

Terms & Conditions

§ 1 – Parties to the agreement

These rental conditions applies to holiday homes mediated through Enjoy Resorts. Enjoy Resorts is not the owner of the holiday homes, but solely mediator of tenancy and acts as mediator in its own name towards the tenant.

1.1 Enjoy Resorts is contract responsible to the tenant and operates rental through respectively:

1.2 Holiday homes located in Sønderborg municipality: Enjoy Resorts Marina Fiskerhus ApS (CVR-nr: 35683380), Fiskerhusvej 2, 6300 Gråsten and for:

1.3 Holiday homes located in Tønder municipality: Enjoy Resorts Rømø ApS (CVR-nr: 35683437), Vestergade 31, 6792 Rømø.

§ 2 – Booking

Immediately after booking, Enjoy Resorts will send a booking confirmation with an invoice. The reservation is binding from the time of booking.

§ 3 – Payment

At booking, half of the total cost must be paid. Balance must be settled no later than 4 weeks before arrival.

3.1 For bookings made 8 weeks or less before arrival, the full amount must be paid by bank transfer, in cash or by debit card.

3.2 For bookings made 3 weeks or less before arrival, the full amount must be paid in cash or by debit card. Provided the tenant does not respect conditions of payment or rental conditions, Enjoy Resorts is entitled to cancel the rental agreement. In case of cancellation by Enjoy Resorts, due to lack of payment, the cancellation terms in paragraph 4 applies and the original date of payment as deadline. Provided the rental amount is not paid as stated above, Enjoy Resorts is entitled to cancel the rental agreement without refunding earlier payments and without advising on this. The total rental amount is inclusive of an administration fee DKK 100,-, which will not be refunded in case of cancellation by the tenant.

§ 4 – Cancellation

Prior to arrival, the tenant can cancel the booking at any time. A written cancellation to Enjoy Resorts, either by registered mail or e-mail, is required. Cancellation via e-mail is valid when Enjoy Resorts has received the cancellation and confirmed it. Following cancellation fees will be charged:

4.1 More than 6 weeks prior to arrival: 25% of the total cost + administration fee, minimum DKK 500,-

4.2 From 4 to 6 weeks prior to arrival: 50% of the total cost + administration fee, minimum DKK 500,-

4.3 Less than 4 weeks prior to arrival, on arrival date or later and in case of no show: 100% of the total cost + administration fee.

4.4 Cancellation due to illness. It is advisable to take out a cancellation insurance, which secures a refund of the rental amount/paid deposit in case of illness. Cancellation insurance is 5% of the total rental amount and must be written and paid simultaneously with the first rate according to the invoice. The booking can be cancelled in case of acute illness, accident or death of tenant, spouse, children, parents or siblings. Impartial doctor must document grounds for cancellation and medical certificate must be received no later than 7 days after cancellation/interruption of the stay.

§ 5 – Alterations of the booking

More than 8 weeks prior to arrival, Enjoy Resorts will, as far as possible, comply the tenant wishes to alter the booking. In this connection Enjoy Resorts will charge an alteration fee of DKK 500,-. Later alterations can only be made as cancellation of the booking, cf. paragraph 3.

§ 6 – Enjoy Resorts cancellation of the rental agreement

Enjoy Resorts can cancel the booking without warning, if Enjoy Resorts cannot comply the rental agreement, because the owner of the holiday home cannot or will not place the holiday home to our disposal. Enjoy Resorts must, if possible, offer a holiday home equivalent to the agreed, before cancelling the rental agreement. If the tenant does not accept this offer, the prepaid rental amount, and no further compensation.

§ 7 – Enjoy Resorts cancellation of the tenancy

Enjoy Resorts resolve the right to cancel the tenancy, if going through with is made impossible or considerably complicated, due to circumstances that could not have been foreseen at the making of the contract, e.g. war, civil war, riot, civil disturbances, terror, nuclear accidents, prohibition as a consequence of or in attendance of law, as well as any other administrative decision, strike, lockout, epidemics, nature- and pollution disasters, fire etc. This can be done without compensation to the tenant for any damages or losses.

§ 8 – Included in the rental price

Free availability of the holiday home and its equipment in the rental period. End cleaning. Entrance to Enjoy Resorts wellness area, fitness area, and swimming pool during opening hours. Consumption taxes (water, heat, electricity) as well as bed linen is not included.

§ 9 – Discount types

Only one discount type can be used per stay. Discounts can not be combined.

§ 10 – Arrival and departure

As starting point arrival is from 3.00 pm. Departure is no later than 11.00 pm. If tenant wishes to arrive after opening hours, a written request must be sent 24 hours before arrival in order for tenant to receive information about key delivery.

§ 11 – Deposit

On arrival a deposit of dkk 1.500,- per holiday home may be charged. For reservation during Christmas and New Year, or for group reservations, the reception is entitled to charge up to triple the normal deposit. A group consist of minimum six persons, not on family or partner holiday. Independently of this, a group is also a party of six or more persons where no travel participant is over the age of 25 years. Deposit will be returned no later than 3 weeks after departure, if no lacks or damage has been identified.

11.1 Whether deposit have been paid or not, Enjoy Resorts is entitled to cover damages caused by the tenant through the used means of payment after departure.

§ 12 – Services

Bed linen, child bed, baby highchair etc. can be rented at the resort. Prices can be

found on Enjoy Resorts webpage.

§ 13 – Pets

In some of the holiday homes pets are allowed for a fee. If the tenant wishes to bring a pet, it must be disclosed at booking. On later requests Enjoy Resorts are entitled to decline if pets are not allowed in the assigned holiday home. Prices can be found on Enjoy Resorts webpage.

§ 14 – Cleaning

End cleaning is included in the rental price. The daily cleaning is borne by the tenants themselves. Cleaning tools can be found in the holiday home.

§ 15 – Tenants responsibility

The tenant is obligated to respect the provisions of order, which applies to the resorts. The tenant is fully responsible for the fixtures in the holiday home. The person who has made the booking is responsible for damages to the holiday home made during rental period of any of the tenants. The number of persons informed at booking must only inhabit the holiday home.

15.1 Damages and excess

In case of damage on the holiday home an excess of DKK 2.000,- is charged. This excess is used as offset in connection to insurance cases or for coverage of similar expenses (e.g. in case of lost keys).

§ 16 – Complaint

Tenant is obligated to report any damages or lacks to the reception. Moreover, it is the tenants responsibility to set a reasonable time limit for remedy, before tenant is entitled to cancel the reservation. Claims for compensation must be notified in writing to Enjoy Resorts within one month of the date of arrival via e-mail:

kundeservice@enjoyresorts.dk

16.1 Security telephone

After opening hours, the tenant can contact the security telephone +45 6914 8006. An employee who can help with acute problems, which makes it impossible to inhabit the holiday home, staffs the security telephone.

16.2 Third part damages

Except where the law places explicit responsibility with Enjoy Resorts, Enjoy Resorts cannot assume responsibility for damage to which the tenant is exposed to under and because of the tenants stay. This includes, but is not limited to, infections, vermin and other genetic defects that tenants may be exposed to during their lease.

§ 17 – Holiday home wishes

Wishes for at certain holiday home is noted and is complied, if possible, but there is no guarantee.

§ 18 – Disputes, jurisdiction and choice of law

The lease is subject to Danish law. Any dispute between the parties that may arise from the lease agreement, including the interpretation and application thereof, and which cannot be resolved by mutual agreement by the parties shall be dealt with by the Byrøn in Sønderborg (see section 1.2) or Tønder (see section 1.3) as first instance.

Applicable to agreements entered after the 1st of January 2026.