

## Terms and conditions for your accommodation Continental Apartment Hotel Knivsta

### General

The terms of your accommodation booking are an agreement between you and Continental Apartment Hotels. You must take good care of your accommodation and follow all rules, instructions and regulations that apply. You are responsible for all damages that occur to the property and/or its fixtures which are caused by you or someone in your company. In addition, you will be charged for any fixtures from your room which are missing or have been damaged and/or any damage that has occurred to the apartment or common areas which is caused by you or your guests. An inventory of your room will be made after your departure.

### Booking and confirmation

Your reservation is binding once it has been confirmed and you have received a confirmation number. You are required to provide your name, email address, arrival- and departure information to complete your booking. Your booking confirmation will be sent via e-mail.

### Price

Different rates apply for different rooms and lengths of stay. See the detailed price information for each room or contact us for more information.

### Access to accommodation service

Your accommodation is available from 4pm on your arrival date.

### Cancellation and no-show

The Continental Apartments cancellation policy varies depending on the length of your reservation. Please see explanation below. Cancellations must be made by e-mail to [info@continentalknivsta.se](mailto:info@continentalknivsta.se) and your reservation number must be given. If any additional costs have incurred as specified in your booking, you will be required to pay for them upon cancellation.

### Cancellation of bookings less than one-month

Bookings may be cancelled free of charge 7 days prior to arrival. Late cancellations will be required to pay for one week.

## Cancellation of monthly booking

Monthly bookings may be cancelled free of charge 10 days prior to arrival. Late cancellations will be required to pay for 50% of the monthly accommodation price.

## Continental's obligations and your preferences

If Continental Apartment Hotel cannot give you the apartment which you have confirmed, you have the right, without additional cost to receive an equivalent or better apartment if one is available. Please specify any special requirements that you may have when you place your booking, so that we can make the proper arrangements.

## Smoking and pets

The Continental Apartment Hotel property is entirely smoke-free. It is not permitted to smoke anywhere indoors, beside an open window, on the balcony or under the kitchen fan. It is not permitted to open the emergency doors and smoke on the stairs or in front of the hotel entrance. If these smoking rules are violated, Continental Apartment Hotels has the right to charge you for costs incurred for decontamination, with a minimum charge of SEK 5,000.

Pets are not allowed anywhere within the property at any time.

## Fire Alarm

A fire alarm is installed in each hotel apartment not far from the kitchen. It is important to be careful when cooking so that the fire alarm is not activated. The kitchen fan must always be on when cooking - and you should not fry or cook food so hard that it causes too much smoke or steam which can set off the alarm. When the fire alarm goes off, the fire brigade is called automatically. There is no way to turn off the alarm, and only the fire brigade can reset the alarm. Call 010-1789710 and inform us that the fire alarm has been activated.

If the fire alarm goes off due to negligence (eg with cooking, smoking, etc.) in the room, the guest will be charged for the emergency cost (minimum SEK 13000). Extra costs must also be charged to the guest if a fire technician and / or the emergency service is called (minimum SEK 5000).

It is not allowed to dismantle the fire alarms in the apartments. If this is done, the guest will be charged the cost for a fire technician to mount the alarm again and reset the alarm due to technical faults, and for a property emergency if they are called (minimum SEK 5000).

## Cleaning

Cleaning of common areas is done on Mondays and Fridays. Weekly room cleaning is done on Fridays from 9am. Room cleaning service includes normal room cleaning and changing of all bedlinens and towels. The cleaning staff will not move your personal belongings and will not wash your dishes. Weekly cleaning is done for guests that have lived in the apartment a least 3 nights, och have a booking which is more than 7 nights. Weekly cleaning is not done on Friday if you check out the following Saturday or Sunday. Guests cannot choose a time for weekly cleaning. The cleaning staff begin work at 9am and clean all rooms until they are done. Then, they travel to other jobs that they have that day and cannot return to the hotel. If you do not want to have your weekly cleaning, please contact us at [info@continentalknivsta.se](mailto:info@continentalknivsta.se) in good time.

If additional room cleaning is required after the guest's check-out date, Continental Apartment Hotels has the right to charge for extra cleaning. The cleaning service does not include washing dirty dishes left in the apartment. If dirty dishes are left upon your departure, an additional cost of SEK 500 will be charged.

## Payment

All reservations are charged directly after you have received a booking confirmation unless other arrangements have been made with customer service. Bookings made through customer service may be paid by invoice or with credit card (Visa / Mastercard) If room payment has not been made, Continental Apartment Hotel has the right to prohibit access to your room.

## Keys

The Continental Apartment Hotel building in Knivsta is unmanned. Therefore, you do not need to check-in at a reception. Instead, use your digital code card to access the hotel.

Your digital code card contains codes for the entrance door and your apartment. The code for the entrance door is automatically changed daily in your code card. Simply press on the link every day to see the new code. *Always press # before entering the code.*

The code for your apartment will remain the same throughout your stay if it is less than 3-weeks\*. Your room code must first be "activated" with a 10 digit "Start Code" (which is light gray in the code card). After your room code is activated, you only need to enter the five-digit code. *Always press # before entering the code.* \*If your stay is more than 3-weeks, a new code will be automatically sent to your email after every 3<sup>rd</sup> week of your stay.



## Checking in

Since Continental Apartment Hotel Knivsta is unmanned, you do not need to check-in at a reception. Instead, use your digital code card to access the hotel. Check-in time is 4pm at the earliest.

## Checking out

Prior to your departure, please empty your room from your belongings, empty the refrigerator and freezer, wash all dirty dishes in the dishwasher, turn off the lights and all electronic equipment. You must leave your apartment no later than 12:00 noon on your departure date. Your room code is deactivated at 12:00 noon on your departure date.

## Storage of valuables and luggage

Continental Apartment Hotels has the right, by law, to retain luggage as security for a claim against a guest and in some cases, also to sell it. Continental Apartment Hotels has no responsibility for property stored in your room. A separate storage or luggage room is not available.

## Your own safety

For security reasons, we only allow employees, partners, and residents to stay in the rooms or other reserved premises. Always check where emergency exits, and fire extinguishers are located. Look for fire escape details posted on the inside of your room door. In the case of fire, call 112 and state the address: Sågverkstorget 5, Knivsta – Continental Apartment Hotel.

## Service & Repair Requirements

If you have any problems or service needs that arise between 8am and 4pm on weekdays, please contact us at [info@continentalknivsta.se](mailto:info@continentalknivsta.se) or call +46 (0)10 17 89 710.

For help with acute service problems outside of normal office hours, (for example – water leaks or electricity outage) call our answering service at +46 (0)10 17 89 710.

## Continental's complaints policy

Continental Apartment Hotels has no strict responsibility for the property that you store in your room. However, should it prove that Continental or Continental's partners have acted negligently or in any other way have been guilty of your property being damaged or lost, Continental Apartment Hotel will be responsible for the lost/damaged property.



Continental Apartment Hotels has a relevant liability insurance. In the event of claims being brought against Continental Apartment Hotels, these will be forwarded to the relevant insurer, who will investigate if any negligence exists.

In the event of any loss or damage, Continental Apartment Hotels recommends its customers to primarily report this to their travel, home or service insurance company. Customers should have adequate insurance coverage for themselves and their belongings.

## Right to refuse accommodation

Guests staying at Continental Apartment Hotels sleep and rest at all hours of the day. It is always therefore important to have consideration for others, and not gather, shout, or run in the corridors, stairways or in the hotel entrance.

Continental Apartment Hotels reserves the right to refuse accommodation due to any disturbance or conditions which causes concern among the other guests so that full payment for the accommodation cannot be made.