

Booking conditions

(This is a translation of the Swedish booking regulations. Translation errors can occur. Swedish regulations are leading at all times)

This agreement applies to the rental of pitches for tents, caravans, caravans and camper vans, as well as for the rent of cabin and room.

Who is Responsible?

Responsible for the booking system is Sandaholms restaurang & Camping AB, Org. Nr. 556988-2995. Address:

Sanda Sjövik, 67291 Årjäng

Tel: 073-809 2871

Email: info@sandaholm.com

Age limit for booking

To book / enter into an agreement with us you must be 18 years of age. When booking a group, at least two persons must be 18 years of age, if no higher age limit is specified in connection with the booking. However, single parents living with several children are exempt from this requirement. Identification may occur upon arrival. Compliance with the age limit is a requirement to gain access to the camp site.

Confirmation

You will receive a written confirmation of your booking. The booking confirmation contains important information regarding your booking. Make sure the content of the booking confirmation matches what you booked. If you find any errors in the confirmation, please inform us as soon as possible.

When will my booking become binding?

The booking will be binding once you have received an email confirmation of your booking from us.

Open purchase for 24 hours

You have an open purchase for 24 hours if there is more than 7 days left to arrive.

Payment

If booking earlier than 90 days prior to arrival date:

If you book earlier than 90 days before arrival, you can choose to pay the full amount directly or to make an initial partial payment of 25%. The installment payment acts as a down payment and is then deducted from the final payment.

Final payment no later than 40 days prior to arrival:

If you have chosen to pay part, the remaining amount must be paid no later than 40 days before arrival.

For bookings made 40 days or later prior to arrival:

If the booking is made 40 days or later before arrival, the final payment must be made in connection with the booking.

Late or non-payment:

If, despite the reminder, you do not pay the full amount on time, it is counted as a cancellation on your part and then the rules for cancellation apply.

Online booking method:

You can pay by account / credit card or direct payment through your bank. All information is sent in encrypted form. The following debit and credit cards are accepted as payment:

- Visa
- MasterCard

We have agreements with the following banks for direct payment:
Swedbank, Handelsbanken, Nordea, SEB

Payment methods with personal booking (by phone or email):

- Bank account transfer
- bank giro
- Swish

Booking fee

We do not charge any booking fee.

Change and transfer of booking

A change of booking can be made for a fee of SEK 100 per booking and occasion. Change of arrival and departure can be made up to 14 days before arrival subject to availability. Any change to the original booking less than 14 days prior to check-in will be considered a cancellation (see cancellation) followed by a new booking.

Transfer of accommodation can take place up to 1 day before arrival, provided that the transfer is valid for the same period of time and at the same price and that the new guest meets the age requirements and holds a Camping Key Europe. Transfer is made against a fee of SEK 100

Departure earlier than planned

If you choose to leave earlier than planned, no money will be refunded unless otherwise agreed with us.

What if I want to cancel?

You may cancel orally, in writing, by email. For cancellations no later than 90 days prior to the arrival date, a flat-rate compensation is paid as below.

Cancellation Terms

For cancellation, the following conditions apply (when the open purchase rules do not apply).

If the cancellation occurs 90 days or earlier before admission, you will receive 90% of the agreed amount back.

- If cancellation takes place 89-30 days before admission, you will receive 75% of the agreed amount.
- If the cancellation occurs 29-15 days before admission, you will receive 25% of the agreed amount back.

- If canceled later than 14 days prior to the day of admission according to agreement, or if you cancel the current stay without valid reason, no money will be refunded and we have the right to charge for any agreed amount that has not been paid.

What rights do I have?

In the event of our breach of contract, serious disruption or if the service otherwise differs from information we have provided or what you could reasonably expect, you have the right to demand remediation, price deductions or cancellation. Breach of contract or other defect in the service due to causes beyond our control does not entitle you to compensation under this agreement (see the paragraph limits for the campsite's control responsibility below).

Errors that occur during your stay should be reported to us immediately so that we have the opportunity to correct the error. If you fail to report errors, you also cannot claim compensation.

If you have received compensation but are not satisfied with this, you must notify us within 3 weeks (21 days) after departure. This can be done orally, in writing or via e-mail. We recommend email.

Limits for the campsite's control responsibility

In the event that the stay cannot be completed due to an obstacle beyond our control and which we reasonably could not have expected when the agreement was concluded and whose consequences we could not reasonably have avoided or overcome, we are free from liability or other penalties.

If the obstacle is due to someone we have hired to carry out the camping service in whole or in part, we are free from liability only if the person we have hired would also be free according to the paragraph above. The same applies if the defect is due to a supplier we have hired or someone else in the previous stage.

What duties do I have?

Violation of the regulations for the campsite, or breach of the agreement in general, can lead to the termination of the contract with immediate effect. When moving out, the amount due is calculated based on the current daily price applied during the time you had access to the site and deduction for estimated damage. Any difference is refunded no later than 10 days after the transfer.

What if we do not agree?

If we cannot agree, you can take help of the following dispute resolution organisation:

- The General Complaints Board (see address below) The General Complaints Board is an approved dispute resolution organisation in accordance with the Alternative Dispute Resolution Act. We will follow ARN's recommendations.

Address ARN: Allmänna reklamationsnämnden Box 174 101 23 Stockholm www.arn.se