



BOOKING AND CANCELLATION TERMS

General terms and conditions regarding cancellation, rebooking, and payment for individual guests (private bookings) at Yasuragi Hasseludden AB (Yasuragi).

PAYMENT TERMS

When making a reservation through our online platform, payment is required at the time of booking, rendering your reservation immediately final. Consequently, our cancellation policy takes effect on the day the booking is completed. If payment is made using a Yasuragi gift card, please input the gift card number. The gift card serves as a valuable document that must be presented at the reception upon arrival. In the absence of the gift card, payment for the stay will be required on-site. Should you forget to bring the gift card, we can, for a fee, facilitate its redemption afterward.

CREDIT CARD

Your card will be charged at the time of booking and will be retained for your reservation for three days following departure. Any remaining balance at check-out will be charged to your card.

PERSONAL CANCELLATION PROTECTION

Yasuragi provides personal cancellation protection for individual reservations. This protection is rendered void once it has been utilized, such as for changing the date. A new cancellation protection must then be acquired to regain this option. Please be aware that altering the date may lead to a price adjustment for your booking, contingent upon the pricing for the new date. Cancellation protection must be purchased at the time of booking to ensure its validity.

CANCELLATION OR REBOOKING WITH CANCELLATION PROTECTION

Cancellation or rebooking is permitted until 4:00 PM the day prior to arrival. If cancellation or rebooking occurs less than 7 days before arrival, the cancellation protection will be forfeited; however, in the event of cancellation, the remaining amount will be refunded.

CANCELLATION OR REBOOKING WITHOUT CANCELLATION PROTECTION

Cancellation or rebooking is permitted free of charge up to 7 days prior to arrival. Cancellations made less than 7 days before arrival will incur the full fee, and rebooking is not an option. Promotional bookings: Cancellation or rebooking is not permitted without cancellation protection.

CANCELLATION OR REBOOKING WITH BATH CARD

Cancellation or rebooking may be completed up to 24 hours prior to arrival.

LEGITIMATION

For security purposes, all guests aged 18 and older must provide valid identification. The hotel retains the right to cancel the reservation if valid identification is not presented.

FORCE MAJEURE

A strike, lockout, fire, explosion, war or similar state of conflict, significant delivery restrictions, or other circumstances beyond Yasuragi's control, grant Yasuragi the right to terminate the agreement without any obligation to compensate for damages.

ALLERGIES

Any allergies not specified in the “Meals” section cannot be accommodated during your stay. Yasuragi cannot ensure an environment devoid of airborne allergens. Yasuragi operates as a contact-free facility.

COMMERCIAL ACTIVITIES RELATED TO RESIDENCE

Commercial activities as part of a stay must be arranged directly with the hotel.

SV: Kommersiell verksamhet i samband med vistelsen ska avtalas med hotellet.

DK: Kommercielle aktiviteter i forbindelse med opholdet skal aftales med hotellet.

FI: Majoitukseen liittyvästä mahdollisesta kaupallisesta toiminnasta on sovittava erikseen hotellin kanssa.

NO: Kommersiell virksomhet i sammenheng med oppholdet skal avtales med hotellet.