
BOOKING TERMS AND GENERAL INFORMATION

PAYMENT AND CANCELLATION

Ästad Vingård is a cash-free facility. As a private guest, you are welcome to pay by card or the Swedish mobile payment solution *Swish*. For corporate bookings/conferences where the orderer is based in Sweden, we also accept payment by invoice, for which we request that you provide the invoice address at least 7 days before arrival. For invoicing to companies outside of Sweden, prepayment is required.

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.

ACCOMMODATION

Please see your booking confirmation for more information on when you can check in and out of your booked room(s). You can of course start your stay before you check in, with, for example, a lunch at Restaurant Logen.



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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.

For more information about meals and our restaurants, please visit astadvingard.se

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 offers free parking. There are also parking spaces for the disabled, as well as charging stations for electric vehicles. Charging is paid for via a mobile app.

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.



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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 and changes of group and conference events

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

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

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

If canceled/changed 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.

