

Rent a boat - Frequently asked questions

Where can we be picked up and dropped off?

On the map [here](#), it is possible to see where we are usually able to dock with our boats.

Please note that if you want to start or end your trip outside the green zone, a fee of DKK 550 per pickup/drop-off will be added.

Can you rent an open boat?

We normally only rent out the covered boats, unless otherwise specified. Tours sailed in open boats will be sailed no matter the weather, and it is not possible to switch to a covered boat on the day of the tour if it rains.

The covered canal boats have a plexiglass roof over the middle part of the boat, as well as outdoor seating at the front and rear. In case of good weather, the windows on the covered part of the boat can be pushed up into the roof so that the covered part of the boat is open at the sides.

Where can we sail?

As long as the water level allows it, we can sail to virtually all corners of Copenhagen's Inner Harbour. The "classic" canal cruise route around Inderhavnen (the central part of Copenhagen Harbour), past The Little Mermaid and through Christianshavn's Canal and Frederiksholm's Canal takes approx. one hour. In two hours we also have time to see the northern and southern parts of the harbour ("Nordhavn" and "Sydhavn"). If you have any special wishes for the route, you can let us know when you book the boat, or it can be arranged directly with the captain on the day of the tour. If the route is arranged directly with the captain on the day, we cannot guarantee that the guide will be able to guide outside of the normal sightseeing route.

Canal boats are not permitted to sail on open waters, and we are therefore not allowed to sail out of the Port of Copenhagen itself (ie past Trekroner Fort and Slusen). It is therefore not possible to sail trips to / from e.g. Tuborg Harbour, Kastrup, Oeankaj, etc.

What is included in the boat rental?

The boat rental includes a captain and a Danish / English-speaking tour guide.

We do not want a guided tour. Would that lower the price?

The tour guides are a legally required part of the boat's crew and will therefore always be on board. If you do not want a guided tour, the guide simply sails with you as crew / security staff. The boat rental costs the same, regardless of whether the tour is guided or not.

What languages does the guide speak?

All our guides speak Danish and English. We can offer other languages (German, French, Spanish, Italian) at an additional cost of DKK 500 per hour.

We will only be 20 people. Do you have a smaller boat that we can rent?

The canal boats are relatively large and can accommodate between 133 and 150 people (76-104 in the winter, as everyone must be able to sit inside).

If you are a maximum of 12 people you can book a private tour in our small electric boat "Hygge". Hygge can be booked at specific times, always starting/ending at Ved Strande. You can read more about Hygge and book the boat [here](#).

Is it possible to rent a boat all year round?

Yes, we sail every day all year round. In the winter, all the boats are covered and heated.

Can you rent a boat at night?

Yes, you can rent a boat around the clock, however, a fee of 400 DKK per hour is added for boat rental between kl. 21:00 and midnight. For tours after midnight, the starting price is 8,000 DKK.

We just need to use the boat as transportation and sail directly over to the other side of the harbour. Do we still have to pay for a full hour?

The minimum price per commenced tour is always an hour's boat rental, even for shorter transportation trips.

Is it also possible to rent a boat for 1.5 hours? Or is the price per commenced full hour?

After the first hour, which is the minimum rental price, the boat can be rented per commenced 15 min. For example, 1 hour and 15 min., 1 hour and 30 min. etc.

Can Stromma arrange catering?

Yes, it is possible to pre-order drinks, breakfast, sandwiches, light snacks or a whole lunch or evening meal for the trip. See our catering options and prices in the following [catering list](#). All that is ordered will be invoiced. If you do not eat and drink everything on the trip, you are of course welcome to take the rest with you.

Can you accommodate special dietary requirements?

Yes, our catering partners can accommodate the most common allergies and dietary requirements (vegetarian, vegan, gluten-free, lactose-free, nut and seafood allergies).

What is the deadline for putting in a catering order?

We must receive the catering order no later than 14 days before the tour date, preferably before. The reason for this is that we must be able to place orders with our suppliers, who may also need time to order produce from their suppliers.

We will only be 10 people. Can I order catering for just the 10 of us?

Unfortunately, the minimum catering order is for 25 people.

Can we just order coffee / tea?

Unfortunately no. Coffee and / or tea must be ordered together with sandwiches, breakfast bags or cake.

Can you bring your own food?

Yes, for a flat fee of 400 DKK + VAT, it is allowed to bring your own food on the boat.

Is it permitted to drink alcohol on board?

It is allowed to enjoy a glass or two on board, but an actual "party tour" where the main purpose is a large consumption of alcohol is not permitted. We reserve the right to cut a tour short, or to reject guests completely at boarding if the guests are visibly intoxicated, do not follow the staff's instructions or behave in a way that endangers themselves, other guests or Stromma's staff.

Is clean-up included in the price?

If the catering is ordered through Stromma, we will take care of the clean-up. If guests bring their own food and drinks, the guests must clean-up themselves. Clean-up must take place within the agreed rental period, ie. the boat must be cleared when the rental period ends.

We want to decorate the boat before the tour. How early does the boat arrive?

The boat will usually be ready at the agreed departure point approx. 10 minutes before the trip is set to start. If extra time is required for decorating and other preparation, this must be included in the rental period and costs a normal hourly rate.

Can Stromma arrange entertainment on board, e.g. a band or a speaker?

We are happy to help book one of our regular jazz bands for a private jazz cruise. If you want other entertainment / guides, this is usually booked by the customer themselves, but we are happy to make suggestions for speakers who have previously been used on our boats.

Can we take our bike / pram in the boat?

There is only limited space for larger luggage on the canal boats, but it will usually be possible to accommodate 2-3 bicycles or prams out on the front deck. For safety reasons, larger objects must be placed so that they do not block the aisle in the boat.

Can I take my dog on the boat?

Yes, calm and housetrained dogs are always welcome.

We will be arriving by bus. Where is the best place to start the canal trip from?

If you arrive by bus, we can recommend starting the trip from our dock at Ved Stranden, where buses can usually drop guests off directly next to the departure point.

I use a wheelchair. How do I board the boat and can I bring my wheelchair?

Ordinary (non-electric) wheelchairs, like bicycles and prams, can be brought to a limited extent. Since it is currently not practically possible to have a ramp between the boat and the dock, the wheelchair user must be able to go down 4-5 steps to get down into the boat, as well as additional steps to get to the boat and dock, depending on the place of departure.

Important: For insurance reasons, our staff may not carry / lift guests into the boat. If the wheelchair user is to be carried on board, it is therefore important that the wheelchair user has someone to help them. Please note that Stromma cannot be held responsible if a situation should arise where the boat must be evacuated.

Can we listen to music on the boat?

Yes, it is possible to connect an iPhone, mp3 player or similar devices to the boat's system. However, this must be mentioned when the boat is booked, so we can ensure that the right cables are included in the boat. Note that due to the dense population around the canals, music may only be played when the boat is out in the harbour itself, and only during the day. Note that newer smartphones no longer have a jack input. In this case you must bring an adapter.

May we bring our own soundbox?

Personal music systems, soundboxes, DJ setups and the like are not allowed on the boats.

Are there power outlets in the boat?

Not all boats have power outlets - if power is to be used for an amplifier, for example, it is important to mention this when booking the boat.

Is there a toilet on board?

There is no toilet on board the regular covered boats. There is a toilet on board our two restaurant boats (Klods Hans and Ole Lukøje), as well as in the electric boat (Den Lille Havfrue).

We have rented a restaurant boat and will bring our own food. Are there cutlery / plates / drinking glasses in the boat?

Due to the limited space on board, the restaurant boats do not have glasses, plates and similar. If you bring your own food, it is therefore important to remember the plates, glasses, bottle openers and anything else you may need to serve the food that you bring.

If catering is pre-ordered for the trip from Stromma, appropriate single use tableware from our catering suppliers is included.

Can we get the phone number of the captain sailing the boat?

Unfortunately, this is not possible, but if there is a need to contact us on the day of the tour, you can call our main number +45 32 96 30 00 during normal office hours. Should you have an urgent need to contact us outside office hours regarding a change or cancellation of your tour, please call our emergency number at +45 24 26 00 80.

When is the deadline for cancellation?

When cancelling confirmed orders, the following applies:

- Cancellation more than 4 weeks before departure: No cancellation fee
- Cancellation between 4 and 2 weeks before departure: 50% of the boat hire is invoiced
- Cancellation less than 2 weeks before departure: 100% of the boat hire is invoiced

Any expenses for catering will also be invoiced to the customer if the deadline for cancellation with our suppliers has been exceeded.

Please note that changing the date of the departure is considered a cancellation, and that the cancelled date will therefore be invoiced according to our cancellation conditions if there are less than 4 weeks before the departure.

Cancellation must be made in writing, and is only completed when it is confirmed in writing by Stromma. The customer has the burden of proof that the cancellation has reached Stromma.

Minor changes (adjustment of start/end time, start/end place, boat type and the like) can be made by the customer if they are possible, however they cost a change fee of DKK 250 +VAT if the changes are made less than 8 days before departure.

Stromma customer service should be informed of any changes as early as possible, as there is then a greater chance that these changes can be implemented.