

Booking terms for Svenska Campingpärlor AB's campsites

General terms for rental of cabins, rooms and camping pitches at Gränna Camping, Rättviks Camping, Siljansbadets Camping, Mora Parken Camping, Orsa Camping, Duse Udde Camping, Sunne Camping and Ansia Resort.

Who is responsible?

The responsible agent/operator is Svenska Campingpärlor AB, Box 133, SE-794 22 Orsa, Sweden. Corp. ID no. 556528-3628.

As operator we are obliged to ensure that:

- you receive written confirmation of your booking.
- you receive documents and details of where the key can be collected from and information about how to make payment.
- the rented object matches the description.
- you are informed about any significant changes affecting your booking.
- you have access to your cabin/room from 15.00 on the agreed date of arrival until 11.00 on the date of departure, unless otherwise agreed.
- you have access to your camping pitch from 15.00 on the date of arrival until 12.00 on the date of departure, unless otherwise agreed. At Orsa Camping, Siljansbadets and Rättviks Camping, you have access from 12.00.
- If you are not satisfied with your cabin/room/camping pitch, please contact us directly.

When does my booking count as confirmed?

Once you have paid your deposit (or the full rental amount), this confirms your booking as binding.

When do I need to pay?

If you book more than 40 days in advance, a deposit of SEK 500 is due plus cancellation insurance (if purchased). The balance must be paid no later than 40 days prior to your agreed date of arrival. If you book less than 40 days prior to your date of arrival, the full rental amount must be paid immediately.

What happens if I do not pay on time?

If you do not pay on time, this will be regarded as a cancellation, whereby the rules regarding cancellation apply. Please note that no acknowledgement of cancellation will be sent out.

Cancellation without cancellation insurance

- If you cancel more than 40 days prior to arrival, the rental fee paid will be refunded minus an administration fee of SEK 500.
- If you cancel less than 40 days prior to arrival, no refund will be given.
- No refund will be given if you decide to cut short your stay.

Cancellation with cancellation insurance

In order to protect yourself in the event of anything unplanned occurring, you can take out cancellation insurance. This costs SEK 100/camping pitch and SEK 250/cabin, and it allows you to cancel up to and including the day of arrival. In the event of cancellation, Svenska Campingpärlor will retain the cancellation insurance fee and an administration fee of SEK 250.

The cancellation insurance applies if a serious event outside your control occurs that you could not have foreseen at the time of booking and that makes it unreasonable to expect you to honour your booking, e.g. illness or some other serious event affecting you, your family or your travelling companions.

You must be able to provide proof of any such circumstance in the form of a certificate from a doctor, from the authorities or from your insurance company.

No refund will be given if you decide to cut short your stay.

What are my rights?

If we do not provide the cabin/room/camping pitch in the promised condition or at the right time and are not able to offer another equivalent cabin/room/camping pitch, you are entitled to terminate the agreement. We must then refund your money, minus a deduction for any use of the cabin/room/camping pitch. Instead of terminating the agreement, you can request a reduction in rent.

If you have any complaints, you should inform us as soon as possible, and no later than 11.00 on the day after arrival. Any problems that arise during your stay should be reported immediately, so that we have a chance to correct them.

You are entitled to let another party use the accommodation in your place and we must accept them unless we have any specific reasons for refusal. You must inform us of this prior to the date of arrival, and a rebooking fee of SEK 200 will be charged.

What are my obligations?

Check that your booking confirmation is correct in order to avoid any misunderstandings. Once payment is made we will assume that everything is correct.

To make a reservation with us there is a minimum age limit of 18 years. When making a reservation for a party of 2 or more, we require that at least 2 of the guests are 18 years or older, unless a higher age restriction is mentioned when making the reservation.

You must treat the cabin/room with due care and follow the applicable rules and regulations. All guests are expected to show consideration for fellow guests and keep noise to a minimum between 23.00 and 07.00. You are responsible for any damage to the property and its contents owing to carelessness by any member of your party. You are obliged to follow the rules concerning smoking and the ban on pets for your cabin/room as stated in your confirmation; infringement of the ban on smoking and pets will entail a clean-up cost of at least SEK 3,000.

You may not use the cabin/room/camping pitch for any purpose other than that agreed at the time of booking and you may not have more people staying in the cabin/room/camping pitch than stated in your booking details.

You must clean your cabin/room before departure as per the cleaning instructions. If you fail to do so, we will carry out cleaning at your expense. A final cleaning service is available to book.

You must return all keys for your cabin/room/camping pitch on departure. If keys are not returned, we will be obliged to change the lock at your expense.

You may not sublet your cabin/room/camping pitch.

The agreement ceases to apply with immediate effect if:

- you or anyone in your party creates a disturbance in the cabin/room/site.
- you or anyone in your party causes damage to the cabin/room/site.
- the cabin/room is used for activities other than its intended purpose.
- you or anyone in your party breaks the site rules and regulations.

If the agreement is terminated for any of the above reasons, you and your party must leave the cabin/room/site immediately and you are not entitled to any refund.

What happens if we do not agree?

Please contact us directly with any complaints. Bear in mind that your chances of obtaining redress may diminish if you delay in making your complaint. If we do not agree, you can contact the National Board for Consumer Disputes (Allmänna Reklamationsnämnden).

War, natural disasters, strikes, etc.

The parties are entitled to withdraw from the agreement if the cabin/room/camping pitch cannot be provided due to military operations, natural disasters, industrial dispute, prolonged interruption to water or energy supply, fire or other similar major event that neither you nor we could foresee or influence. In any such case we are obliged to refund your money as soon as possible, minus a deduction for any use of the cabin/room/camping pitch.

Other

We will always do our best to accommodate guests' wishes, but in some instances we must reallocate cabins/rooms/camping pitches. Such changes do not imply any right for the guest to wholly or partially fail to pay agreed charges.

The accommodation price does not include cleaning, bed linen, towels, cot/high chair unless otherwise indicated in the confirmation.

Personal details

Svenska Campingpärlor is responsible for processing the personal details you register. Svenska Campingpärlor will process your personal details for the purpose of managing bookings and payments. Your personal details will also be processed for marketing purposes by Svenska Campingpärlor. This relates to Svenska Campingpärlor's own products and services along with other products and services on behalf of companies and organisations with whom Svenska Campingpärlor collaborates.

You are entitled once a year at no cost to request in writing to view the details that have been registered about you, where these details have been obtained from, and to receive information on any recipients to whom the details have been provided. You are entitled at any time to request correction of any modified or incorrect details. You can also advise us that you do not want your personal details to be used for marketing.

Please note that there may be exceptions with regard to the booking terms at the various campsites during certain events and periods. Information regarding such deviations will be enclosed with the booking confirmation and can be viewed on the website for the respective site.