



## BOOKING CONDITIONS

### 1. Who is the responsible organizer?

Responsible is Ramundbergets Alpina Drift AB, SE-840 97 Bruksvallarna. Phone: +46 684-668800. Org.no: 559199-9395. As an organizer, Ramundberget is obliged to:

- Provide You with a written confirmation of Your booking.
- In good time provide You with information about where the key can be retrieved. You may dispose of the cottage / apartment at the earliest from 16.00 on the agreed arrival day until 10.00 on the departure day. Hotel rooms are available at the earliest from 16.00 on the agreed arrival day until latest 11.00 departure day.

### 2. When will my booking become binding?

When You choose method of payment via Klarna the reservations become binding and the guest approves the payment terms. It's Your responsibility to check that all information provided at the time of booking is correct, as well as arrival and departure date of the booking confirmation. Bring your confirmation or the booking number at arrival.

### 3. When do I as guest pay?

Payment is handled through Klarna. The payment options presented to the guest are decided by Klarna and depend on creditworthiness and country. The guest must be at least 18 years old to use Klarna. See payment terms on [www.klarna.se](http://www.klarna.se).

### 4. What happens if I do not pay in time?

In case of late payment of your booking, reminders will be sent out by Klarna. In the event of non payment, reminder fees/ debt collection measures may be taken. Read more about Klarna's terms.

In the event of no choice of payment method the booking will be cancelled and then the rules for cancellation apply.

### 5. Cancellation and rebooking insurance

You can protect Yourself against cancellation costs by buying a cancellation and rebooking insurance. The cancellation and rebooking insurance must be paid with the registration fee and can never be booked afterwards. The insurance fee is never refunded. It reimburses You for paid expenses up to the insured amount if You, a close relative or fellow traveller need to cancel the trip because of the following events, which must not have been known when You booked:

- Acute illness, accident or death
- Divorce
- Invitation to the armed forces
- Ordered business trip (does not apply to self-employed persons)
- Unforeseen downtime with passenger car on the way to the destination

Damage to the home or business 10 days before the start of the arrangement

See full terms and conditions at ERV.se

Premium SEK 495 insures amounts up to SEK 20 000.

Premium SEK 995 insures amounts up to SEK 40 000.

Premium SEK 1495 insures amounts up to SEK 50 000.

The insurance applies per booking up to the insured amount.

In the event of a change where the total amount of the booking exceeds an insurance level, new insurance must be taken out and payment made directly. Cancellation is done directly to us and

You receive the damage form, +46 684-66 88 00 or [bokning@ramundberget.se](mailto:bokning@ramundberget.se). You also find the damage form at

[www.ramundberget.se](http://www.ramundberget.se). Insurance intermediary is Försäkringshantering, with the insurance company ERV Försäkringsaktiebolag.

### 6. What if I want to cancel or rebook my reservation?

You can cancel verbally or in writing to us. We are obliged to confirm Your cancellation in writing.

Ski pass, ski school, ski rental and other activities and arrangements can be cancelled up to the day before arrival. The full amount is refunded to You with deduction of 15% administration fee of the cancelled amount. Not valid for season pass. Bed linen, child chair and childbed can be cancelled free of charge.

#### 6.1 Cancellation with cancellation and rebooking insurance

Guest with cancellation and rebooking insurance can cancel 30 days or more before the agreed arrival, in which case the amount paid by the guest will be refunded with a deduction for the registration fee of 25 % of the accommodation cost. If it is less than 30 days of the agreed arrival, the guest must pay 100 % of the rent. If You have already paid more than what You are obliged to, the difference is refunded from Ramundberget. In both cases, a guest with a cancellation and rebooking insurance and a valid certificate can make a claim to ERV for compensation. Claim form is available at [ramundberget.se](http://ramundberget.se).

#### 6.2 Cancellation without cancellation and rebooking insurance

Guest without cancellation and rebooking insurance can cancel 30 days or more before the agreed arrival, in which case the amount paid by the guest will be refunded with a deduction for the registration fee of 25 % of the accommodation cost. If it is less than 30 days of the agreed arrival, the guest must pay 100 % of the rent. If You have already paid more than what You are obliged to, the difference is refunded from Ramundberget.

#### 6.3 Rebooking with cancellation and rebooking insurance

Guest with cancellation and rebooking insurance can rebook 30 days or more before the agreed arrival then an administration fee of SEK 500 is paid.

If it is less than 30 days before arrival, a rebooking is classified as a cancellation of an existing booking and the change of item or period is seen as a new booking. Ordinary terms and prices apply. In both cases, a guest with a cancellation and rebooking insurance and a valid certificate can make a claim to ERV for compensation. Claim form is available at [www.ramundberget.se](http://www.ramundberget.se).

#### 6.4 Rebooking without cancellation and rebooking insurance

Guest without cancellation and rebooking insurance can rebook 30 days or more before the agreed arrival then an administration fee of SEK 500 is paid.

If it is less than 30 days before arrival, a rebooking is classified as a cancellation of an existing booking and the change of item or period is seen as a new booking. Ordinary terms and prices apply.

Rebooking can only be done for the current season, both for points 6.3 and 6.4.

### 7. Accommodation packages

When booking accommodation packages with preselected combinations and a specified price (package), You as guest cannot cancel individual products in the package. Cancellation of individual persons in the package applies the same rules as for cancellation of lodging. When booking unspecified packages, the following applies: Request for cottage/apartment facilities, location, pets allowed/ prohibited etc. cannot be met. Ramundberget reserves the right to change accommodation



until the day of arrival despite already confirmed accommodation, without notifying the guest. Guests with special requirements for accommodation and / or locations are always recommended to purchase specified accommodation.

#### **8. What are my rights?**

If the lodging, apartment/cottage/hotel room is not provided in the promised condition and Ramundberget are unable to offer You an equivalent accommodation, then You have the right to terminate the agreement and cancel your stay. Ramundberget then have to pay back everything You paid with deduction of the benefit You may have had from the accommodation. Instead of cancelling the contract, You can request a reduction of the rent. In case You have any complaints, present them to the reception as soon as possible, no later than 11.00 am the day after arrival. You should immediately report defects that occur during Your stay within a reasonable time, in order for us to get a chance to address them. In another case Your right to claim the error lapses.

#### **9. What are my obligations?**

One person of age (at least 18 years) must be staying in our cottages/apartments/room during the whole stay. You must take good care of the accommodation and follow the valid regulations, directions and rules. Between 11.00 pm and 7.00 am You must observe the utmost consideration and silence with regard to other guests. You are fully responsible and liable for any damages that may occur to the accommodation and its inventories because of You or someone in your company being careless.

You may not use the accommodation for other than recreational purposes. If you become more people than you indicated at the time of booking, you must, for security reasons, notify this before arrival.

Departure cleaning is included in all cabins/apartments. You are responsible for washing the dishes, throwing away the garbage, picking things up and putting things in the right place before departure. If this is not done, a minimum of SEK 2000 will be charged. You are responsible for any repair fees + handling fee of SEK 1500.

You are obliged to comply with the regulations regarding smoking and pet bans for your accommodation, cabin/ apartment/hotel room which are stated on the front of the confirmation. Violation of this prohibition entails a decontamination cost for you as a tenant at a minimum of SEK 1500. You must return all keys to your cabin/apartment /room on departure. If you forget this, we will charge you a minimum SEK 2000 for the exchange of locks. Guests who cause on-call emergency for keys, lock-out or non-ordered bed linen etc. are charged SEK 500 per on-call.

#### **10. What applies to force majeure, war, natural disasters, strikes?**

The parties have the right to resign from the mediation agreement if the cottage/apartment/room cannot be provided due to war actions, natural disasters, labour market conflict, longer interruptions in water or energy supply, fire or other similar major events, which neither You nor we could anticipate.

#### **11. What happens in case of complaint?**

Please contact Ramundberget directly with any complaints. Ramundberget reserve the right to remedy what You have had an opinion about. Since Ramundberget have corrected the shortage within a reasonable time, no reduction in price is payable.

If you have not submitted Your comments to the personnel concerned, so that Ramundberget have not been able to help You, Your right to compensation will be waived. In the case Ramundberget consider compensation reasonable, this is usually in the form of a voucher. If the parties cannot agree, you can always turn to National Board for Consumer Disputes.

#### **12. Other information**

The price of the cottage or apartment does not include bed linen, towels, toilet and paper towels. A start kit for washing dishes is available in the cottage/apartment. Standard and equipment vary. Apartments/cottages are equipped for self-catering. Maps and drawings only give an approximate picture of location and space.

Most of the accommodation, cottages and apartments, which are rented out by Ramundberget, are owned by another owner and are only rented out on behalf of the homeowner.

In the event of a malfunction with WiFi, in the accommodation that has that access, no compensation is paid as it is a free service.

Ramundberget reserves the right to change to an equivalent or upgraded accommodation until the day of arrival, without notifying You. Ramundberget reserves itself for any delays at check-in due to unforeseen events surrounding or with the accommodation. Delays regarding check-in time are not compensated.