

Trading conditions: DaniaGuide.dk

Prices

Unless stated otherwise, all our prices are including VAT of 25%.

Payment

Unless agreed otherwise, orders are payable in advance within 10 banking days. Acceptable payment methods are:

- Credit Card
- Bank Transfer
- Cash

Confidential information

DaniaGuide only use your private details - name, address and e-mail – for arranging our services for you (eg booking of hotel) and to inform you if unforeseen circumstances regarding your stay in Denmark should arise. We will retain information in connection with your purchase for 1 year to ensure correct action in the event of force-major.

Invoice

Once the order details have been agreed, you will receive an invoice which is to be paid according to payment conditions stated in paragraph "Payment". The invoice contains:

- Customer number
- Invoice/order number
- DaniaGuide contact details
- Customer contact details
- Description of the agreed services
- Price of the agreed services
- Special payment details (if any)

The invoice is the official order confirmation and, together with the receipt, constitutes a proof of our obligation to provide you the agreed services.

Receipt

Once DaniaGuide have received your payment according to the issued invoice, the receipt will be sent via e-mail.

Annulment rights

In accordance with the Danish Sale of Goods Act we offer 14 days annulment rights. This means that you will receive a full amount (minus bank transfer costs), should you regret your order placed via DaniaGuide.dk. This guarantee does not comprise orders which:

- Are placed less than 10 banking days before the day of arrival
- Involve booking costs of transportation, hotel and/or tickets for cultural/sport events which can not be retrieved by DaniaGuide from its suppliers

Claiming rights

According to the regulations stipulated in the Danish Sale of Goods Act, you have claiming rights should you not be satisfied with the offered services. The claims should be made no later than 60 calendar days upon receiving of the services. The claims should be made to:

*DaniaGude
Cellovej 38
2730 Herlev
Denmark
Reg.Nr.: 30793439*

OR

info@daniguide.dk

Consumer agreement act

Your order and your purchase via DaniaGuide.dk are subject to normal Danish laws, hereunder the consolidated Act no. 886 concerning certain consumer agreements (door-to-door sales, remote sales and current services) of 23 December 1987 which was amended by Act no. 262 of 6 June 1993 and Act no. 1098 of 21 December 1994 – commonly known as the “Door Sales Act”.

Provision

We reserve the right for typos, errors in pricing, VAT and rate changes as well as service delivery failures. Agreements regarding purchase of services from DaniaGuide.dk are regarded as final once the order has been received and paid.

Useful links

Read more about security and your rights when you shop on the internet.

*www.e-handelsfonden.dk
www.forbrugerstyrelsen.dk
www.pbs-international.dk*