

# FAQ

## Toftegården Guest House

**Here you can read answers to some of the most asked questions we receive.  
If you have any more questions, please contact us.**

### **What kind of rules did you have if I rent an apartment/rooms?**

As landlord we have to make sure that you receive a written confirmation on your booking. You will be informed on important changes when booking your reservations. You have access to your apartment/room from 2.p.m -12.p.m on arrival day and until 11.am on departure day, unless you have a special agreement with the landlord. We are not responsible for activities outside Toftegården residents. If you are not satisfied with your apartment/room on arrival, contact the owner/caretaker so we can find a solution.

### **Where did I find more information about your apartments and rooms?**

You can find detailed information and images here on this website under Top menu and click “Udlejning”. The apartments and rooms are standard quality with fully equipped kitchen, TV, toilet, shower etc. Wardrobe and storage can vary in size in different apartments/rooms. Beds are all single box-beds 80-90cm wide with blankets and pillows, you can put 2 single beds together for doubles. Sheets and towels are in the apartment/rooms but you will make your own bed at arrival.

### **What did you mean with Self-Service?**

The whole Toftegårdens concept is based on self-service. You can read more about it under “Policies” on the same page here.

### **What about cleaning at departure?**

Final cleaning is included in booking fee but we expect you to clean the dishes and clear the room, also put your dirty bedding and towels on the floor at your departure. We offer good quality apartments/rooms at a cost that matches our concept of Self- Service.

### **What kind of other service did you have?**

Free car parking on Markvej or at Toftegårdens 3 parking spots. Markvej 63 A-B marked with “Toftegården parkering” (Look for GRØN/GREEN marking on the info board in your apartment/room). We also have bike parking in a closed outhouse in the yard. Beds and chairs for children can be borrowed.

At departure, if you don't leave at 11:00 pm, you can put your luggage in a locked room in LUGGAGE ROOM in Building B, contact the owner or caretaker for key code. We don't take responsibility for your luggage.

It's possible to rent the whole yard and party/assembly room if you have some big party or event for celebration. There is room for 28-30 persons. Please contact the owner for more information.

### **Can I smoke in the room and what about pets?**

Smoking inside apartments/rooms is not allowed at Toftegården. Smoking is allowed in the outside yard at Toftegården. Domestic animals are not allowed at Toftegården as many of our guests are allergic.

### **Rules for using the fitness center?**

When you rent with us, you will have free access to our fitness center. Please remember, max 2-3 people in the room at a time and minimum age is 18 years for the use of the center. The key to the fitness center comes with the key to your apartment / guest room.

### **Is Toftegården far from town and beach?**

Toftegården is located in the center of town, close to the beach and only 7-10 minutes walking distance to the center, the train station, the pedestrian street Sct. Laurentia, the beach and the harbor.

### **Where can I park my car or bike?**

You can park your car for free on or around the farm. You can park your bike in a locked outhouse in the inner courtyard.

### **Can I rent bikes at Toftegården?**

We do not rent bikes but it can be rented around the city (at the train station or down at the harbor).

**How do I find Toftegården?**

Check on our website on the menu "Find us".

**Where can I have breakfast and / or dinner?**

Breakfast is not included in our self-service concept. There are several bakeries in the city where you can buy breakfast as well as a wide selection of restaurants within walking distance of the farm. We are happy to help you with recommendations and reservations.

**Where can I buy food?**

At the railway station there are several major stores such as Brugsen, Netto, Fakta and Aldi

**When is my reservation binding?**

As soon as you have accepted your reservation and received your lease contract. The reservation is binding 3 days after you received the lease contract.

**When shall I pay for my renting?**

It's done either when you arrive or leave at Toftegården. **NB:** We only take cash as a payment method on Toftegården, we don't have a credit card terminal. If you booked via [booking.com](http://booking.com), the booking you made online is only for reservation purpose, no money is withdrawn on your credit card.

If your payment is more than 5000 DKK see detailed information below.

**If I want to cancellation?**

You can cancel your reservation/lease either by calling us (Tlf: +45 23104540) or via email ([toftegaarden@skagen.nu](mailto:toftegaarden@skagen.nu)).

You can also cancel via our booking system on [www.skagen.nu](http://www.skagen.nu) - Top and menu click "Booking".

We are bound to give you a confirmation on your cancellation either by writing or email.

**NB:** If you made your reservation via [Booking.com](http://Booking.com) or [Airbnb](http://Airbnb), it's important that you cancel on their website and not through us, we can't do that for you. Their cancellation policy is applicable in this case.

If your cancellation is done 30 days before your reservation, it's for free. If you cancel your reservation 30 days or less, you will have 50% refund of your booking payment, you will get a notice from us and then you have 10 days to make the payment. Overpayment, if the difference is in your favor we will transfer the difference to you quickly as possible.

**What are your rights as guest/tenant?**

When you arrive, if the apartment/rooms are not in the above promised condition at check-in time, you have the right to cancel your reservation. Instead of cancellation, we ask of you to contact us for a reduction in renting fee. If you have any complaints, please contact the owner/caretaker so we can take care of the situation. If you for some reason are prevented to check-in or can't make your reservation, you are allowed to find another person to get in your place, we have to approve this person. Please notify us as soon as possible if this is the case.

**What is my responsibilities as guest/tenant?**

You have to follow the rules and instructions as Toftegården has laid out in house regulation. Take care of the apartment/rooms as you will be responsible for all damage made to apartments/rooms or Toftegården. You can't use the apartments/rooms for other purposes than agreed upon booking. No outside persons are allowed to overnight in your apartment/room, for an extra fee we can arrange extra beds. Contact the owner/caretaker in this case.

No loud noises or music after 11.00 pm and please respect the other guest when using the yard after 11.00 pm.

**War/natural disasters/strikes etc.?**

In case of emergencies like acts of war, natural disasters, extended interruptions to the water or energy supply, fire, or other similar major events which neither Party could have predicted nor influenced, both Parties shall be entitled to cancel bookings and reservations. We will pay the difference minus the days you've spent in the apartment/room.

**What happens in the event of a dispute?**

Contact Toftegården directly with any complaints. Note that chances for compensation may drop if you delay your complaint. If the guest and Toftegården fail to reach agreement during negotiations, you may approach the Danish Board for Consumer Complaints or a public court of law. The Consumer Complaints Board consists of a chairman and consumer and business representatives.

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