



Nordic Guest House Policy

Prices and Taxes

Our prices are made available on our webpage nordictours.is. The Icelandic taxes such as the accommodation tax (Gistiskattur) and Value added Tax (VSK) will automatically be added to the booking online.

Payment and Terms at Check-in, Check-out

We offer an online system that charges Credit Cards automatically.

Check-in

Normal Check In time starts at 15h00, but every effort will be made to accommodate earlier or later Check Ins (if arranged in advance). It is however, to drop off luggage prior to Check In if desired. If you check in outside our opening hours (09:00 - 17:00hrs) you can enter our building with the code we provide in our travel documents.

Check-out

Checkout time is before 10:00. Please tell us in advance if you require a later Checkout and we will do our utmost to accommodate your request.

Room keys on arrival

The Room Key will be placed in the door of your room. Please leave the key when departing or we must ask for a fee of 200 EUR to exchange the door lock and key.

Breakfast

We do not offer breakfast because a bakery and a 24h store are in the area.

Smoking

Smoking is completely forbidden inside the house by Icelandic law. Smoking is permitted outside the house, please use the ashtrays placed.

Refunds

There will be no refunds for early departures, for breakdowns of heater, appliances, etc, if said breakdown is due to

weather and /or other conditions over which the house owner has no control.

Cancellation

Our system is programmed to charge your car immediately to avoid intentional misuse of the booking system. If you cancel the booking 15 days before arrival or earlier you may do so free of charge. If you cancel 14 days or less you will be charged 100%.

Guest Rooms

Do not use flammables for heating, cooking or the like, irons candles, etc, in the guest room or corridors. Cooking, eating and storing food in the rooms is not allowed. Do not use guest rooms for business activities or for any purposes other than accommodation use.

Valuables, security and storage

We do not have a safe-deposit box in the GuestHouse for guests. The management is not responsible for lost items. Please lock the doors when you leave.

Although the guesthouse management takes steps to ensure the safety and security of all guests and their possessions, guests retain final responsibility for their own safety and security. Keep rooms locked at all times when absent.

Parking Lot

Parking is available free of charge for all house guests. Do not park in the way of the electrical motorised gate when in a fully open or half way open position as it closes automatically after a few seconds.

Do not leave any valuables inside your car while it is parked. The Guest House cannot accept responsibility for the loss or theft of any such articles while your car is parked.

Toilets

We have shared but private amenities that you can use. Please keep in mind that other guests want to use them also. Please leave the facilities in the same condition as found.

Brush the toilet if necessary and use the shower-head to flush away hairs etc. No cigarette buds, cotton buds, tampons, sanitary pads or any other material, other than toilet paper may be flushed down the toilet. Charges will occur for any blockage. There is a trash bin for that.

General

– Guests have no access to rooms and areas other than the room itself. During opening hours the reception has common seats..

Common areas:

The guest House does not have common areas.

PET POLICIES

Pets are not allowed by Icelandic law. We cannot make exceptions due to that fact.

General incapacity

The Guest House cannot be held liable if any of the following events or conditions prevents the guest house from fulfilling its obligation to guests. However, the guest house will take necessary steps to minimise disruption and discomfort to guests under these conditions:

- * Unanticipated interruption to electricity, water, sewage to and from the guest house;
- * Industrial actions, civil uprising or criminal activity;
- * Fire, frost, flooding, wind or any other force major event.

Because we have several guests, we ask you to respect each other concerning cleanliness of the common areas and noise level. If we receive complaints, you will be given a warning. Further complaints are subject to the termination of stay. We reserve the right to end a reservation if a guest becomes a disturbance/nuisance to others including management.

Please respect the house and its occupants.

Environmental Policy

– The owners of the Guesthouse are dedicated to the protection of our planets

resources and would encourage our guests to help us by:

- * Switching off lights when not in use;
- * Ensuring that taps are always turned off after use;
- * Avoiding the unnecessary use of towels – just use what you need!;
- * We will sort the recyclable rubbish collected from guest rooms i.e. paper, plastic, metal and glass;
- * We thank you in advance for your comprehension and co-operation.

Traveling with Minors

Please let us know if you are travelling with a baby. We have foldable baby beds that we can provide. Bigger children are subject to a normal bed usage.

Accessibility or Special Needs

We have wheelchair accessible rooms and a wheelchair accessible bathroom.

Parking

Parking is free of charge right outside the Guest House.

Dispute Resolution/Problems

If an issue occurs please contact us immediately to find a solution. Solving problems afterwards are often complicated and take too much time.

Use of Personal information

We comply with the European Union General Data Protection Regulation where it applies for Iceland.

Force Majeure

If one article of our policy should be overruled by a law it does not effect the rest of the policy.