

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

### 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 was 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, address, email address, telephone number, and arrival and departure information to complete your booking. Your booking confirmation will be sent via email.

### Price

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

### Access to accommodation

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

### Cancellation and no-show

The Continental Apartment Hotels cancellation policy varies depending on the length of your reservation. Please see explanation below. Cancellations must be made by e-mail to [info@continentalsundsvall.se](mailto:info@continentalsundsvall.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 27 nights

Bookings less than 27 nights may be cancelled free of charge 7 days prior to arrival. Late cancellations will be required to pay for the entire period which was booked.

## Cancellation of bookings 27 or more nights

Bookings of 27 or more nights may be cancelled free of charge 10 days prior to arrival. Late cancellations will be required to pay for 50% of the the 27-night 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 or in front of the hotel entrance. It is not permitted to open the emergency doors and smoke on the stairs. If these smoking rules are violated, Continental Apartments 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 building or your room at any time. If pets are found in any apartment, Continental Apartment Hotels has the right to charge you for costs incurred for decontamination, with a minimum charge of SEK 5,000.

## Fire Alarm

### **IMPORTANT INFO!!**

A fire alarm is installed in each apartment and in all common areas (kitchen, laundry room, etc). It is important to be careful 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 010-1789770 and inform us that the fire alarm has been activated.

If the fire alarm goes off due to negligence (eg smoking in the room, smoke in the kitchen, etc.), the guest will be charged for the emergency cost (minimum SEK 6500).

It is not allowed to dismantle or cover the fire alarms. 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).

!! Smoking is forbidden in the entire hotel area. This means that smoking is forbidden in the room, bathroom, by any window, in any common area, outside of the emergency exit door or in front of the entrance door.

!! Candles are forbidden in the room, bathroom or anywhere else in the entire hotel building.

## Cleaning

Cleaning of the common kitchen is done on Mondays, Wednesdays and Fridays. Other common areas are cleaned on Mondays.

Weekly room cleaning is done on Wednesdays from 08:00am. 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 only for guests that have lived in the room at least 3 nights and have a booking that is more than 7 nights. Weekly cleaning is not done on Wednesday if you check-out the following Thursday, Friday, Saturday or Sunday. Guests cannot choose a time for weekly cleaning. The cleaning staff begin work at 8am 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 your weekly cleaning contact [info@continentalsundsvall.se](mailto:info@continentalsundsvall.se)

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

## 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 Sundsvall 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 room. The code for the entrance door is automatically changed daily on 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 room remains 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 room code. *Always press # before entering the code.* \* If your stay is more than 3 weeks, a new room code will be sent to you after every 3rd week of your stay.

## Checking in

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

## Checking out

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

## Laundry

A laundry room is located on the 2<sup>nd</sup> floor which can be used between 7am and 10pm. Laundry detergent is not provided.

## Kitchen

A kitchen is located on the second floor which can be used by all guests. The kitchen has a stove, oven, and dishwasher. A dishwashing brush, dishwashing liquid, dishwasher detergent, and kitchen utensils are provided. Everybody must clean up after they have used the kitchen. No personal items or food may be stored in the kitchen. Personal belongings stored in the kitchen may be discarded or there is a risk that others will use them.

## 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 guests 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: Continental Apartment Hotel, Rådhusgatan 13.

## Service and Repair Requirements

If you have any problems or service needs that arise on weekdays between 8am and 4pm, please contact us at [info@continentasundsvall.se](mailto:info@continentasundsvall.se) or call +46 (0)10 17 89 770.

For help with acute service problems outside of normal office hours, (such as water leaks or electricity outage) on evenings, weekends or holidays, please call our answering service at +46 (0)10 17 89 770.

## Continental's complaints policy

Continental has no strict responsibility for the property that you store in your room. However, should it prove that Continental Apartment Hotel 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 cover 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 therefore important to have consideration for others, and not shout or run in the corridors.

Continental Apartment Hotels reserves the right to refuse accommodation due to any disturbance or conditions which causes concern among the other guests.