

TERMS & CONDITIONS

Rate information: We offer two different rates, Standard Rates and Advance Purchase Rates (APR). Our APR rates are discounted rates and payment in full is required at the time of booking. Bookings made with an APR rate are non-refundable, even in the event of a cancellation or no-show. More information can be found below in our cancellation policy.

All quoted rates include VAT, local taxes and 100 ISK lodging tax. Free Wi-Fi and breakfast is included in all rates, unless otherwise stated. All rates are NET rates and are non-commissionable.

Cancellation Policy

Standard Rate bookings: If you have a Standard Rate booking you can cancel or amend your reservation up until 48 hours prior to arrival, local time, free of charge. You can choose to pay either at the hotel upon arrival or in full at the time of making the reservation. If the booking is cancelled or modified with less than 48 hours' notice the hotel will charge the equivalent of one night stay in late cancellation fee. The hotel will also charge any other extras and add-on services.

Advance Purchase Rate bookings: All Advance Purchase (APR) bookings are paid at the time of the booking being made and are non-refundable and cannot be cancelled or modified. In the event of a no-show or cancellation, even due to events outside your control, or force majeure, no refund will be made. You may wish to take out a travel insurance in case you need to cancel your reservation, or if you are otherwise unable to travel.

Early departure: If you wish to shorten your stay after you have checked-in at the hotel you must inform the hotel reception at least 48 hours prior to your departure. No refund is made for bookings within the 48-hour window, and no refunds are made for pre-paid, or APR bookings.

No-shows: It is the responsibility of the guest to inform the hotel of their non-arrival, even in a case of force majeure or other events outside of your reasonable control. If the hotel is not informed with at least 48 hours' notice a late cancellation fee will be charged as described above.

Force Majeure: Please note that even in the event of a force majeure the hotels cancellation policy still applies.

Cancellations must be made in writing and confirmed by CenterHotels to be valid. If you cancel by telephone, please ask the hotel agent to send a cancellation confirmation and retain it for your records.

Our right to cancel:

Fraud: CenterHotels reserves the right to cancel bookings believed to be fraudulent, or are not in line with our terms & conditions or local law.

Non-payment: CenterHotels reserves the right to cancel bookings if payment is not made for bookings when payment is required.

Breach of contract: CenterHotels reserves the right to cancel bookings if you breach our contract in any other material way.

Failure to perform: CenterHotels reserves the right to cancel your reservation if an event outside of our control will make it impossible for us to make your room available to you including, but not limited to, industrial action, fire, flooding, failure of power and electrical supplies, or force majeure.

Payment policy:

Pre-paid bookings need to be paid with a credit or a debit card, and in some cases we allow bank transfers.

We accept all major credit and debit cards. If you have a Standard Rate booking and you are paying for your stay upon arrival you may also pay in cash, we accept Icelandic Kronur or Euros. We do not accept payments in cheques.

Refunds for reservations or other services, other than APR reservations, can only be made to the same credit or debit card that the payment was originally taken from.

Guarantee: If you do not have a prepaid booking, and you will be paying upon arrival, you will be required to provide CenterHotels with a credit card which will act as a guarantee for payment. By providing us with your credit card you accept that payment for your stay might be taken by the hotel from that card upon check-in. You also accept that CenterHotels may, at its discretion, pre-authorize your card to check its validity. CenterHotels reserves the right to cancel bookings, without further notice, if a guarantee is not provided, or if the card provided is not valid.

Gift Vouchers:

CenterHotels sells gift vouchers which can be purchased at the hotel or through our central reservations office. Restrictions apply on when gift vouchers can be redeemed, please see your gift voucher for details.

Gift vouchers can only be redeemed in full, and must be redeemed when the booking is made. The same cancellation policy applies to bookings made with a gift voucher as with Standard Rate bookings. In case of a no-show, or a late cancellation, the gift voucher will be redeemed in full and will not be valid for reuse.

All gift vouchers are dated and expire 12 months from the date of issue.

Gift vouchers have no cash value and cannot be exchanged for cash, or used to pay for other services.

CenterHotels is not responsible for lost, stolen or destroyed gift vouchers. It is not the responsibility of CenterHotels to provide a replacement. The gift voucher holder should contact CenterHotels immediately upon discovering that their gift voucher has been lost, stolen, or destroyed.

Breakfast: Breakfast is served between 7am and 10am. Breakfast is included in your booking, unless otherwise stated.

Check-in policy: Your room is available from 2pm local time. Early check-in might be possible, subject to a surcharge.

Check-out policy: The room must be vacated by 12.00 noon local time at the latest. Late check-out might be possible, subject to a surcharge.

Smoking policy: By law, all of our hotels are non-smoking throughout. Smoking inside our hotels is illegal and guests will be charged a 250 EUR clean-up fee by the hotel.

Maximum occupancy of rooms: Each room can accommodate maximum 2 persons. A maximum of 3 persons can be accommodated in Superior rooms if an extra bed is booked, this includes children. A single room can only accommodate one person. You must not exceed this maximum occupancy.

Minimum age of guests: Guests need to be at least 18 years old to make a reservation with us. This does not apply to children accompanied by an adult.

Availability of the Room: Your room is kept until midnight on the day of arrival. We kindly ask you to inform the hotel if your expected arrival time is after midnight on the day of arrival.

Extra Beds: All extra beds are subject to availability. Extra beds can only be placed in certain Superior rooms, and cannot be placed in Suites. A maximum of one extra bed can be placed in each room. Please enquiry about the availability of extra beds before making a reservation.

Children policy: Children 6 years old and younger stay free when using existing bedding, an extra bed is 25 euros* per night. Children 12 years and younger pay 25 euros* for an extra bed when sharing a Superior room with parents. Baby cot costs 10 EUR per night.

**35 euros in Thingholt.*

Special requests: We will strive to accommodate all special requests, including room allocation requests. However, all requests are subject to availability and cannot be guaranteed.

Group Reservation Policy: We are happy to accept group reservations of all sizes at all of our hotels. We consider a reservation of 10 rooms or more to be a group reservation however, we might consider smaller number of rooms to be a group booking. We might also consider multiple smaller bookings made by the same reservation holder a group reservation. Group reservations, or reservations considered to be a group reservation, will have different cancellation policies and might be subject to prepayment.

To make a group reservation please contact our central reservations office by emailing to groups@centerhotels.com or by calling us at +354 595-8585

Overbookings and relocations: We never willingly overbook our hotels. However, should your hotel for any reason become overbooked, for other reasons other than events outside of our reasonable control, and your room subsequently not be available to you we will:

- Provide you with a room at another CenterHotel, or a suitable alternative at a third party hotel.
- Pay for reasonable transportation costs between your original hotel and your new accommodation
- Any reasonable costs over and above the original cost of your booking will be covered by CenterHotels (meaning room rate, and transportation to your new accommodation.)
- CenterHotels will not accept liability for any loss you believe you may have incurred as a result of this relocation.

Transferability:

Your booking is non-transferable. You may not resell your booking, or in any other way transfer your booking to a third party. You may not advertise, market, or in any other way offer any CenterHotels room for sale. In such circumstances, the reservation will become null and void and CenterHotels will not honor those reservations.

Contract:

The contract between us is formed when we confirm your reservation. No contract is formed if a confirmation from us to you has not been received.

Applicable law:

Our contract is governed and construed in accordance with the law of Iceland and both parties submit to the exclusive jurisdiction of the Icelandic courts. No other law is applicable.

Our liability

CenterHotels does not accept liability for failure to meet any of our obligations to you if the failure is due to events beyond our reasonable control. If we fail to meet any of our obligations we shall only be liable for

direct losses and not for any indirect or consequential losses. Where we are liable to you our maximum liability to you shall not exceed the price of your reservation, unless otherwise stated by law.

These terms and conditions do not affect your statutory rights. If any of these terms conflict with your statutory rights, then the statutory rights will prevail over these terms.