

General terms and conditions for events in Den Gamle By

Order confirmation

A detailed order confirmation will be sent immediately on entering the agreement between the guest and Den Gamle By.

Number of guests and entrance fee

There must be a minimum of 20 place settings for a party (2 children under 12 years of age count as one place setting).

Participants at an event pay half of the entrance fee in the museum's opening hours. The fee is DKK 20 per person outside the museum's opening hours. Children and young people under 18 years of age have free admission.

Alteration or cancellation

Alterations to the order confirmation must be sent via e-mail to the museum's Booking department, booking@dengamleby.dk or telephoned, tel. +45 41 85 08 44 Monday-Friday between 10.00 and 17.00. The Booking department will subsequently send an updated order confirmation via e-mail.

A change of the number of place settings – plus/minus 10 place settings – can be made until 20 days before the day of the event.

The guest may change the number of place settings – plus/minus 1 setting – up to 8 days before the day of the event, (although we will make a specific decision as to whether this is possible).

In case of further amendments to the seating arrangements, time schedules, technical equipment or planned working hours for administration and waiters less than 8 days before the start of the event, we will make a specific decision. Amendments at this time will typically incur an extra charge of at least 1 hour à DKK 400.

If the party continues for more than one hour after the agreed end time, there will be an additional fee à DKK 400 per waiter per hour or part thereof.

If an event is cancelled less than 2 months before the day of the event, Den Gamle By reserves the right to invoice the guest for costs already incurred.

In case of cancellation, Den Gamle By must be indemnified for costs for specially agreed services which cannot be cancelled, e.g. music, performances etc.

The full price for the entire event must be paid if an event is cancelled less than 20 days before the day of the event or if nobody turns up.

Cancellation of guided tours booked in connection with the event must take place no later than 8 weekdays before the day of the guided tour.

Den Gamle By reserves the right to make changes or cancel the event without liability for compensation in case of strike, lockout, limited supplies, fire, natural disasters and similar conditions that are beyond Den Gamle By's control (force majeure).

If the event is cancelled by Den Gamle By, the guest will be indemnified for documented additional expenses arising from the cancellation. Note, however, that does not apply in the case of force majeure.

Regarding the deposit for a confirmation event

Upon confirmation of a reservation for a confirmation event, a deposit of DKK 4,500.00 will be required. This amount will not be refunded in case of cancellation.

Conditions

Subsequent purchase of additional services will be invoiced at current rates. The minimum charge is 1 hour à DKK 400. (e.g. arrangement of place cards etc.).

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The expected end time for the event is agreed on entering the agreement. The standard end time is not later than midnight. If the event continues after midnight, the guest will be liable to pay an additional charge of DKK 1,000 per employee per hour or part thereof.

Any complaints regarding an event must be received by the Booking department no later than 8 days after the day of the event.

In case of damage to the building, the room or the interior, the damages will be remedied by Den Gamle By at the guest's expense.

Payment

A complete invoice will be sent to the guest immediately after the event and always within 2 weeks.

Price adjustment

Please note that we adjust our prices at the beginning of the year in accordance with normal price developments.