

## GENERAL RULES

### Reservations

You can make a reservation by phone, fax or e-mail. We need your credit card details to be able to guarantee the booking. The reservation is not valid until it has been confirmed by the hotel. The hotel has the right to take out a deposit for pre-bookings.

### Cancellation rules

If nothing else has been agreed upon at the time of reservation, the cancellation should be done by e-mail (info@hotelcopenhagen.dk), phone: (+45 32 96 27 27) or by fax (+45 32 96 83 08) before 12 pm the day before arrival to avoid unnecessary fees. If you do not show up and have not cancelled your reservation or have cancelled your reservation before 12pm the day before arrival, you will have to pay for the accommodation of the first night. If the hotel has had other costs in regards to your reservation, you will be charged for these.

It is always the customer who has the burden of proof for a cancellation of a room. You may request that we send a written record of the cancellation as evidence. We can send it by mail, fax or letter.

### Arrival and departure

The room is available from 2 pm on the day of arrival and check out is before 11 am.  
Check in is between 2 pm until 11 pm, if nothing else is shown in your booking confirmation.  
The reception is closed between 11 pm and 7 am.

Check out is at the latest 11 am on the day of departure. If you leave the room after 11 am, a fee will be charged.

The room price includes local taxes and VAT. Breakfast is not included in the rate, the price is DKK 50,- for adults and 30,- for children (under 12 years).

### Guaranteed arrival

In accordance with a guaranteed arrival the hotel is entitled to get information about the guests' credit card number, type and expiry date to make sure that the guest is debited for the room.

### Payment

The room should be paid at the arrival or by bank transfer, either by credit card, bank transfer or cash.

### Storage of Luggage

Hotel Copenhagen is not responsible for loss or theft of valuables and luggage at the hotel. This is also related to the use of the luggage-boot.

### Lost property

We keep lost or forgotten property for 3 months after departure. We will only send you your property through prepayment of postage, packaging or handling fees.

### Parking

We cannot guarantee availability of parking spaces, and these cannot be booked. The ones that are available upon arrival are the ones we have free for our guests.

CVR. nr. 27625126

Please notice that you have to confirm a reservation before it is valid.