



BOOKING TERMS & CONDITIONS

Christmas buffet event

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.

- Corporate** The event is invoiced with 30 days net. Groups of under 12 people pay by card on site. If the company is not deemed credit worthy by SYNA, we will send a prepayment invoice.
- Private** Pay by card on site on event day.

Vaxholm Citadel is a cashless facility.

CONFIRMED BOOKING

There is no preliminary booking for Christmas buffet events, which are confirmed immediately at the time of booking, regardless of whether the booking is made by phone or email.

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.
- 50–200 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 OF CONFIRMED BOOKING

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.

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.

INFORMATION WHEN BOOKING AN ACTIVITY

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

Prisoners at the Fortress:

*10–20 people = 2 teams
21–30 people = 3 teams
31–40 people = 4 teams
41–50 people = 5 teams
etc.*

Christmas Team Challenge:

*10–20 people = 2 teams
21–40 people = 4 teams
41–60 people = 6 teams
61–80 people = 8 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 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.

