

## **Booking terms**

*Recommended by SCR. Other booking terms apply on SCR Online*

### **General matters**

This camping facility is part of the Camping Card Scandinavia system. As a result, you are required to hold a valid Camping Card Scandinavia when renting a camping site or, if the camping site so decides, when renting a cottage or a room.

### **Age limit for booking**

You must be at least 18 years old in order to book or sign a contract with us. Other age rules may apply at different facilities. Always check what conditions apply at your facility. Identification may be required upon check in. Compliance with the age requirement is a condition for taking possession of the accommodation.

### **Booking / payment**

Upon booking, a written booking confirmation will be sent to you.

The booking is binding when you've paid the registration fee or the entire rent.

If you've made your booking more than 40 days before arrival, the registration fee is 10 % of the total amount, subject to a minimum of SEK 500. The registration fee is payable within ten days from the date when the confirmation was sent. This fee will be deducted from the rent. The balance of the rent must be paid no later than 40 days prior to arrival.

A booking fee can be charged in the amount of SEK 125 per booking for bookings of more than three days, and SEK 60 for bookings for shorter periods. The booking fee must be paid together with a registration fee (in the case of bookings made more than 40 days before arrival), or otherwise together with the final payment.

If you don't pay the registration fee within the time required, we have the right to cancel your booking. Failure to make the final payment will be deemed to be a cancellation by you, and the cancellation rules will apply.

### **Cancellation**

You can cancel orally or in writing to the person responsible for the booking (see confirmation of booking). Cancellation directed to anyone else will not be deemed valid.

If you cancel more than 40 days before arrival date, you will not pay any more than a service fee of SEK 500 plus any booking fee.

If you cancel the booking between 12 and 39 days before the arrival date, you must pay 25% of the total rent.

If you cancel the booking between 2 and 11 days before the arrival date, you must pay 90% of the total rent.

If you cancel the booking on the arrival date or one day before, you must pay 100% of the total rent,

If you have not cancelled, and you do not come to claim the booked accommodations, the camping facility will be entitled to charge you the entire amount of the rental. Changes to different period or accommodation will be deemed to be a cancellation and new booking

### **Cancellation insurance**

You can protect yourself against cancellation costs by buying cancellation insurance at a cost of SEK 199 per booking. Cancellation insurance may be ordered only in conjunction with booking, and will allow you to cancel up to 24 hours before the date of arrival at no cost other than a service fee of SEK 200 per booking, as well as any booking fee, provided any of the following conditions are satisfied:

- \* Death, sickness or serious accident affecting you, your husband/wife, cohabitant, the parents of your husband, wife or cohabitant, children, siblings or travelling companion

- \* Other serious events beyond your control, such as extensive fire or flooding of your home, which would render it unreasonable to demand that you honour your booking.

- \* Draft notices for induction into the armed forces or civil defence.

You must be able to substantiate your impediment by a certified statement from a doctor, government agency or insurance company, for example. Certificates received more than seven (7) days after the date of cancellation will not be considered.

The fee for the cancellation insurance and any booking fee will not be refunded in the event of cancellation.

### **Check-in and check-out times**

Check-in is at 3 p.m., and check-out, no later than noon, unless otherwise agreed. If the site, cottage or room is not vacated in time, you will be charged for any additional costs that arise from the inability of the next guest to check in at the proper time.

### **Rules of conduct**

The SCR Rules of Conduct apply at this camping facility. There may be local additions regarding objects to be placed on sites, automobile parking, running electric cables, sewage tanks, and other matters, based on government agency requirements.

Violation of the rules of conduct may lead to a guest being excluded from the premises.

### **Insurance**

You may purchase any insurance protection you feel you require, such as liability, accident and luggage insurance. If you have checked in with a valid Camping Card Scandinavia, special on-site accident insurance will apply.

**Camping facility liability**

The camping facility is liable for injuries that you sustain through the proven negligence of owner of the camping facility any of its personnel within the scope of its service obligations.

The camping facility is not liable for injuries that you sustain that are caused by a third party or another guest, or for an injury beyond the control of the camping facility.

**Complaints and refunds**

If the leased accommodations do not comply with the description promised, this should be reported to us within 24 hours of your arrival so that we have will be able to remedy the situation. We urge you to report any defects arising during your stay, without delay.

SCR February 2009