



Terms and Conditions for Stay at K7 Hotel Oslo

GENERAL

You – the customer - and K7 Hotel Oslo (“The Hotel”) agree to the terms below and the conditions stated in the booking confirmation. Unless other agreements exists in writing – the following rules apply

BOOKING OF ROOMS

A reservation is binding when confirmed with a booking reference number – either in writing or verbally. A reservation must include your full name, address, email, arrival, departure, and method of payment. Different rates may have different terms of cancellation and payment that will be noted in the reservation, this includes but is not limited to: arrival times, departure times, cancellation policy, payment policy, age policy, no show policy.

You must be 18 years to book a room – and people below 18 must be travelling with an adult. If you book room for a minor you are responsible for that person – even if you stay in another room. Only employees and guest have access to reserved areas.

Changes in reservations, such as extended stays or early departures, might cause rate adjustments based on seasonality and availability.

HOTEL OBLIGATIONS & SPECIAL REQUESTS

If the hotel cannot offer you a product according to the reservation confirmation, you are entitled to a similar or better room at the hotel – or another hotel at similar standard – without cost.

PAYMENT

Payment is made on or before arrival – our flexible rates usually 1 day prior to arrival – and our non-refundable rates at time of booking. Please refer to booking confirmation for your conditions. For late cancellations, the hotel is entitled to withhold a booking fee. The hotel is cash free – but accepts all major credit cards.

TAXES

Taxes are included in rates.

LUGGAGE STORAGE

You can store your luggage in a locked luggage room. The hotel is not liable for any items you keep in your room or in the luggage room. Do not leave valuable items unattended in the hotel area. Due to security – we are not obligated to store high value items.

FOLLOW STAFF INSTRUCTIONS

- Guests must comply with instructions given by hotel staff.
- Upon check-in, guests must present an ID card. Accepted IDs are: passport, national ID card, driver's license, etc.

INTOXICATION/INFLUENCED STATE

- Guests must not be excessively intoxicated.



- The hotel reserves the right to deny entry to guests who are too intoxicated or in an influenced state. This applies especially to guests staying in shared dormitory rooms.
- Guests must not pose a safety risk to themselves or others.

CONSIDERATION FOR OTHER GUESTS

- Guests must not be a nuisance or bother to other guests.
- This includes maintaining an acceptable noise level and respecting the privacy of others.

SPECIAL ARRANGEMENTS

- If guests have special needs requiring accommodations, we ask that the hotel be informed in good time so that necessary measures can be planned.

CHECK-IN AND CHECK-OUT

- **Check-in:** Earliest check-in time is from 4:00 PM.
- **Check-out:** Latest check-out time is 11:00 AM.
- **Early check-in and late check-out:** May be available upon request and may incur additional charges.

RESERVATION AND PAYMENT

- **Reservation:** A valid credit card is required at the time of booking to guarantee the reservation.
- **Cancellation:** Cancellation must be made at least 24 hours before the arrival date to avoid cancellation fees. If you booked a non refundable reservation it will not be possible to cancel or get a refund.
- **Payment:** Payment should be made before check-in or at check-in. Accepted payment methods include credit cards and debit cards.

SMOKING

- **Smoking:** Smoking is strictly prohibited in all rooms and indoor common areas. Violation of this rule will result in an additional cleaning fee of 2000 NOK. If the smoking results in a call out of the fire department, all charges will be made to the guest responsible for the room.

PETS

- **Pets:** Pets are only allowed in certain rooms and must be agreed upon in advance. An additional fee may apply.

RESPONSIBILITY AND SAFETY

- **Belongings:** The hotel is not responsible for loss or damage to personal belongings. All personal belongings placed in the luggage room is at your own risk.
- **Damages:** Guests are responsible for any damage to the hotel room or property caused during their stay.
- **Emergency Exits:** Guests are required to familiarize themselves with the location of emergency exits and safety procedures.



PRIVACY AND CONFIDENTIALITY

- **Privacy:** All personal information is treated confidentially in accordance with applicable privacy laws.
- **Quiet Time:** The hotel respects guests' right to privacy and will not disturb without necessary reason.

VIOLATION OF TERMS AND CONDITIONS

- In the event of a serious breach of these terms and conditions, K7 Hotel Oslo reserves the right to ask guests to leave the hotel, without getting a refund for the entire stay.

If you have any questions or need further information, please contact our reception.

Welcome to K7 Hotel Oslo, and we hope you have a pleasant stay!