

Terms and conditions for the Stracta hotels

These terms and conditions are applicable to all guests at the Stracta hotels in Iceland and travel agencies as a third party. The terms also apply to bookings made on the Stracta hotels website: www.stractahotels.is, and for bookings made via e-mail, on location, through travel agencies or booking engines. In these Terms and Conditions, the following definitions apply:

1. Definitions

“Booking” means the booking for accommodation, functions and/or any other services or items made with Stracta Hotels.

“Contract” means the booking and these terms and any other terms and conditions stated to apply to the booking.

“Hotel” means the premises for which the booking is made.

“Website” means www.stractahotels.is; www.stracta.is and any other website where bookings for the Stracta Hotels can be made.

“VAT” means Value Added Tax.

2. FIT bookings

2.1 Bookings shall be made in writing. Bookings are not confirmed unless the hotel replies in writing.

Bookings must be made through the email address info@stractahotels.is

2.2 All information regarding the contractor, company or person(s) making the booking, shall be stated, including the name of the person(s) making the booking(s), billing address, telephone number(s), e-mail and other contact information.

2.3 The booking shall include guest name(s), nationality, number of people travelling together, room setup (twin, double, single, triple etc.), arrival- and departure dates.

2.4 The booking shall include the specific number of adults and children, as well as the age of each child.

2.5 Requirements for any special needs or requests shall be specified upon the initial booking.

2.6 When Stracta receives the names of the participants of each group, then the names for the driver(s), tourleader(s), escort(s) and the guide(s) shall be specifically marked as such.

2.7 All bookings are subject to availability.

2.8 The hotel management may refuse a booking.

2.9 All prices are specified on a per room per night basis, and include all service charges and VAT unless otherwise specified or negotiated. Accommodation tax is not included in prices (111 ISK in February 2017).

3. FIT booking cancellation

3.1 Cancellation must be made in writing and is only valid if confirmed by the hotel in writing.

3.2 Cancellation must reach the hotel no later than 48 hours before arrival date.

3.3 If the cancellation is sent less than 48 hours before the arrival date, one night will be charged. The same applies for “no show” bookings.

4. Group bookings

4.1 Bookings must be made through the email address info@stractahotels.is

4.2 The hotel needs a list of individual names for each group member, booked into the hotel at least 12 weeks prior to the scheduled arrival of the group.

4.3 Unsold or unused rooms must be released no later than 8 weeks prior to the scheduled arrival.

4.4 The final rooming list shall be supplied to Stracta Hotels no later than 4 weeks prior to the scheduled arrival.

4.5 Any change in numbers must be notified as soon as they are known to the company and/or person who oversees the booking.

4.6 "No show" for groups may cause full payment on behalf of the company in charge of the booking, or compensation to the hotel.

5. Group payments and cancellations

5.1 Group booking cancellations must reach the hotel in writing no later than 8 weeks prior to arrival. If the cancellation reaches the hotel 2-8 weeks prior to arrival 50% fee of contracted net rates will be charged. If the cancellation reaches the hotel 2 weeks or less prior to arrival 100% of contracted net rates will be charged.

5.2 Group booking cancellations are only valid if confirmed by the hotel in writing.

5.3 Default interests shall be paid on late payments in accordance with interest laws of The Central Bank of Iceland Act No. 38/2001.

6. Prices

6.1 Prices are subject to change due to currency fluctuations, economic changes or excess inflation or other items out of Stracta hotels control. Rate changes never apply to bookings already paid and confirmed by the hotel.

6.2. When rooms are booked as DSU (double for single use) or TSU (twin for single use) occupancy the hotel reserves the right to charge for a double occupancy (as a double/twin).

7. Hotel Regulations

7.1 Check in for the hotel is at 15:00 hours.

7.2 Check out time from the hotel is at 12:00 hours.

7.3 Stracta hotels requests that the hotel guests follow instructions given by the hotel staff regarding behavior, security procedures, health and safety regulations, registration requirements and other issues that might arise during the stay at the hotel.

7.4 Pets are not allowed. Service animals are permitted with given notice.

7.5 Stracta Hotel is a non-smoking hotel.

8. Force Majeure

8.1 Notwithstanding anything else herein contained to the contrary, the hotel cannot be held liable for delays, incidents or cancellations that are caused by events that are beyond the hotels' reasonable control.

9. Other matters

9.1 Should the hotel, for reasons beyond its control, not be able to provide guests with the agreed rooms, it shall provide rooms of equal or superior quality, at the hotel or in the nearest vicinity, without any additional charges. This must only be done in agreement with the customer.

9.2 Any amendments to these terms of booking must be made in writing and confirmed by the hotel.

9.3. When luggage handling service is requested a fee will be charged per piece of luggage. A fee is charged for luggage handling in/ at arrival and then out/ at departure. At arrival, the luggage handling will commence from the curb in front of the hotels main entrance and end at guest room. Luggage handling at departure will be from guest room to the curb outside of the main entrance of the hotel.