



BOOKING TERMS & CONDITIONS

Corporate events

See below for our terms & conditions and other general information about our events. Please carefully read the information relating to your booking, terms of payment, cancellation, etc.

BOOKING AND PAYMENT TERMS AND CONDITIONS

Vaxholm Citadel follows the rules stipulated by Visita. These are supplemented by the following provisions.

Strömman Turism & Sjöfart AB performs a credit check on all companies booking an event. Any company that fails this credit check will be sent a prepayment invoice for 100% of the booking value, which must be paid no later than 28 days before the event date.

An invoice is sent after the event has been held, which should be paid no later than 30 days after the event date, unless otherwise agreed.

CONFIRMED NUMBER OF PEOPLE

1–49 people No later than 7 days before the event date, confirmation of the number of guests must be provided, as this forms the basis for ordering ingredients and planning staff. However, the number of guests may not be more than 10% lower than the number specified at the time of booking.

50–300 people No later than 14 days before the event date, confirmation of the number of guests must be provided, as this forms the basis for ordering ingredients and planning staff. The confirmed number of guests can then be reduced by no more than 10% up until 7 days before the event date.

CANCELLATION

In the event of a cancellation earlier than 28 days before the event date, a fee of SEK 1,000 will be charged unless otherwise agreed.

If cancellation occurs 28–7 days before the event date, Vaxholm Citadel is entitled to charge 75% of the agreed price for food, activities and surplus staff. Beverages are excluded.

If cancellation occurs later than 7 days before the event date, 100% of the agreed price for activities, food and surplus staff will be charged. Beverages are excluded. The charge applies to the number specified 7 days before the event date.

Events held on e.g. Midsummer Eve and New Year's Eve are subject to special terms & conditions.



DAMAGE

In the event of vandalism or similar in connection with an event at Vaxholm Citadel, the Client will be liable to pay compensation. This applies even if the perpetrator cannot be identified.

ALCOHOL

Guests are not permitted to bring their own alcoholic beverages to the event. Vaxholm Citadel is entitled to exclude intoxicated people from participating in the event.

GENERAL

If, at the time of your event, the sea ice situation makes transportation by ordinary boat impossible, Strömma Turism & Sjöfart AB will be entitled to charge a higher price for any extra transportation costs.

CONFERENCE BOOKING INFORMATION

The conference price includes basic equipment: premises, projector/TV, whiteboard, flipchart, pens, notepads, confectionery and fruit. It excludes still/sparkling water, which is charged according to consumption.

Please notify us at the time of booking about any technical equipment you need, so this is ready for you on arrival. There is free Wi-Fi access at conferences at the Citadel.

Conference times:

Full-day conference: 9 am to 5 pm

Half-day conference: 9 am to 1 pm or 12 noon to 5 pm

Conferences that start before or end after the above times are charged SEK 800 excl. VAT per hour or part thereof.

INFORMATION WHEN BOOKING MEALS

So that our staff can prepare your event in the best possible way, we would like to know your choice of menu no later than 14 days before the event date. Notify us of choice of beverage and any special dietary needs no later than 7 days in advance.

INFORMATION WHEN BOOKING AN ACTIVITY

It is a good idea to divide into teams as follows.

10–20 people = 2 teams

21–30 people = 3 teams

31–40 people = 4 teams

41–50 people = 5 teams

etc.

When you book Prisoners at the Fortress, we recommend flat shoes and comfy clothing suitable for the weather and time of year. We accept no liability whatsoever for damage to clothing or other personal belongings.

Please notify us in advance if you would like the activity to be conducted in English.



INFORMATION WHEN BOOKING A SAUNA

Towels are included when booking our sauna. The maximum number of people who can enjoy a sauna together is 20. There are different changing rooms for women and men, but the sauna is unisex.

Next to the sauna is a plain relaxation room where we can serve chilled drinks and snacks if desired.

The end time specified for your session is the time that you must leave the sauna.

INFORMATION WHEN BOOKING ACCOMMODATION

Kastellet Bed & Breakfast has 27 rooms with a total of 70 beds. Towels and sheets are included.

The rooms have no ensuite showers or toilets – these are located in the corridors. Remember to always leave the shower/toilet as you would wish to find it. Soap is available.

Breakfast is served from 8 am or as agreed. Send us a list of names no later than 7 days before your date of arrival.

Please show consideration to other guests at Kastellet Bed & Breakfast. We kindly ask you to be mindful of the noise level in the common areas after 11 pm.

INFORMATION WHEN BOOKING A TAXI BOAT OR BUS

In order to avoid wait time fees on pre-ordered taxi boats or buses, please inform us in good time if you are delayed. Please contact the Kastellet booking office: +46 8 1200 4870.

FORCE MAJEURE

Both parties retain the right to withdraw from the Agreement if the Arrangement cannot be provided due to acts of war, natural disasters, industrial conflict, extended interruptions to water or power supplies, fire, or other similar major events that neither party could have foreseen or influenced.

