

RESERVATION- AND PAYMENT TERMS

All reservations are prepaid upon the time of booking. If payment is not received, Kirk Stay reserves the right to cancel the reservation without any preceding notice. Subsequent months must be prepaid so that the money is in Kirk Stay's hands no later than the first of each month.

If the guest defaults on his/her payment obligation, or otherwise significantly defaults on our general terms and conditions, and the guest has not rectified the situation no later than 2 days after a written order, Kirk Stay can cancel the reservation with immediate effect and demand compensation from the guest in accordance with standard compensation rules in Danish law.

If you have any questions regarding payment, please contact the reception.

CANCELLATION POLICY

Reservations of 6 nights or less can be canceled no later than 12.00 pm the day before the confirmed arrival date without charge. In case of cancellation later than 12.00 pm the day before the confirmed arrival date, a fee of 50% of the confirmed rental period is charged, however corresponding to a minimum of 1 night.

Shortening of the stay must be sent to info@kirkstay.com no later than 12.00 pm the day before the new departure date. In the case of shortenings received after 12.00 pm the day before the new departure date, a cancellation fee of 50% of the remaining rental period is charged, however corresponding to a minimum of 1 night.

Reservations of 7 to 14 nights can be canceled no later than 12.00 pm 7 days before the confirmed arrival date without charge. In case of cancellation received after 12.00 pm 7 days before the confirmed arrival date, a fee of 50% of the confirmed rental period is charged.

Shortenings of the stay must be sent to info@kirkstay.com no later than 12.00 pm 7 days before the new departure date. In the case of shortenings received after 12.00 pm 7 days before the new departure date, a cancellation fee of 50% of the remaining rental period is charged.

Reservations of 15 to 30 nights can be canceled no later than 12.00 pm 14 days before the confirmed arrival date without charge. In case of cancellation received after 12.00 pm 14 days before the confirmed arrival date, a fee of 50% of the confirmed rental period is charged.

Shortenings of the stay must be sent to info@kirkstay.com no later than 12.00 pm 14 days before the new departure date. In the case of shortenings received after 12.00 pm 14 days before the new departure date, a cancellation fee of 50% of the remaining rental period is charged.

Reservations of more than 30 nights can be canceled up to 30 days before the confirmed arrival date without charge. In case of cancellation received less than 30 days before the confirmed arrival date, a fee of 100% of the confirmed rental period will be charged, however a maximum of 30 nights.

Shortenings of the stay must be sent to info@kirkstay.com no later than 30 days before the new departure date. In the case of shortenings received less than 30 days before the new departure date, a cancellation fee of 100% of the remaining rental period is charged, however a maximum of 30 nights.

Prices are based on the confirmed number of nights. In the case of shortenings, an increase in the price per night for the entire rental period must be expected.

Any cancellation or shortening of stay can only be done in writing via email.

CANCELLATION POLICY FOR GROUP BOOKINGS

Reservations of 5 apartments or more are considered a group reservation and can be canceled or reduced without liability according to the following rules:

- Cancellation of the entire group no later than 30 days before the arrival date
- Cancellation of no more than 50% of the original reservation can be made up to 14 days before the arrival date

If canceled 14 days before arrival, a fee of 100% of the confirmed rental period will be charged.

Cancellation, which must always be made in writing, means cancellation, reduction, shortening and similar significant changes in relation to the final confirmation.

The cancellation fee is 100% of the price of all services per canceled group participant. In the event of a no show, this entails full payment for all the ordered services. If the customer does not update according to the above deadlines, the hotel reserves the right, per deadline, to adjust the order at its best discretion.

Deposit: A deposit corresponding to 100% of the total confirmed amount must be paid to the hotel no later than 1 month before the first arrival. If a guest arrives later and/or leaves before the booked period, the entire booked period related to the guest will be charged.

SERVICES

Cleaning of the apartment as well as a change of linen and towels is included in the rent and is done every fourth day for reservations of at least 7 nights. Extra towels are changed as needed regardless of the duration of the reservation. Additional cleaning can be ordered at the reception for a fee.

There is free WiFi in the apartments.

PARKING

Paid parking is possible in Havneøen's car park at the address: Kahytten 2 7100 Vejle. Any parking charges are at the guest's own account. Kirk Stay is not liable for any damage or theft in connection to parking.

VARIOUS INFORMATION

The reception is closed at night. Check-in can be done from 14.00 pm to 22.00 pm on the day of arrival. Check out must be done no later than 11.00 am on the day of departure. It is possible to check in earlier or check out later upon prior agreement with the reception for a fee. However, Kirk Stay makes reservations for days when this is not possible due to new arrivals. A fee will be charged for checking out after 11.00 am if a prior agreement with the reception has not been made.

The apartment may not be occupied by more people than have been booked and confirmed.

The guest is responsible for furniture during the stay.

The guest is liable for all damages caused by the guest or his/her guests in addition to normal wear and tear.

We reserve the right to charge a deposit for fixtures, etc. upon arrival.

We reserve the right to gain access to the apartment after informing the guest beforehand in connection with cleaning, repairs etc. – however, emergencies are excluded.

Indoor and outdoor smoking are prohibited in all apartments and on hotel areas. You will be charged a fee ranging between DKK 5.000 to DKK 20.000 if you smoke on the property and an additional DKK 9.500 if you activate the alarm.

We recommend that the guest take out their own travel insurance, as Kirk Stay is not liable for the guest's belongings or personal injuries during the stay. Contact the reception no later than 8 days after the end of your stay if valuables have been forgotten before departure.

In the event of force majeure, such as war/water damage and epidemic diseases, Kirk Stay has the right to cancel the reservation. In that case, prepayments received will be returned to the guest. The guest is not entitled to further compensation.

We encourage all guests to become familiar with the fire plan, emergency exits, and fire extinguishers as soon as possible after arrival.

On behalf of Kirk Stay, Zleep Hotels handles and protects your personal data in accordance with European law. Read more about the handling in Zleep Hotels' own personal data policy.

CONDITIONS FOR PETS

Pets are not welcome at Kirk Stay. However, exceptions are made for service dogs.

THE FINE PRINT

Reservations are made for possible typos, course changes, or the like.