

TOFTEGÅRDEN GUEST HOUSE

Apartments & Rooms

Our rental conditions/ Policies

Rules when you rent 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.

Apartment/Room descriptions:

You can find detailed information and images on our website: www.skagen.nu / 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.

Final cleaning at departure:

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 DID WE MEAN ABOUT SELF-SERVICE.

- You'll be in charge of check-in and check-out (see instructions below / lease contract)
- - Make your own bed when you check-in (linen and towels is on the bed at arrival)
- Clean up the apartment/guest room during your stay. If you have the need for vacuum cleaner or dryer, you can find it in the cleaning room in building B, toiletries, kitchen rolls, tea towels, medicine cabinet is also in cleaning room in building B.
- You'll sort trash, paper and bottles in the set up trash containers near the gables in the garage.
- You'll do your own cooking, we don't offer that service (kitchen is fully equipped) There is a bakery at Sct. Laurentii Vej 82, where you can buy breakfast and lunch. 7-10 walk from Toftegården. There is also 4 major supermarkets in walking distance.
- Free Nescafé and tee in the kitchen.No music or loud noise after 11:00 pm. Please respect other guests.
- Access to free WI-FI
- Feel free to use yard and terrace, please clean up after yourself. We have a gas grill you can use, it's placed at the bike parking.
- Feel free to use the gym, max. 2-3 people, minimum 18 years of age, contact the owner or caretaker to get the code to unlock the door.

Other services:

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.

Smoking and domestic animals/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.

When is your 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.

Payment:

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](https://www.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.

Terms and conditions if booking payment exceeds 5000 DKK:

There is a deposit on 50 % of the total payment.

– If you book your stay in the current year, 50 % should be transferred to Toftegården bank account 10 days after you received your lease contract.

– If your booking is for next year, 50% deposit is to be transferred to Toftegårdens bank account latest 31. december.

You will get more information after your reservation. If you don't pay the deposit in time after the above terms, we have the right to cancel your reservation. If your payment is missing we regard this as a cancellation and our cancellation policy will apply. (see below).

Cancellation policy:

You can cancel your reservation/lease either by calling us (Tlf: +45 23104540) or via email (toftegaarden@skagen.nu). You can also cancel via our booking system on 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](https://www.booking.com) or [Airbnb](https://www.airbnb.com), 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 are your 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.

Toftegården Guest House i Skagen
Markvej 63 a-b, 9990 Skagen
Tlf: +45 23104540, E-mail: toftegaarden@skagen.nu

Hjemmeside: www.skagen.nu