



Bed & Breakfast Lidhem

This policy is applicable from 1 december 2018 until further notice. Bed & Breakfast Lidhem is part of Lidhem Herrgård Vimmerby AB, in this document referred to as LHV. Please contact us if the policies are not clear.

1. General conditions

The general conditions apply to bookings made directly or via 3rd parties.

- Swedish law applies to all reservations.

1.1 payment

- All prices, prepayments and refunds are in Swedish crowns (SEK).
- For payments, refunds and claims the credit card that you provided with your booking will be used.
- We collect 25% within a week after booking. This down payment is not refundable.
- We collect the remaining 75% about 30 days before arrival after which the booking can no longer be cancelled or changed.
- If LHV cannot collect the amount due from your credit card 48 hours after the first attempt, LHV cancels the booking. If LHV is unable to cancel the booking (i.e. 3rd party bookings) we do no longer guarantee the booking.
- On location we accept Visa, Mastercard and American Express. Cash only for payments under 50:-

1.2 accuracy & completeness of the booking information

- The information provided in the booking (as number of guests, age of guests) needs to be correct and complete.
- The number of guests in an accommodation may not exceed the maximum specified on the website/ 3rd party system. Babies are counted as a child.
- LHV has the right to charge your credit card for additional costs, to relocate your party or to cancel the booking without refund if the information provided by the guest in the booking is incomplete or inaccurate, i.e. when the max. number of guests or the age limit is exceeded.
- Dogs are NOT allowed.

1.3 check in & check out

- Check in at an agreed time, between 16.00 and 21.00
- Changes of agreed times or late arrival (arrival after 21.00 or another day) have to be communicated as soon as possible in order to agree an alternative check-in procedure.
- No show on the first night without communication will be considered a cancellation of the entire stay.



- Half an hour after planned arrival time we cannot guarantee that the owner or staff are present.
- Latest check out time 11.00, delays without prior permission will be charged.

1.4 cleaning & damages

- Normal cleaning is included in the rental. In case the accommodation is left dirtier than reasonably might be expected or in case of bedwetting we may charge for extra cleaning in accordance with our pricelist.
- Damage to towels, sheets, madrassas, furniture etc., beyond normal wear and tear may be charged.

2. Bookings via our website or e-mail

The conditions below apply to bookings made directly with LHV. For 3rd parties bookings we refer to their conditions, communicated in their booking confirmation or system.

Cancellation of accommodation

After receiving the down payment of 25% the booking is final and the cancellation or change policies are applicable.

If the booking is cancelled within 48 hours after receipt of the booking confirmation, cancellation is free of charge unless the booking is made within 30 days before arrival or in case the original booking was modified/ rebooked.

You can cancel the booking up to 30 days before arrival. The down payment of 25% (per week or part of week/ per room or apartment) is retained as a reservation & administration cost. You no longer have to pay the remaining 75%.

If you have booked for a particular time period but depart earlier and/or arrive later you will be charged for the entire stay

To cancel a booking use the link you received in your booking confirmation. The cancellation will be confirmed by e-mail by LHV. You will no longer have the right to use the accommodation in the reserved period. A cancellation cannot be revoked.



Changes of the booking

For changes you can contact LHV via e-mail. Modifications of dates or accommodation type can be made up to 30 days before arrival. A shortening of the stay will be treated as a (partial) cancellation.

The date/ time LHV receives the e-mail is considered the date/ time of change. The change will be confirmed by LHV by e-mail.

1. The modified booking (or a replacement of this booking) cannot be cancelled or modified again.
2. If the new room/ apartment/ date has a lower price no refund will be made.
3. If the new room/ apartment/ date has a higher price we will charge your credit card for the difference.

Cancellation or changes of other than accommodation

Change/ cancellation of meals, activities, extra beds, services etc. have to be communicated/ confirmed via e-mail by the tenant. The date/time LHV receives the e-mail is considered the change/ cancellation date. The arrival day agreed upon in the booking determines the fee. The change will be confirmed by LHV by e-mail. In case the change is communicated by phone the change/ cancellation will be confirmed spoken, the date/ time the change is entered in the system is considered the date/ time of change/ cancellation.

Up till 23:59 the day before arrival the cancellation/ change can be made at no costs and the amount paid will be refunded. If cancelled later 50% of the amount due is collected/ 50% refund is made. In case of no show for breakfast/ unused bed linen/ prebooked meals the entire amount is collected.

For groups, special arrangements etc. special conditions are applicable.

Cancellation or changes by the host

LHV reserves the right to cancel the booking if the amount due is not paid 30 days before arrival.

LHV reserves the right to cancel the booking or modify service levels/ accommodation in the event of things 'beyond our reasonable control'. We will not be in breach of our agreements and booking contract, nor liable for any failure to perform any of our obligations in relation to your booking, due to any adverse event, act, omission or accident which is beyond our reasonable control. This includes but is not limited to: flood, earthquake, extreme adverse weather conditions, natural disasters, other acts of God, acts of terrorism, interruption or fire, or failure of electric power, gas, water, or other utility service, plant machinery, computers, vehicles or any collapse or damage of building structures. We also reserve the right to cancel a booking due to



personal emergencies, including but not limited to, a death in the family, personal injury or any type of medical or personal emergency.

If the problem is likely to be solved on short notice and/ or if there is a reasonable work around we do not cancel the booking and we will inform our guests on location.

Complaints

Complaints must be reported to the host as soon as possible (+46-73 8339600) If the accommodation is not cleaned properly, is insecure or defects are detected, LHV will take action immediately and resolve the problem as soon as possible.

For other complaints LHV has to respond within a reasonable time.

LHV verifies and updates www.lidhem.se, booking.com and B&B Europe once a year. Changes of accommodation, like replacement of equipment or furniture may occur during the season.

We are not responsible for channels that copy/ use our information.

At your own risk

LHV can not be held liable for damages arising in the garden, playground or mini farm. Visiting/ using those areas is at your own risk.

November 2018, Lidhem Herrgård Vimmerby AB