

Apartment Rental Terms and Conditions

Updated: July 2026

These Terms and Conditions are valid for any booking made directly with Gamla Stan Apartments¹, and therefore do not apply to bookings or reservations made via agents.

1. PRICE PER STAY

Apartments are priced per night and include the cost of gas, electricity, water and Wifi and together with cleaning and additional guest per night charges (>2 guests are additional) in aggregate make up the Total Price per Stay. Note that this price is inclusive of Swedish VAT.

2. BOOKING RESERVATION AND PAYMENT

The Total Price per Stay must be paid at the time of reservation as a Booking Fee through the Gamla Stan Apartments website, or by bank transfer. This Booking Fee is only refundable as described under Paras (3) and (4) below.

If the Booking Fee is not paid within 5 days, the booking will be cancelled.

3. CANCELLATION BY CLIENT

In the event that you cancel the booking, in whole or in part, for whatever reason, we will apply the deductions detailed here below:

- Cancellation 15 (fifteen) or more days prior to arrival date: the entire Booking Fee is refundable. Note that the refund process can take up to 14 days.
- Cancellation less than 15 (fifteen) days prior to arrival date: 50% (fifty per cent) of the Booking Fee is refundable.
- Cancellation less than 8 (eight) days prior to arrival date or “no-show”: nothing is refundable.

In the event that the client wishes to change their dates, acceptance of such change will be subject to availability.

¹ Gamla Stan Apartments is the trading name of Generation Capital Limited, a company incorporated in England.

4. CANCELLATION BY GAMLA STAN APARTMENTS

In the event that Gamla Stan Apartments should be unable to provide the property that the client has booked, for instance due to damage or refurbishment, we reserve the right to transfer the client to a property of similar characteristics.

If no agreement can be reached, both parties are authorized to cancel the contract. In this event Gamla Stan Apartments will refund the Booking Fee (except the portion corresponding to the days that the apartment was used, and any Cleaning Fees due, if this is the case).

Gamla Stan Apartments will neither be liable for further claims by the client nor for any damages, losses, lost profits, direct or indirect costs, arising from such cancellation.

5. BOOKING CHANGE UPON CLIENT REQUEST

The following changes can be made up to 2 days prior to arrival:

- Number of guests, subject to the apartment's capacity.
- Addition of nights, subject to the apartment's availability.
- All cancellations or changes must be communicated by email. No request made by phone will be accepted.

It is strongly recommended that our clients take out insurance including travel cancellation coverage in case they .

6. ARRIVAL / DEPARTURE

Check-in time: from 3pm on the day of arrival.

Check-out time: apartments must be vacated by 11am on the departure date.

Whenever possible, by request, we can arrange for the accommodation to be available earlier. It is therefore important to know your arrival time well in advance of your arrival.

7. USE OF APARTMENTS

The apartments shall be used for individuals and business travellers as a holiday rental. The apartments must never be used for commercial activities without the prior written acceptance of Gamla Stan Apartments. Therefore, the client declares that he/she is renting the accommodation for the purpose of

spending a limited-term stay there, and under no circumstances shall the accommodation leased under the terms of the contract hereof be used on a habitual residential basis.

8. CLEANING

The accommodation is cleaned prior to each client's arrival. Bed linen and towels are provided for each guest occupant. We expect our guests to tidy up the apartment and dispose of any rubbish before check-out. Should more than standard cleaning be required after departure, an additional fee starting at Sek 500 will be charged to the client.

Please replace items to where you originally found them and remove rubbish. There are rubbish bins beside the entrance of the building.

Smoking is strictly forbidden in the apartment. Specialist cleaning starting at Sek 3,000 will be charged to the guest should this be required.

For stays longer than 14 nights, Gamla Stan Apartments reserves the right to charge a supplemental mid-stay cleaning fee in order to change linen and ensure that the apartment is kept clean.

9. NUMBER OF GUESTS

The client shall inform Gamla Stan Apartments of the number of guests who will occupy the apartment booked.

Unless otherwise agreed by Gamla Stan Apartments, only the number of people indicated by the client when booking shall be authorised to stay in the apartment. In the instance that the number of guests varies within one stay, the booking shall be made for the maximum number of guests who will occupy the accommodation.

The number of guests who may stay in the apartment shall not exceed the authorised capacity, except for children less than two years of age. Pets are only allowed when permission has specifically been granted, however generally this is not permitted due to other guests' allergies.

In the event of any infringement of the aforementioned obligations, Gamla Stan Apartments are entitled to request that the client leave the accommodation. The client shall have no right to claim any type of compensation.

10. CONDITION AND MAINTENANCE OF THE ACCOMMODATION

The client shall keep and maintain the premises in good condition throughout the rental period, and freely agrees to pay Gamla Stan Apartments the present market rates in case of any damage or loss to the said apartment, caused either by client or by any other guests staying in the rented apartment.

11. CONDUCT

The client booking the accommodation is liable for the correct and decent conduct of all the people accompanying him/her. Should that person, or any person accompanying him/her not behave in an appropriate and responsible way, Gamla Stan Apartments shall be entitled to request that the client and the people accompanying him/her leave the apartment without the latter having any right to claim any type of compensation.

Please respect your neighbours: our apartments are located in a private and residential building. Therefore, please limit your noise level in the stairwells as well as in the apartment.

This is a private apartment, and we ask that, as per Swedish custom, you refrain from wearing shoes indoors. Please do not dispose of anything but toilet paper in the lavatory as other objects and materials may block the pipes.

ANY EXCESSIVE NOISE, LOUD MUSIC AND PARTIES ARE STRICTLY FORBIDDEN.

In case of complaints from neighbours due to excessive noise or annoying behaviour by any people in your group, the owner has the right to expel the client and all guests from the apartment whether it is during the day or night, without giving any refund of the amount already paid for the reservation.

By booking with Gamla Stan Apartments, the client agrees with these Terms & Conditions. In addition, any police fine will be the responsibility of the guest.

12. LIABILITIES

Gamla Stan Apartments shall not be liable for any direct or indirect damages that may arise as a consequence of the use of the apartment by the guest, including without limitation, damages, insurance, losses because of fires, robbery or criminal behaviour.

13. GAMLA STAN APARTMENTS WEBSITE

While Gamla Stan Apartments does its best to maintain the accuracy of the information contained on its website, we cannot be held liable for any errors or omissions that may arise, or be responsible or liable for any negligence with regard to information on or accessible from this website. Gamla Stan

Apartments also reserves the right to change information published on the site at any time including rates, descriptions and pictures.

14. DISPUTE

All disputes between Gamla Stan Apartments and the tenant arising from the above terms and conditions shall be settled by the Courts of England and Wales. These Terms and Conditions may undergo changes and shall be effective and accepted on-line as from the date of the first booking request.