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# BOOKING TERMS AND GENERAL INFORMATION

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## PAYMENT AND CANCELLATION

Ästad Vingård is a cash-free facility. It is possible to pay by card, Swish, or invoice. For invoice, please notify the invoice address no later than 7 days before arrival.

Ästad Vingård's gift card can be redeemed as payment for packages with overnight stays, day visits to Sinnenas Spa, wine activities, or meals at Restaurang Logen. Gift cards cannot be redeemed as payment for a new gift card.

When booking 3 or fewer rooms as a private person, you can cancel or change your booking without cancellation protection up to 7 days before the day of arrival. When booking 4 or more rooms, the rules for conference booking below apply.

From 6 days before arrival, the full amount will be charged upon cancellation or if you make changes to the booking, unless cancellation protection has been purchased. If cancellation protection has been purchased, the booking can be canceled or rebooked free of charge until 15:00 the day before the day of arrival.

The cancellation protection must be signed at the time of booking. Your card will be charged or an invoice will be sent after the cancellation. Cancellation protection is non-refundable.

The customer is solely responsible for damage or sabotage that you or participants through negligence cause at Ästad Vingård AB and the customer will then be liable for compensation. Ästad Vingård AB has the right to reject the groups that disturb peace and order.



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## ACCOMMODATION

Hotel rooms are guaranteed to be available for check-in at 14:30 (unless the add-on Early Check-in at 13:00 has been purchased). Cottages are available for check-in at 15:00.

Check-out on the day of departure is at 11:00.

You are of course always welcome to start your stay with us before you check-in, for example with lunch.

## SINNENAS SPA

Entrance to Sinnenas Spa includes a loan of towel, bathrobe, and slippers.

Food and beverages (alcoholic/non-alcoholic) are ordered on-site at Smakbaren at Sinnenas Spa. *It is not allowed to bring your own food or drinks.*

Cancellation of your booking with 24 hours notice. If cancellation occurs too late or a guest does not show up, we reserve the right to debit the entire amount to the booker's name and address details.

Please see your booking confirmation for which hours you have access to Sinnenas Spa.

## RESTAURANTS

Please inform us about any allergies or specific wishes regarding diet.

Breakfast is served at Restaurant Logen from 07:30-10:30.

For more information about meals and our restaurants, please visit [astadvingard.se](http://astadvingard.se)



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## GUIDED VINEYARD TOUR

Please bring suitable clothes and shoes, since the first half of the tour takes place outdoors on the vineyard. In rare conditions, when the weather conditions are unacceptably bad, the tour will be held indoors and presented with a slide show.

## CANCELLATION OF GROUP AND CONFERENCE EVENTS

### Payment

For those who have booked 4 or more rooms, the general booking conditions for group and conference arrangements apply. As the ordering customer, you are responsible for all costs incurred by the order and the event. Failure to participate in an ordered meal, accommodation, or activity does not entail the right to a price reduction. For events that are booked to a value greater than SEK 200,000 Ästad Vingård has the right to demand an advance payment of 50% of the booking value. Payment is made after the end of the stay via invoice unless otherwise agreed. In the case of a split invoice, a handling fee of SEK 100 per invoice will be added. Payment terms are 30 days unless otherwise stated, or if special payment terms have been agreed upon.

### Cancellation of group and conference events

Cancellations must be notified by a written message, such as an e-mail or a written letter.

If canceled up to 4 weeks before the date of arrival, no fee will be charged.

If canceled 2 - 4 weeks before the date of arrival, 75% of the booking value will be charged.

If canceled less than 14 days before the date of arrival, 100 percent of the booking value will be charged.

### Reduction of the number of participants at group and conference events

If reduced later than 14 days before arrival, 10% of the number of participants can be reduced without charge. In case of reduction later than 7 days before arrival, 100% of the booking value will be charged per each canceled participant.



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## GENERAL INFORMATION

If possible, please let us know prior to your arrival if you prefer single or double beds, in cases where you stay 2 people per room.

We are also happy to receive information about any allergies before your arrival.

The easiest way to get to Ästad is by car. However, during summer, certain weekends, and public holidays, there's also a bus line from Varberg Central Station.

Ästad Vingård has free parking. There are also parking spaces for the disabled, as well as four charging stations for electric vehicles.

We will be very thankful if you would like to answer our guest survey which will be sent out after your approval at check-out.

In the event of a booking request/booking, your contact information is saved in accordance with our personal data policy.

