handling and packaging fee of currently DKK 200, with the addition of necessary postage or transport costs.

Items are only forwarded against prepayment of fee and postage, and cannot be sent COD.

### **Parking:**

CABINN cannot guarantee available parking spaces, and they cannot be reserved in advance. Reservation of a parking space in connection with the booking is a request that CABINN only grants if possible. CABINN shall not be responsible for theft of or in the parked vehicle or vandalism.

Parking shall be paid on arrival, where the customer is given a parking ticket to put on the dashboard of the vehicle. Parking without a valid parking ticket may result in charge of a inspection fee of currently DKK 510.

**Cleaning:**

Cleaning of the rooms takes place daily between 9 AM and 3 PM. If the cleaning is prevented or made difficult because of luggage or other items belonging to the guest, CABINN is entitled to leave the cleaning undone on the day in question. Towels are replaced daily when needed. In case of stays beyond 3 days, bed linen is changed when needed.

**The use of e-mail address for newsletters and advertisement:**

CABINN is not allowed to pass on informations about e-mail addresses or other personal informations towards an unauthorized third party. CABINN is entitled to use the customer's e-mail address, which is given during the online-booking, to send electronic newsletters and advertisement. It is only allowed to promote CABINN's own products. The customer can request to be deleted from the list of e-mail addresses at any time with the purpose of not receiving any more newsletters and advertisement via mail. Deletion can be obtained by sending an e-mail to [hq@cabinn.com](mailto:hq@cabinn.com) containing information of the e-mail address that should be deleted. Deletion can also happen by clicking on a link on the bottom of every newsletter and advertisement.

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