

CONDITIONS REST AND FLY

BOOKING

A booking confirmation is sent by e-mail, or if e-mail is missing, with regular mail. The confirmation shall be brought and handed to the receptionist if requested upon arrival. It is the responsibility of the guest to check that the information on the confirmation is correct. If not, it is the responsibility of the guest to contact Rest and Fly as soon as possible to correct it. Contact with Rest and Fly can be held via e-mail: info@restandfly.com or by phone: + 46 8 5505 5505.

REBOOKING

The reservation can be rebooked free of charge up to 24 hours before booked check-in time.

CANCELLATION

The room can be cancelled free of charge up to 24 hours before booked check-in time.

Cancellation 0-24 hours before booked check-in time is charged with 80 % of the total price.

Cancellation after booked check-in time, or if the guest does not show up, is charged with the full price.

To cancel a reservation the guest must be able to tell the reservation number, name and address. A cancellation confirmation will be sent to the guest as proof of the cancellation.

PAYMENT

The guest pay for the time the room is booked, even if checking-in later or checking out earlier than planned

Payment is to be done at check-in with a credit or debit card. Cash is accepted but not preferred. If paying cash an extra fee of 50 SEK will be charged.

For companies and organisations wishing to pay by invoice, an Invoice fee of 50 SEK will be added (not applicable to travel agencies).

CHECK-IN

The reception is always manned, making it possible to check in any time at the day or night. If the guest has any remarks about the room, these should be told to the receptionist immediately after checking in.

READY-MADE BEDS

Bed linen and towels are always included in the price. The guests make and unmake the beds themselves. If the guest wishes a ready-made bed upon arrival, this can be pre-booked at an additional cost.

WAKE-UP CALL

Rest and Fly do not have a wake-up system and therefore we recommend all guests to bring an alarm clock or set the alarm on your mobile phone. There are a limited number of alarm clocks to borrow at the reception for guests who forgot to bring their own. Rest and Fly do not take any responsibility for the functioning of the alarm clock, or for guests who do not wake up in time and the extra costs that can be caused by that.

SMOKING

Smoking is strictly forbidden at Rest and Fly as well as in all terminals at Stockholm-Arlanda Airport. If smoking at Rest and Fly, the smoker will be charged with 1 000 SEK in cleaning fee plus the additional cost of the damaged caused. When smoking at Rest and Fly the fire alarm will be triggered and the smoker will be charged with an additional 8 000 SEK by the Fire Department.

ANIMALS

No animals are allowed at Rest and Fly with the exception of guide dogs, and then only if the hotel has been informed upon booking.

CHILDREN

Children 0-3 years stay for free in the company of an adult. You should be able to confirm the age by passport or other ID, if you can not do so Rest and Fly has the right to charge full price. Children aged 4 and up pay the regular price.

Extra bed protection sheets can be borrowed to protect the bed if the child should for example wet the bed.

THE ROOMS

We have four different room types. Up to two guests can stay in the three types with less wider beds (80 cm, 90 cm and 105 cm). The rooms are 3-5 square metres (33-54 square feet) and have a lower and an upper bunk bed.

The other rooms are about 5 square metres (54 square feet) and have a lower bunk bed that is 140 cm (4,6 feet) wide and an upper bunk bed that is 120 cm (4 feet) wide. Up to four guests can stay in these rooms, given that they sleep 2 persons in each bed.

The rooms do not have windows which make them dark and comfortable for sleep night and day. Showers and toilets are located in the corridor in close proximity to the rooms. There is no TV in the room or the lobby.

The rooms are ventilated to be comfortable for up to four guests and have temperate air. The rooms are however not air-conditioned which do not make it possible for us to guarantee any special temperature in the room. The temperature can vary with the outdoor temperature and number of guests staying in the room.

LUGGAGE STORAGE

Due to limited storage facilities we can only keep luggage for our guests who have already checked-in.

DAMAGE

If damaging the room (e.g. wetting the bed) or other parts of Rest and Fly the cost will be charged with an additional fee of 200 SEK.

FORCE MAJEURE

Strike, lock-out, fire, explosion, war or similar war conditions as well as circumstances that are out of the control of Rest and Fly gives Rest and Fly the right to cancel the agreement without any liability.

THE RIGHT OF REST AND FLY TO DENY GUESTS

People are sleeping and resting at Rest and Fly at all hours. It is therefore especially important that the guests think of the other guests and do not speak out loud, shout or run in the corridors. Because of this reason and with the concern of personnel and guest security Rest and Fly hold the right to deny guests. The reason could be that:

- your behaviour and/or physical/psychological condition is disturbing or worrying other guests
- full payment for the stay can not be paid

OTHER

Despite all efforts that are made to keep the information on our web page up-to-date and correct, Rest and Fly can not take any responsibility for any possible losses that directly or indirectly has been caused as a consequence of the use of this information and/or our web.