

BOOKING TERMS & CONDITIONS

Valid from September 2, 2020

WHAT RULES APPLY WHEN I BOOK A CABIN OR APARTMENT AS AN INDIVIDUAL?

General conditions for renting cabins and apartments adopted by the Association Sverige Turism May 29 1990 following discussions with the Swedish Consumer Agency. If the landlord applies special conditions, these are printed in *italic (sloping)* style below.

Who is responsible?

Stöten i Sälen AB, 780 67 SÄLEN, tel. no +46 (0) 280-75 000

As mediator, we are obliged to:

- You receive written confirmation of your booking.
- You receive documentation and details of where to pick up the key in good time, but not necessarily more than 30 days before the agreed date of arrival.
- The cabin/apartment comply with the description on the confirmation (see front page). We are not responsible for promises that the owner or his/her contact person may have made directly to you without our knowledge and which we were not aware of or ought to know. (Try to obtain promises in writing for safety's sake).
- You are informed of any important changes concerning your booking.
- You can use the cabin/apartment according to the check-in and check-out times as described on the front page.

If you are not satisfied with the cabin/apartment, you should turn to us. Read more about this below.

When is my booking binding?

You and we are bound by the lease as soon as we have confirmed your booking.

When shall I pay?

See Klarna's payment terms & conditions <https://www.klarna.com/uk/terms-and-conditions/>

Bring the confirmation of receipt upon arrival!

What happens if I don't pay in time?

See Klarna's payment terms & conditions <https://www.klarna.com/uk/terms-and-conditions/>

What if I want to cancel?

You can cancel verbally or in writing to us or to the place that took your booking. The cancellation is not valid if made to another party or sent to the cabin/apartment. We are obliged to confirm your cancellation in writing. If you cancel more than *20 days* prior to arrival, we keep a handling fee of *500 SEK* per item plus any paid fee for the cancellation insurance (*495 SEK*).

If you cancel with less than 20 days prior to arrival and have a cancellation insurance and can show a valid certificate, we retain the fee for the cancellation insurance (495 SEK) and handling fee 500 SEK per item. The remaining amount will be refunded to you after we have received the certificate. The certificate must be received within 14 days of the cancellation date.

If you have purchased the cancellation insurance and paid more than you will be obliged to pay (handling fee of 500 SEK per item plus any paid fee for the cancellation insurance), you will be refunded the difference.



If you do not have a valid cancellation insurance or if you cancel with less than 20 days to arrival and do not have a valid certificate, we will retain 100 % of the price of accommodation and any cancellation insurance.

If you have not booked lodging but only add-on products such as Skipass, linens, departure cleaning, cots and high chairs the same rules as outlined above applies. When booking a package, the same rules as lodging apply. Separate rules apply to group and conference bookings.

But if something happens to me?

You can protect yourself by buying the cancellation insurance at the same time as the booking is made. The cancellation insurance costs 495 SEK per booked lodging item and cannot be purchased once the booking has been made. The cancellation insurance applies in the following cases, which may not be known when you booked:

- a) death, illness or serious accident, that affects you, your wife/husband, partner, family or travelling companion.
- b) induction to the armed forces or civil defense.
- c) the occurrence of a serious event outside your control which you could not foresee when you booked and which means that it is not reasonable to demand that you honor your booking, e.g. extensive outbreak of fire or flooding in your home. If you are unable to travel you need to prove it with a certificate from e.g. a doctor, authority or insurance company certificate.
- d) in the case of legal authorities in Sweden advising against travels to or within Sweden, you are eligible to transfer the sum of money you have already paid to next season, or even further into the future if the legal authorities still advise against travels.

The fee for the cancellation insurance is not refundable in case of cancellation.

You must be able to prove your disability with a certificate from a doctor, authority or insurance company.

What happens if we do not agree?

Turn to us directly with any complaints. Keep in mind that your chances of obtaining redress may diminish if you delay a complaint. If we do not agree, you can turn to the National Board for Consumer Complaints. It consists of an impartial chairman and a number of representatives of travel organizers and consumers. Consumer advisor in your municipality can help you.

What are my rights?

If you have a complaint upon arrival you should inform us as soon as possible, no later than 11:00 the day after arrival, so that we get a chance to correct it.

Other complaints regarding the lodging or your stay must be presented to us at the latest on the day of departure in order for us to take care of it.

You have the right to put someone else in your place and we must accept that person unless we have special reason to refuse. You must inform us prior to the date of commission.

What are our rights?

Because of the event beyond the owner's control he/she has the right through the intermediary agency to relocate the tenant to equivalent housing. Where possible, the intermediary must notify the guest such changes prior to entry and in any case as soon as possible. Such changes shall not entail any right for the guest to completely or partially fail to pay the agreed fees. Compensation is paid only if the guest can show that the obtained accommodation from a standard point of view is inferior to the committed. Compensation paid in a maximum amount corresponding to what the guest has paid in rent. Non-prot and indirect damages are not replaced.

Note! Remarks that are not made within the first seven days of the contract to the intermediary cannot be taken into consideration for the contract period end.



You must take good care of the cabin/apartment and follow the rules, instructions and regulations. Between 23:00 and 07:00, the tenant must exercise the utmost respect and silence towards the other guests. You are responsible for all damages caused to the property and its content, caused by carelessness of you or anyone in your party. **You are obliged to follow the regulations regarding smoke and pet ban for your cabin/apartment that is indicated on the confirmation's front page. Violations will entail a clean-up cost from 4000 SEK.** You may not use the cabin/apartment/room for anything other than what was agreed upon booking (normal leisure purposes) and you may not allow more people to stay overnight in the cabin/apartment/room/grounds than you stated in the booking.

You must clean properly before departure, following the cleaning instructions. *If you miss this, we will charge you a cost of cleaning, price from 1000 SEK (depending on the cabin/apartment size). You must give back all the keys to your cabin/apartment upon departure. If you miss this, we have to change the locks on the cabin/apartment you have rented and will then charge you a fee for the change, price from 950 SEK.*

When booking accommodation it requires at least 1 person per accommodation object are 20 year or older (exception according to agreement).

Force Majeure and limitation of liability

If Stöten is prevented from fulfilling its undertakings according to these terms and conditions due to circumstances over which Stöten has no control, such as war, labour conflict, lockout, fire, flooding, contagion, pandemic, scarcity of transportation or energy, official action, new or amended legislation, Stöten will be exempted from repayment, damages or other consequences, provided that Stöten informs the customer of the conditions within a reasonable period. As soon as the obstacle is removed, the undertaking will be performed as agreed. Besides the stipulations in these terms and conditions, as well as the implications of mandatory consumer legislation, Stöten has no liability in relation to the customer for faults, delays or damages. Further, Stöten is never liable for business losses.

In the event of Stöten i Sälen AB being forced to close due to the pandemic COVID-19, the booking will be refunded in full.

SkiPass

Stöten follows the guidelines and recommendations which SLAO (Swedish Ski Lift Association) has drawn up. Repayment of SkiPass is only possible when guest is suffering from illness and/or stoppages. Further information and full conditions are available on SLAO's website www.slao.se.

Other

The price of accommodation does not include cleaning, bed linen, towels, cots/highchairs, unless otherwise indicated on the front of confirmation. In the cabin/apartment is also not included toilet paper, detergent, etc.

Wifi

In case of technical problems with our wifi there is no compensation as this is a free service. A part of our accommodation is privately owned where the owner him-/herself, in some cases installed wifi. This is not something we are responsible for. We are responsible only of the accommodation that is marked with a wifi symbol in our website.

Snow guarantee, Stöten i Sälen AB

We guarantee that we have at least three slopes open, at least one from the top (the World Cup slope). If we do not meet that you have the right to reschedule/cancel your stay and receive a refund for cabin rental, ski passes, ski hire, ski school and cancellation insurance. Cancellation with snow guarantee as the basis can be made no earlier than 14:00 two days before arrival and latest at 11:00 the day after arrival. Information about snow guarantee is posted on our website www.stoten.se.

