

Booking/cancellation

The booking is binding for both guest and Hotell Linnéa when it has been confirmed by e-mail from Hotell Linnéa.

When booking, name, e-mail address, mobile phone and creditcard number must be entered. For non-swedish citizen, passport number is required.

Cancellation needs to be done no later than 18:00 (6 pm) on the day prior to arrival. Later cancellation or if the guest does not show up, the price for the first night is charged (regular price). If the guest needs to check-out sooner than the original departure date, the hotel needs to be noticed no later than 18:00 (6 pm) on the day prior to the new departure day. Special rules apply upon group bookings.

Payment

Normally you leave your credit card details when making your reservation. Your card information is of course stored encrypted in our system so we cannot see all details.

We will charge your card in the morning on the arrival day and send you a receipt of payment in e-mail. Receipt of payment can also be collected upon check-out. The receipt will be based on the information you have provided in your reservation so if you have any special requirements about for instance company name on the receipt, please make sure to enter this during your reservation or inform us in advance as this is complicated to change once the receipt has been sent.

If you have any concerns regarding payment, don't hesitate to contact us!

Check-in/Check-out

Hotell Linnéa is normally unmanned in the afternoon. The guest is responsible for providing Hotell Linnéa with a valid mobile phone number so check-in instructions can be sent via SMS no later than 12:00 (noon) on the arrival day.

Check-in can be made after 15:00 (3 pm) and check-out before 11:00 (11 am). Sooner check-in or later check-out can be arranged by agreement.

House rules / Other information

Smoking inside the hotel is strictly prohibited. The guest shall be responsible for damage that he himself or his participants negligently inflict upon the hotel. If the hotel had specific expenses regarding your stay, you may be charged for these.

We don't permit minors (under the age of 18) to stay by themselves at the hotel.

In order for minor to overnight by themselves (under 18) a document "permission of minors" must be signed by a parent or guardian.

Pets are not allowed without acceptance in conjunction with the booking. Additional charges may apply and acceptance of the pet will be specified in the booking confirmation.

According to Swedish legislation the hotel has no responsibility for damage or loss unless it is directly caused by the staff of the hotel.

Avoid to let people you don't know through the front door. We can be reached by phone 24h if there are questions about bookings or other concerns.

Guests are personally responsible for any damage caused by the guest or by people brought (or let in through the front door) to the hotel by the guest within the facility. Candles or lamps with open flame are not allowed anywhere within the facility.

Booking conditions, revised 2019-04-04

If the guest is acting in a disturbing manner or not respecting these conditions or House rules, Hotell Linnéa has the right to immediately evict the guest without any refund of paid charges and to deny all future bookings from the guest.

When booking accommodation with Hotell Linnéa you accept the collection of personal information to enable us to deliver the service you have booked, charge the credit card you have provided and handling of your personal information in accordance with our [Privacy Policy](#).

Video surveillance is in effect in our reception/lobby and in our hallways. The purpose of the monitoring is to prevent criminal acts such as theft, vandalism, threats and violence but also to enable us to take action with guests not following our booking conditions and House Rules. Read more in our [Privacy Policy](#).