

General terms and conditions are applied to all guests of Tärnaby Bed&Breakfast (TB&B)

1. TB&B have the right to refuse to rent our cabins or rooms to any guests at any time and TB&B reserve the right to cancel a reservation at any time.
2. We will only guarantee preliminary bookings upon receiving an email , text message or letter and upon you receiving a confirmation from us of your preliminary booking, by email or text message. Over certain periods, a non-refundable holding deposit may be required.
3. We reserve the right to alter or amend our rates at any time.
4. Cancellation by the guest is required to be given by phone call and/or in writing (by email) .
5. Bookings/payment terms and conditions.

If you give us more than 4 weeks notice of cancellation , all your payment is returned. (less 10 % admin/holding fee)

If you give us less than 4 weeks, but more than 3 weeks 75 % of your payment is returned.

If you give us less than 3 weeks, but more than 2 weeks 50 % of your payment is returned.

If you give us less than 2 weeks, but more than 1 week 25 % of your payment is returned.

If you give us less than 1 weeks notice, NONE of your payment is returned.

Any refund, will be transfered back into your bank account.

***** HOLDING DEPOSITS ARE NON REFUNDABLE *****

6. Check-in and check-out times. Guests may check in at any time after 15.00 pm on day of arrival. On departure guests must vacate their rooms and check-out by no later than 11.00 am. Failure to do so will entitle TB&B to charge for an additional night.

7. Guests must pay all outstanding charges on departure failure to remit any payments due, prior to departure, will result in TB&B debiting your account.

8. Smoking. All bedrooms and apartments are non-smoking.

9. Pets. Due to allergies, hygiene and damage concerns ; No animals are allowed in our Guest House or our Apartments. (Special circumstances may exist. Please ask for further details at time of booking- Do NOT turn up with pets and expect us to accommodate them)

TB&B reserve the right to charge an extra night's stay (at the prevailing rate and using the credit card given to secure the booking) if we have to especially clean and air the room for 24 hours before another guest can occupy it.

10. Right of Refusal. TB&B reserve the right to refuse a guest entry and accommodation if, on arrival, management reasonably considers that the guest is under the influence of drink or drugs, is unsuitably dressed or is behaving in a threatening, abusive or otherwise unacceptable manner.

11. Disturbance : TB&B reserves the right to require a guest to leave if he/she is causing a disturbance, annoying other guests or staff or is behaving in an unacceptable manner. Guests shall not bring their own food or drink into the café for consumption.

12. House Rules (SEE BELOW)

Guests shall comply with all reasonable rules and procedures in effect at the guest house or in our apartments.

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13. Valuables

Guests with valuables should ask to have them placed in the in the receptions central safe. We shall be liable for any loss of or damage to valuables placed in the central safe. Guests will be issued with a receipt for any valuables kept in the central safe.

14. Losses, Liability etc.

Guests must report any loss of or damage to their property immediately on discovery to TB&B Reception, Security or other appropriate staff members, and shall make themselves available to assist with any reports made by TB&B to the police. Guests shall not enter areas of the Guest house or areas in Apartments, which are indicated as being closed to the public. TB&B shall not be responsible for death, personal injury or loss or damage to property suffered by a guest in such areas. TB&B shall not be liable to a guest for any loss or damage to property caused by the misconduct or negligence of a guest or an Act of god, or where the guest remains in exclusive charge of the property concerned.

TB&B shall not be liable for any failure or delay in performing any of its obligations under this Agreement if the failure or delay was due to any cause beyond its reasonable control, including (without limitation) war or threat of war, civil or political action or disturbance, riot, natural disaster, fire, epidemic, bad weather, terrorist activity (threatened or actual), military activity, governmental or regulatory action, industrial dispute, act of god, failure of power or machinery, failure of or interruption in externally provided services and utilities, and all similar events outside of TB&B's control.

Whilst all reasonable efforts have been taken by TB&B to ensure that bookings made under this Agreement are able to proceed, TB&B reserves the right to relocate any booking to another accommodation of similar size and standard in the locality. The client acknowledges that TB&B accepts no liability for any loss or damage suffered by or caused to the client in the consequence of the relocation of the client.

For the avoidance of doubt, TB&B do not exclude liability for death or personal injury caused by TB&B's negligence.

Guests will be liable for any loss, damage or personal injury they may cause at TB&B. The cost of any articles in the room that are found

to be broken, damaged or missing on departure may be charged to the client, this includes loss of the room key.

Guests may also be liable for any loss of business arising as a direct result of the loss or breakage.

HOUSE RULES

- **Cleanliness of your apartment.** Please check that you are happy with tidiness and cleanliness of your accommodation when you arrive. If you are not happy with the cleanliness, then please contact us immediately and we will rectify the problem.
It is no good to tell us at the end of your stay to try to get a discount/refund. This tactic will NOT work !)
- **End-cleaning :** Cleaning at the end of your stay is **NOT** included in your accommodation price (unless otherwise stated - check your booking confirmation email)
The price of end cleaning is dependant on the size of your accommodation and ranges from **695 sek to 1995 sek**. If you decide during your stay that you would like end-cleaning arranged, then please notify reception , at least one full day before your departure date.
- **Linen & Towels :** are **NOT** included in the price . They can be rented for 100 SEK from our reception
- **Damage and Breakages.** Please check for any damage to the apartment upon check-in and report them to our reception. If you damage or break anything yourself, please also report this to our reception.
- **Furniture :** If you move furniture to different positions or areas in the house, then please return them to the original position before you check out .
- **Sauna use (Wood-fired barrel) ;** Cost : 45 sek per person (for 2 hour use) and **must be paid before use**. If you cancel your sauna and we have already prepared and heated it , then you still must pay a minimum 200 SEK.
You will need to book the sauna at our reception-café or call +46(0) 954 10 700 at least 2 hours before your intended use. However please try and book a time , the day before .
For hygiene reasons, you are expected to shower before you use the sauna.
Extra showers are available in our café-reception area.
Please do **NOT** leave your empty cans and bottles in or around the sauna. Be considerate ..
Take your rubbish with you !
- **Rubbish :** There is a black rubbish bin outside the entrance door of the **TOPHOUSE** .
If this gets full, we have a large green bin in our guest house car park. Please take your rubbish down to there. Please keep glass , plastic & aluminium cans in separate bags.
- **Rubbish :** There is a rubbish bin outside to the side of **Stetind Apartments**.
Please keep glass , plastic & aluminium cans in separate bags.
- **Rubbish :** There is a rubbish bin outside, about 50 metres to the left of the **Piste Apartment**.
Please keep glass , plastic & aluminium cans in separate bags.
- **Electricity or fuse problems :** Call +46(0) 954 10 700 or go to our reception.
- **Snow clearing :** Every endeavour is taken to make sure the snow is cleared before your arrival. Outside your apartment you will find snow clearing ploughs . It is the guests responsibility during their stay to clear the snow away themselves.
- **Open fires :** If you have an open fire-place in your apartment, you will need to bring your own wood or purchase wood from the Statoil petrol station.
Sometimes we have wood available for sale from our reception, however normally it is reserved for use in our sauna. (The sauna burns a lot of wood and we need to make sure we have enough wood to last us the winter season)
Payment : (If you haven't already pre-paid for your apartment or upon check-in)
The person who made the booking is responsible for payment. If there is a group of you, it is up to the leader (the person who booked) to pay the full amount for accommodation and pay at reception..
It is his/her own responsibility to collect all the monies from his party and not ours.
(**See pre-payment terms and conditions above in point 5 of general terms and conditions**)