

## Booking terms and conditions

*This agreement, together with the attached rules and regulations, applies to renting a pitch for a tent, caravan or motorhome and cabins that is provided by Stenåsabadet's Camping AB (Stenåsa Stugor & Camping), Corporate Identity Number: 556658-4305. For stays exceeding 30 days for which the campsite decides the dates of access and departure, the 'Agreement Seasonal Camping' applies.*

### Camping Key Europe

This campsite is a member of Svensk Camping (the National Swedish Campsite Association) for which Camping Key Europe or Camping-ID is mandatory when staying at a campsite.

### Age limit for booking and access

To book/enter an agreement with us you must be 20 years or over. For group bookings, at least two persons must be aged 20 or over, unless a higher age limit is stated when booking. A single parent staying with several children, however, is exempt from this requirement. Identification may be required on arrival. Meeting the age limit is a requirement for access to the pitch.

### How many housing units does a camping plot apply to?

You may place a maximum of one (1) mobile home or one (1) caravan with an associated awning or a maximum of one (1) tent on the camping spot. You may have a maximum of one (1) passenger car on your plot.

### How many people are included in the camping price?

Maximum four (4) people (adults / children) are included in the price. In case of an extra person, there is an additional cost according to the current price list per person per day.

### How many people are included in the price for the cottage?

The cottage price includes the maximum number of people the cottage is intended for according to its description.

### Booking fee

We do not charge a booking fee when booking online. For booking with personal service, a service charge of **SEK 100** per booking is taken.

### Booking confirmation

You should receive written confirmation of your booking. The booking confirmation contains important information about your booking. Check that the content of the booking confirmation corresponds to what you have booked. If there are errors in the confirmation, inform us of this as soon as possible.

### When will my booking be binding?

The booking will be binding when you receive confirmation of your booking from us. This can be done in different ways: in writing, by email or through the booking system on the Internet.

### Payment

*For online payment, full payment is always paid at the time of booking. If payment is to be divided in accordance with the conditions below, this is done against payment of an invoice. In the event of payment against invoice, an invoice fee of **SEK 100** per booking will be added.*

### For bookings more than 40 days before arrival:

If you book more than 40 days before arrival, you may choose to pay the full amount directly or make an initial part-payment of 10%, though no less than 500 SEK. For amounts below 500 SEK, the whole amount must be paid directly. The first part-payment shall be made within 10 days of the booking becoming binding. The part-payment serves as a deposit and will be deducted from the final payment.

If you choose to part-pay your booking and also buy cancellation insurance, the cost of this must be paid with the first payment together with any booking fee.

### Final payment no later than 40 days before arrival:

If you have chosen to make a part-payment, the balance shall be paid no later than 40 days before arrival.

### For bookings 40 days or less before arrival:

If the booking is made 40 days or less before arrival, the final payment shall be made at the time of booking or against an invoice on our payment terms.

### Late or non-payment

If you do not make the first part-payment on time we have the right to cancel your booking. If your final payment is late and, despite reminders, you do not pay the full amount, it will be considered a cancellation on your part and the cancellation rules will apply.

### Changes to and transfer of booking

Changes to a booking can be made for a fee of **SEK 100** per booking and occasion. Changes to your arrival and departure can be made up to 7 days before arrival subject to space. Every change to the original booking made less than 7 days before check-in will be considered a cancellation (see cancellation) followed by a new booking. A transfer of accommodation can be made up to 1 day before arrival provided that the transfer is for the same period and at the same price and that the new guest meets the age requirement. Transfers can be made for a fee of **SEK 100**.

#### **Early departure**

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

#### **What applies if I want to cancel?**

You can cancel verbally, in writing or by email to us or, if applicable, via our online booking. For cancellations less than 40 days before arrival, standard compensation is charged as shown below.

#### **Cancellation terms**

For cancellations, the following terms apply. Separate rules apply if you have cancellation insurance (see below).

- For cancellation 40 days or more before access, you get back 90% of the total agreed amount.
- For cancellation 39 to 8 days before access, you get back 75 % of the total agreed amount.
- For cancellation 7 to 2 days before access, you get back 25 % of the total agreed amount.
- For cancellation less than 2 days before access according to the agreement or if you end an ongoing stay without a valid reason, no money will be repaid and we have the right to charge any agreed amount that has not been paid.

#### **Cancellation insurance**

At the time of booking, you can purchase cancellation insurance that applies together with the terms below and starts to apply when your booking is fully paid.

Cost of cancellation insurance per item: **SEK 250**

Cancellation insurance means that you can cancel up to the day for your arrival and get the rent, with deductions for the cancellation protection and an administrative fee (a total of **SEK 600**), refunded. However, the cancellation must be made as soon as you know you will not be able to meet the agreement due to one of the events below. The cancellation insurance also gives you the right to end an ongoing stay and receive a refund for the corresponding part of the stay that you have not been able to use if one of the points below occurs.

Valid reasons for claiming on the cancellation insurance:

1. death, illness or serious accident to you, your spouse, common-law wife/husband, parents, children or siblings, or a member of your party,
2. another serious event outside your control occurs, e.g. severe fire or flooding of your home, which leads to you not reasonably being able to commit to your booking,
3. being called up to the armed forces or civil defence, or
4. if due to unemployment or new employment you are prevented from using your booking.

Your impediment must be proved with a relevant certificate from, for example, a doctor or insurance company. The certificate must reach us no later 30 days after the cancellation date.

The amount of your refund will be paid no later than 10 days after you have submitted the certificate showing that you are entitled to claim on the cancellation insurance.

#### **What are my rights?**

In the event that we breach the agreement, serious disruptions or the service otherwise deviating from the information we have given or what you could reasonably have expected, you have the right to demand redress, a price reduction or cancellation. A breach of the agreement or other service failing that is due to reasons outside our control does not entitle you to compensation according to this agreement (see the point on limits of the campsite's control responsibility below).

If a fault arises during your stay, it shall be reported to us immediately so that we have the chance to remedy it. If you do not report a fault, you cannot claim compensation. If you have received compensation but are not satisfied with it you must inform us of this within 3 weeks (21 days) of departure. This may be done verbally, in writing or by email. We recommend email.

#### **Limits of campsite's control responsibility**

In the case that the visit cannot be completed due to an impediment outside our control and that we could not reasonably have been expected to have foreseen when entering the agreement and the consequences of which could not reasonably have been avoided or overcome, we are free from liability for damages or other penalties. If the impediment is due to someone we have appointed to fully or partly carry out the campsite service, we are only free of liability for damages if the party we have appointed would be free in accordance

with the paragraph above. The same applies if the fault is due to a subcontractor we have appointed or someone else earlier in the chain.

### **What am I responsible for?**

You must take good care of the cabin/camping site and inform yourself about and follow the regulations that apply. If you or someone in your party violates our rules of procedure or the agreement in general, the agreement can be terminated with immediate effect without refund.

You yourself are responsible for all damages that occur to the cabin / camping site as a result of you or someone in your party being careless. You may not use the cabin/camping site for anything other than what was agreed upon at the time of booking, nor sublet it.

Do not let more people stay overnight than what is stated on the invoice/booking confirmation.

You must clean the cabin/mobile home according to instructions. If you do not do this, cleaning will be carried out at your expense according to actual pricelist for the specific size of the cabin. Please note that smoking is not permitted in any of our rental properties! Violation of the smoking ban in a cabin will result in cleaning costs for you.

### **What happens if we do not agree?**

If we cannot agree, you can receive help from, among others, one of the following dispute resolution bodies:

- Visita's disciplinary board, the industry's own board for consumer complaints. We will comply with the disciplinary board's recommendations. <http://www.visita.se/mitt-foretag/Ansvarsnamnden/>
- Allmänna Reklamationsnämnden (National Board of Consumer Disputes, ARN; see address below) is an approved dispute resolution body according to the Act on Alternative Dispute Resolution in Consumer Relations. We will comply with ARN's recommendations.
- You can also turn to the EU Commission's online platform for dispute resolution: <http://ec.europa.eu/odr>

We do not undertake to take part in other alternative dispute resolution proceedings than those of the National Board of Consumer Relations (ARN) and Visita but will give consideration to this issue in the event of a dispute arising. You are also free to take the dispute to a general court.

Address for ARN:

Allmänna reklamationsnämnden

Box 174

101 23 Stockholm

Sweden

[www.arn.se](http://www.arn.se)

### **The Personal Data Act**

We are responsible for handling the personal details you enter in connection with your booking of a pitch (such as name, address and telephone number). We will process personal details for the purpose of administering the bookings and payments and otherwise fulfilling our obligations and ensuring the rights according to the agreement we enter with you. The details may be given to debt collection agencies or an authority/court for collecting, determining and fulfilling your contractual obligations.

You have the right once a year at no cost, on written request, to look at the details that have been registered, information on how these are used, from where the details have been taken and to get information about any recipients to which the information has been given. You also have the right at any time to request corrections of any changed or incorrect information.

If you give your active consent, we may use your personal details for marketing our business.

### **Right of withdrawal**

The right of withdrawal according to the Act (2005:59) on Distance and Doorstep Selling exempts agreements on accommodation, lodging and leisure activities and you can thereby not reverse an agreement on renting a pitch for a tent, caravan or motorhome.

## Rules of procedure / Good to know

### Check-in & check-out

You have access to your camping plot from noon and checkout must be made before noon on the day of your departure.

Access to your cabin from 3 pm and check-out must be made before 11 am on the day of your departure.

### Order

Silence must be respected between 11.00 pm and 7.00 am. During these hours you are not allowed to circulate the campsite with any vehicles. For a pleasant stay, show respect at all times.

You are allowed to park one car next to your tent/caravan/cabin (not allowed down on the lower beach area). Additional cars/vehicles must park on our parking area. Only one tent, caravan or camper is allowed on each camping plot.

By card you have access to service house with toilets, shower & kitchen as well as for emptying greywater and toilet cassette. Access to electricity-pole and charging-cabinet by keys. For lost cards or keys a fee is debited according to actual pricelist.

Smoking is not permitted in, or in connection with any of our facilities in accordance with the law. Show respect to all guests! Feel free to go outside the camping & cottage area to smoke.

Do not throw garbage, trash or snuff on the ground, think of small children and animals! Leave the plot clean and tidy after you and it will be a pleasant stay for all guests.

Pets are allowed on the campsite but must be on a leash. Pick up the dirt from your pet.

It is not allowed to damage facilities, fences, trees or bushes on or around the campsite.

Charging of electrical equipment such as mobile phone, computer etc. is forbidden in the common areas in the service buildings. You can hire your charging-place into a cabinet in the kitchen at the service building.

Swedish summer means that there can be flies, wasps, ants and other insects to a greater or lesser extent. This is something for which we cannot be held responsible. If major problems arise, contact the reception.

Leave the common areas the way you want to find them. Wash, dry and pick up after you in our shared kitchens. Scrape the water from the floors and clean the floor drain in our showers. Use the toilet brush after your visit to the toilet.

***" You are a part of someone else´s experience"***

### Charging electricity for vehicles

Vehicles must only be charged from the authorized charging points in the car park.

Charging vehicles from any other source e.g. cottages or electricity poles, is strictly forbidden. The electricity in our camping posts and in our cabins is only "household electricity" for heating, cooking, etc. Charging can lead to lethal danger and is also to be regarded as theft as fuel for vehicles is not included in the rent taken by us.

***Ignoring this regulation will lead to an inspection fee of SEK 2.000 and a police report.***

### Safety and placing

We follow the recommendations made by the Swedish Rescue Service Agency. A minimum distance of 4 meters on all sides between camping units should be practiced. We encourage all units to be placed with the towbar facing outwards. Reverse the camper to the camping plot. There are several fire extinguishers placed on the camping site, see map.

Only use electronic equipment approved for outdoor use. Adapter for connecting to the electric poles can be bought in the store at the reception.

Defibrillator is in reception.

***It is not allowed to charge vehicles from an electric pole at the campsite or an ordinary outlet in our cabins as this can lead to lethal danger. Ignoring this regulation will lead to an inspection fee of SEK 2.000 and a police report.***

#### **Use of water**

Help us save water, we do have a big shortage on Öland!

Additional cost for shower according to actual pricelist.

Use only the water you need.

Do not wash or brush your teeth under running water.

It is not allowed to wash your vehicles at our campsite. For car washing, please refer to Tvättcenter in Färjestaden.

#### **Waste**

Help Öland and our campsite in our environment work to sort the waste. Use the green bag only for compost. Sort the waste according to instructions in the environment-station.

Electronics, broken furniture's, glass, defect parts for cars and caravans etc. must be left to the municipality's recycling station in Mörbylånga or Färjestaden.

#### **Grill/Barbeque**

Disposable grills and open fires on the ground are not permitted. Only barbecues with a distance of at least 50 cm to the ground may be used. Grill with caution and common sense and have extinguishing facilities at hand.

There are three fixed grills for barbecue on the campsite. There are also grills to borrow at the environment station. Lighter fluid and charcoal are available for sale at the reception. Clean the grill and set it back after use. Consumed charcoal must be emptied into the intended container at the environment station.