

General Conditions for Accommodation (AL1_2024:01E)

Revised 6 December 2024

Svenska Mässan Gothia Towers AB, Reg. No. 559080-8290 ("Gothia Towers" & "Upper House") general terms and conditions for your booked hotel stay. Please note that we have two hotels with slightly differentiated terms and conditions.

1. Gothia Towers 2. Upper House

Unless otherwise agreed, these terms and conditions apply to all bookings regardless of the booking channel (via our website, by phone or e-mail). If you have any questions, please contact Customer Service by phone at +46 31 750 88 00.

Booking and confirmation

The number of persons, price and any additional services to be delivered by the hotel will be stated in the confirmation received separately in an e-mail to the responsible booker. Breakfast (for the number of guests to which the booking relates) is included in all bookings. You must be at least 18 years of age to be able to stay at Gothia Towers or Upper House without the company of a parent or guardian. If you wish to stay in any of our suites, you must be at least 25 years of age.

Cancellations or no-shows

Bookings may be cancelled free of charge until the deadline specified below:

- 11:00 on the arrival date for Gothia Towers and Upper House

The cancellation deadline (in local Swedish time) applies unless specific terms have been agreed and are included in the confirmation. In case of a no-show, 100% of the cost of the first night of accommodation will be charged unless specific cancellation terms for the booking have been agreed.

Check-in and check-out (on-site and online)

Booked rooms are available for check-in from 15:00 on the arrival date. Unless otherwise agreed, guests must check out before 11:00 on the departure date.

Please present a valid national ID document or passport at check-in or when you pick up your key card (if you checked in online).

To ensure a smooth, fast and efficient check-in experience for all our guests, we will automatically (via an API/connection to the national register) verify the identity of the individual checking in. This is intended to facilitate the registration of contact details and to ensure that the room is given to the right person in accordance with the applicable booking agreement. For Swedish guests, verification is done by scanning the ID document (the QR code itself, which contains the person's personal identity number) of the person who checks in/picks up the key card. This allows us to obtain the name, address and date of birth (year, month, day) of the checked-in guest from SPAR. We do not store the last 4 digits of the guest's personal identity number; these are used only to access her/his contact information and date of birth. We obtain the date of birth of the checked-in guest to ensure that she/he meets the required age limit (is over 18 years of age). We also obtain demographic analysis data for the geographical area in which the guest is recorded in the national register. However, this data is NOT saved for the individual; it is only used for anonymised market and business analysis. For foreign guests, we manually register the passport number of the checked-in guest in our hotel system (cf. the Aliens Act).

Payment/Card payment

As we are a cash-free hotel, you have to pay for your room with a credit card, upon arrival or during online check-in. The card number is also stored as a guarantee for unforeseen fees or costs at our facility that may be booked/charged to the room (such as restaurant meals, spa visits, flowers or other additional services). All prices include VAT.

Children

Children up to 6 years of age can sleep in their parents' bed at no additional cost. At **Gothia Towers** we have rooms with sofa bed for up to two adults and two children (up to 12 years of age) for an additional cost. The cost of children over 12 years of age is the same as for adults.

At **Upper House** we do not have any family rooms or extra beds for the rooms. For example, if you are a family with two adults and two children (over 6 years of age), you need to book two double rooms. Please note that only children aged 15 or older are permitted to visit Upper House Spa, and that they must be accompanied by a parent or guardian.

Pets

At Gothia Towers, dogs are allowed in some of our rooms subject to availability, for an additional fee (max 3 dogs/room). Enquiries about available rooms may be sent to the room reservation team at room@gothiatowers.com. Other pets are not allowed.

Upper House Spa

The age limit for visiting Upper House Spa is 15 years, and minors must be accompanied by a parent or guardian.

Liability for comfort, injury/negligence or theft

- Comfort and courtesy

Overnight guests or other persons visiting their rooms may not disturb other hotel guests. Our quiet hours for all hotel rooms are between 22:00 – 08:00, and between 00:00 – 08:00 only hotel guests are allowed in our rooms. Guests who are noisy and disruptive or who otherwise neglect their obligations may be removed from the hotel without notice, with no right to a refund or reimbursement of any kind.

- Negligence or indefensible conduct

The guest (or the person acting as guarantor for the room) is liable for any costs and/or damages caused to the hotel or a third party in connection with her/his stay. The hotel guest is required to reimburse the hotel for movable property that is broken or inappropriately removed from the hotel room or the hotel property's other spaces. All costs of damage or theft incurred in connection with the stay will be charged to the credit card used to make the booking.

- Smoking

We are a non-smoking hotel. Smoking is strictly prohibited and guests may only smoke in designated areas outdoors. E-cigarettes are also prohibited indoors. In case of violation of our smoking ban, we have the right to charge the guest for the cost of cleaning and sanitising the room. These costs will be charged to the credit card registered at check-in.

If the smoking ban is violated, the registered credit card will be charged with an additional fee.

Force Majeure

We have no liability to You in the event that our delivery of the Service and/or performance under

these general terms and conditions is otherwise restricted, prevented or delayed due to law, government decisions and/or other reasons beyond our control.

Disputes

These general terms and conditions and any dispute or claims arising out of thereof shall be subject to and construed in accordance with Swedish law.

If a dispute arises between You and Svenska Mässan Gothia Towers AB, the parties shall primarily attempt to resolve the dispute by agreement. If the parties are unable to reach an agreement, the dispute may be heard by the General Complaints Board provided that the board is competent, and the dispute is suitable for such review. However, the parties always have the right to initiate proceedings before a general court.

Privacy Policy/Personal data processing

Your personal data will be handled, both manually and through automated processes. The contact details processed for the purposes of delivering the services and products requested under the agreement will be stored before, during and for a certain time after your stay. Gothia Towers and Upper House are the data controllers and may use contact details (for the purpose of conducting our business) such as names, addresses and e-mail addresses to send relevant offers or provide information about our services, products and any events (if the individual has consented to receive such offers and information). For a more detailed description of how we process your data, please [read our Privacy Policy](#)

Safety

It is important to us that you feel safe during your stay. We work continuously with safety issues, and you are in safe hands when you stay at Gothia Towers and Upper House. [Read more](#)