

Toldbodvinhus ApS
Terms and Conditions of Sale and Delivery
Effective from 12 May 2026

1) Scope and Contracting Parties

- 1.1. These Terms and Conditions of Sale and Delivery (hereafter 'Terms') govern all agreements regarding table reservations and dining entered into with Toldbodvinhus ApS (Selfhouse ApS), Turbinevej 10, 5500 Middelfart, VAT-number 37749826 (hereafter "Toldbodvinhus").
 - 1.2. The Terms apply to all guests and customers, regardless of whether the agreement is concluded in person, by telephone, by e-mail, or via digital platforms.
 - 1.3. Any deviation from the Terms requires a written agreement. The guests' own purchasing or trading terms do not apply.
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2) Reservations

- 2.1. Reservations may be made by telephone, e-mail, or via Toldbodvinhus' booking system. A reservation is confirmed once Toldbodvinhus has acknowledged it in writing.
 - 2.2. We encourage guests to verify that the date, time, and number of guests are correct, and to notify us as soon as possible if any changes are required.
 - 2.3. The menu and prices may be updated on an ongoing basis. All prices are stated in Danish kroner and include VAT.
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3) Cancellation Policy

3.1. Individual Reservations (up to 6 persons)

- Cancellations must be made no later than 24 hours before the reservation time.
- Cancellations may be submitted by e-mail to info@Toldbodvinhus.dk
- Timely cancellation carries no consequences for the guest.
- In the event of a no-show or failure to cancel, Toldbodvinhus reserves the right to require prepayment or a deposit for future reservations.

3.2. Larger Parties and Group Bookings (7+ persons)

Due to the restaurant's limited capacity, the following rules apply to late cancellations for larger parties and group bookings:

- Cancellations must be made no later than 7 days before the reservation time.
- For cancellations between 7 days and 72 hours before the reservation, Toldbodvinhus reserves the right to charge an administration fee of 300 DKK per cover to offset lost commitments.
- For cancellations less than 72 hours before the reservation, or in the event of a no-show, Toldbodvinhus may charge an amount equivalent to 50% of the expected revenue based on the pre-ordered menu and beverages.
- Any prepaid deposit will be deducted from any amount charged.

3.3. Force Majeure and Extraordinary Circumstances

- Cancellations due to documented illness, bereavement within the immediate family, or other force majeure-like circumstances will be handled individually and reasonably. Guests are encouraged to contact Toldbodvinhus as soon as possible.
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4) Table Duration and Attendance

- 4.1. The table is reserved from the agreed time. If the guests arrive more than 15 minutes after the agreed time without prior notice, Toldbodvinhus may allocate the table to other guests.
 - 4.2. Upon reservation, the guests are entitled to the table within the stated opening hours for lunch/dinner, in which the guest has made their booking within.
 - 4.3. Toldbodvinhus reserves the right to assign an alternative table if required, provided the alternative is comparable in size and comfort.
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5) Payment

- 5.1. Payment falls due upon conclusion of the meal, unless otherwise agreed in writing (e.g. invoice for corporate customers or prepaid deposit).
 - 5.2. Toldbodvinhus accepts payment by cash, Dankort, Visa, and MasterCard. Payment cards are processed in accordance with applicable payment services regulations.
 - 5.3. For corporate customers with a credit agreement, the payment term is 15 days net from invoice date, unless otherwise agreed. Late payments accrue interest in accordance with the Danish Interest Act.
 - 5.4. Deposits for group reservations are non-refundable upon cancellation within the deadline specified in clause 3.2, unless Toldbodvinhus is able to rebook the table.
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6) Allergens and Special Dietary Requirements

- 6.1. Toldbodvinhus provides allergen information in accordance with applicable regulations. Guests may enquire about allergens from Toldbodvinhus' staff, who are trained to assist.
 - 6.2. Guests with allergies, intolerances, or special dietary requirements are encouraged to inform Toldbodvinhus at the time of reservation and when ordering. Toldbodvinhus will endeavour to accommodate such needs but cannot guarantee complete freedom from allergen traces.
 - 6.3. Toldbodvinhus disclaims liability for reactions arising from incomplete or inaccurate information provided by the guests.
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7) Complaints and Defects

- 7.1. Should a guest identify a defect in the service provided (e.g. a dish not matching the order, inadequate preparation, or similar), the guest must raise the matter immediately with serving staff so that Toldbodvinhus has the opportunity to remedy the situation.

- 7.2. Complaints raised after the conclusion of the meal and settlement of the bill may only entitle the guest to a proportionate reduction, and only to the extent that the matter is documented.
 - 7.3. Guests are further referred to the Danish Consumer Complaints Board, www.forbrug.dk, should a dispute not be resolved directly with Toldbodvinhus.
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8) Conduct and Personal Belongings

- 8.1. Toldbodvinhus reserves the right to remove guests who display unacceptable behaviour, including intoxication, harassment of staff or other guests, vandalism, or breach of the house rules.
 - 8.2. Toldbodvinhus is not liable for lost or damaged personal belongings, unless caused by Toldbodvinhus' gross negligence.
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9) Personal Data

- 9.1. Toldbodvinhus processes personal data (name, contact details, allergy information, etc.) in accordance with the General Data Protection Regulation (GDPR) and the Danish Data Protection Act. Please refer to Toldbodvinhus' privacy policy for further details.
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10) Limitation of Liability

- 10.1. Toldbodvinhus' liability for direct loss is limited to the amount paid by the guest for the relevant service.
 - 10.2. Toldbodvinhus is not liable for indirect loss, operating loss, loss of profit, or loss arising from force majeure.
 - 10.3. The above limitation of liability does not apply in cases of personal injury or gross negligence on the part of Toldbodvinhus.
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11) Governing Law and Jurisdiction

- 11.1. These Terms are governed by Danish law.
 - 11.2. Any dispute arising from or in connection with these Terms that cannot be resolved by negotiation shall be referred to the Court in Odense as the agreed jurisdiction, unless consumer protection rules prescribe a different forum.
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