

General rules and conditions

The terms and conditions below apply to all bookings made with us at Dream Luxury Hostel including our website, telephone or third-party channels.

Conditions for accommodation at Dream Luxury Hostel

When booking online, a booking confirmation is sent to the specified email address. It must always be able to be presented at check-in upon request. It is the guest's own responsibility to ensure that the information on the booking confirmation is correct. If something is incorrect, the accommodation must be contacted immediately to change this.

All guests present a valid photo ID upon check-in

Cancelling/Rebooking

Cancelling or rebooking can take place no later than the day before arrival at 6.00 PM if the price plan selected at the time of booking allows free cancellation/rebooking.

In case of cancellation later than 6.00 PM the day before arrival or if the guest does not show up for a price plan that allows free cancellation, the first night will be charged and the other nights will be cancelled. In case of cancellation, the amount paid will be refunded to the same credit card that was used for the booking on the first non-holiday weekday after cancellation confirmed by the accommodation. Please note that it takes 5-15 banking days for the refund to appear in your account. In case of cancellation later than 6.00 PM the day before arrival or if the guest does not show up for a price plan that does not allow cancellation, the full amount for the stay will be charged and the remaining nights will be cancelled.

Payment

Takes place according to the conditions in the selected price plan, when paying on site, only payment by credit card or Swish is accepted.

Check-in/check-out

Guaranteed check-in from 3.00 PM and check-out time is 11.00 AM at the latest.

Damages

Dream Luxury Hostel charges the booker or the person who guarantees the booking in case of vandalism in the room or in public premises. The cost of the damage plus an administrative charge of SEK 500. The entire facility is smoke-free, smoke removal is charged SEK 1500.

Liability for property

Dream Luxury Hostel is not responsible for property stored in the hotel room or public premises.

Force majeure

Strike, lockout, fire, explosion, war or similar state of war, significant delays in deliveries or other circumstances beyond the supplier's control entitle Dream Luxury Hostel to cancel the contract without issuing compensation for this.

Miscellaneous

If your expected arrival is after 6.00 PM on the day of arrival, Dream Luxury Hostel must be notified in reasonable time to prepare your arrival.

WIFI is included in the price and is available throughout the building

We offer our guests to buy our rich breakfast buffet that is served every morning.

We offer our guests to purchase a parking space in our nearby heated garage.

Dream Luxury Hostel has the right to deny accommodation to guests if there are special reasons, even if the guest has a valid reservation. Special reasons can be - Your behavior, your physical/mental state, creates anxiety or disturbs other guests, payment for the accommodation cannot be made, had bad behavior during previous stays and caused damage.

At Dream Luxury Hostel, people sleep and rest at all hours of the day, therefore it is important not to talk loudly, shout or run in the corridors.