

## How is a stay at Hotel GUESTapart

When booking, provide the guest's name, mobile number (including country code if not Danish), and email (if confirmation to the guest is desired).

Reservation Confirmation: After making a reservation, you will receive a confirmation email. You will receive a message with a payment link before arrival.

### Arrival:

- On the arrival day at the check-in time, the guest will receive a message with the room number and a door code for the keypad lock, allowing direct access to the room.
- The guest uses the digital guestbook to find all relevant information about the hotel, facilities, and services.
- The reception is open every day, with hours specified in the confirmation.
- If the guest arrives after the reception's closing time, it's advisable to ensure they have received their check-in details in the afternoon or contact us.

### During the Stay:

- Guests are welcome in the reception or the open bar every day from 07:00-23:00.
- Breakfast is served and can be enjoyed in one of our lounge areas.
- The fitness is open 24/7, and the sauna area is accessible between 7:00 and 22:45 for the hotel's guests.
- Laundry facilities are available for a fee.
- Free parking for all overnight guests.
- In partnership with 'Mundret' we will offer lunch and dinner, pre-orderable for enjoyment in the restaurant or in the apartment. Visit [www.mundret.dk](http://www.mundret.dk) for details.

### Departure:

- On the departure date, the guest will receive a morning message for check-out and payment of any outstanding amounts.

### Cancellation of Accommodation

- Bookings of 1 to 3 rooms: Adjustments, including cancellation, are allowed up to 1 working day before the scheduled arrival date.
- Bookings of 4 to 10 rooms: Free cancellation for group bookings with three to ten rooms up to 10 working days before the scheduled arrival date.
- Bookings from 11 rooms: Free cancellation can be done in writing no later than 20 working days before the scheduled arrival date.

## Personal Information

When entering into a partnership agreement with Hotel GUESTapart, we, as the data controller, collect and process several personal data. This includes information about relevant contact persons at the company and individuals using Hotel GUESTapart's services in connection with the partnership agreement.

*The processed personal data by Hotel GUESTapart includes, among others:*

- Name, address, phone number, and email address
- Credit card information and purchase history
- Feedback from our guests
- Disabilities, allergies, and special dietary preferences

*The purpose of the collection may include:*

- Processing reservations and purchases
- Contact before, during, or after your stay
- Improving and developing services
- Customizing communication and marketing

*In accordance with the General Data Protection Regulation, you have the right to:*

- Have your personal information corrected and updated by Hotel GUESTapart
- Have your information deleted
- Withdraw consent (if information processing is based on your consent)

We delete your personal information when Hotel GUESTapart is no longer required to retain the information or when there is no longer a purpose for processing it.

