

## Cookie and privacy policy

### Introduction

When you visit our website, information about you is collected and it is used to customize and enhance our content. If you do not wish to collect information, you should delete your cookies and avoid further use of the site. Below we have elaborated on what information is collected, their purposes and which third parties have access to them.

### cookies

The website uses "cookies", which is a text file that is stored on your computer, mobile or othre. Similarly for the purpose of recognizing it, remembering settings, performing statistics, and targeting ads. Cookies can not contain malicious code such as a virus. No person-feasible information is stored in a cookie.

Two types of cookies are used on our websites, in particular, "persistent cookies" and "session cookies". Session cookies will usually expire when you close your browser. Persistent cookies continue to be located on your device after you close your browser and they can be used again the next time you access one of our websites. The cookies placed by our websites will expire no later than 26 months after your last visit to one of our websites if you do not even delete them before.

### Google Analytics log statistics

We use a log statistics on festinafinance.com which means that a statistics system collects information that can provide a statistical view of how many visitors we have, where they come from and where on the site it is left, etc. The log statistics are only used for the purpose of optimizing our website.

### Individual information

Personal information is any kind of information that may be attributed to you to some extent. When using our website, we collect and process a variety of such information. This will only happen if you send us a request via our contact form.

### Security

We have taken technical and organizational measures against the fact that your information is accidentally or illegally deleted, published, lost, impaired or comes to the knowledge of a person, misused or otherwise treated in violation of the law

### Period of storage

The information is kept for the time allowed by law and we delete them when they are no longer necessary. The period depends on the nature of the information and the background for storage. Therefore, it is not possible to specify a general timeframe for when information is deleted.

## Insights and complaints

You are entitled to know what personal information we are processing about you. You may also object to the use of information at any time. You may also revoke your consent to processing information about you. If the information processed about you is incorrect, you are entitled to correct or delete. Inquiry about this can be done at [info@annebergkulturpark.dk](mailto:info@annebergkulturpark.dk)

## BETINGELSER FOR INDIVIDUELLE OPHOLD

For individuelle bookinger, med mindre end 10 værelser, foretaget direkte hos Gæstehuset Anneberg Kulturpark gælder nedenstående betingelser.

## BETALINGSBETINGELSER

- **Online bookinger af ophold MED forudbetaling**  
Ved bookinger af ophold med forudbetaling foretaget på vores hjemmeside trækkes opholdets pris på betalingskortet på bookingtidspunktet. Denne booking kan annulleres og pengene bliver returneret.

- **Øvrige bookinger ved større selskaber**

Ved bookinger foretaget pr. telefon, på e-mail eller ved personlig henvendelse, betales der for opholdet ved afrejse eller der fremsendes en faktura ca en måned før ankomst.

## ÆNDRING OG ANNULLERINGSBETINGELSER

- **Annullering af værelse med og uden morgenmad**  
Booking af værelser med og uden morgenmad kan annulleres omkostningsfrit indtil kl. 16.00 lokal tid på ankomstdagen. Annulleres værelset efter kl. 16.00 lokal tid, fakturerer vi for den første nat.
- **Annullering af forudbetalte ophold**  
Booking af forudbetalte ophold, såsom events, koncerter og særlige arrangementer, er alle forudbetalte. Reservationen kan afbestilles uden omkostninger indtil 30 dage før ankomst. Ved no-show, sen ankomst og tidlig afrejse betales 100% af den aftalte pris.
- **Sådan ændrer og annullerer du**  
Bookinger foretaget direkte hos Gæstehuset Anneberg Kulturpark kan ændres og annulleres ved at kontakte os direkte pr. telefon eller mail.  
Ved ændring tages der forbehold for eventuelle prisstigninger.

