

General booking terms & conditions Stiftelsen Idre Fjäll

Effective June 26, 2026

INTRODUCTION

These general booking terms and conditions cover all bookings made by Stiftelsen Idre Fjäll's ("Idre Fjäll") accommodation and/or Idre Fjäll's other products and services.

DEFINITIONS

In these General Booking Conditions, the following words, expressions and inflections thereof have the meanings set out below:

"Conditions"	These General Booking Conditions.
"Organizer"	Idre Fjäll.
"Arrangements"	The purchase of accommodation and/or other services and Activities offered by Idre Fjäll, or a combination of these.
"Customer"	The person who makes the Booking and who has entered into an agreement with Idre Fjäll as stated in the Confirmation.
"Activity"	All activities offered by Idre Fjäll, such as ski school, equipment rental, events and other experiences.
"Package tour"	A combination of travel services as defined in Chapter 1, Section 3 of the Package Travel Act (2018:1217).
"Guest"	The person who, as the case may be, is included in the Booking as a participant in the Arrangement together with the Customer as stated in the Confirmation.
"Group"	means an association, organisation, school or company consisting of at least 20 people.

"Confirmation"	The message in which Idre Fjäll specifies the content of the Booking and assigns the Customer a booking number.
"Booking"	The booking agreement entered into between the Customer and Idre Fjäll regarding Idre Fjäll's Arrangements.
"Price" Confirmation.	The price of the Arrangement purchased by the Customer as per the Confirmation.
"Date of arrival"	means the day on which, according to the Booking, the Customer is to commence his/her stay by check-in.
"Departure Day"	means the day on which, according to the Booking, the Customer is to end his/her stay by check-out.
"Departure cleaning"	If departure cleaning is included in the Booking, Idre Fjäll will clean the accommodation after the Customer has checked out.
"Equivalent accommodation"	Accommodation with the same number of beds, similar standard and location as the objects stated in the Booking.
"Cancellation insurance"	Rebooking and cancellation insurance provided by Idre Fjäll.
"Rebooking"	Change of Arrival Day, Departure Date, Accommodation Type or Number of Persons.
"SLAO"	Swedish Ski Facilities Organisation, website: www.slao.se/ .
"Delivery"	An additional service provided by Idre Fjäll and which includes Delivery of winter equipment to accommodation booked by the Customer through Idre Fjäll.
"Season"	The time periods specified for the Winter, Summer and Autumn Season in Section 10.3.
"Selfcheck"	The application that enables the Customer to complete a digital self-inspection of the cleaning of the accommodation before check-out.
"Stugservice"	Idre Fjälls's accommodation operations and support function. The function includes cleaning, inspections, maintenance issue reporting, and customer support.
"Operational interruption"	Events beyond Idre Fjäll's control, such as power outages, excessive wind speed, landslides, fog, rain, authority decisions and Force Majeure that Idre Fjäll could not foresee at the time of entering into the agreement or whose consequences could not be avoided.
"Idre Fjäll"	Stiftelsen Idre Fjäll, org.nr 884400–5960, Gränjesvålen, Box 202, 792 02 Idre, VAT SE88440059600. Telephone number: 0253-400 00
"Ski-in/ski-out"	Accommodation with a walking distance of a maximum of 100 meters to the nearest ski slope and/or ski lift. However, the definition does not mean a guarantee that tracks, slopes or lifts are open or in operation.

1 BOOKING AND MORE

- 1.1 When the Customer books an Arrangement by Idre Fjäll, Idre Fjäll always sends out a Confirmation to the Customer containing information about the content of the Booking.
- 1.2 The Booking is binding for both Idre Fjäll and the Customer when Idre Fjäll has confirmed the Booking through the Confirmation.
- 1.3 In the case of payment through an external party, the Booking becomes binding in connection with the Customer's acceptance of the payment terms and conditions, even if the Customer has not completed the transaction to the external party.
- 1.4 Upon receipt of the Confirmation, the Customer shall check that all information contained in the Confirmation is correct. It is the Customer's responsibility to check that the information in the Confirmation is correct and to ensure that the Date of Arrival and Date of Departure are correct.
- 1.5 In the event of errors in the Confirmation, the Customer shall contact Idre Fjäll as soon as possible for a corrected Confirmation and payment link. Any errors in the Confirmation shall be reported to Idre Fjäll by the Customer within twenty-four (24) hours of receipt. If the notification is not received within this deadline, the Customer is deemed to have accepted the content of the Confirmation.
- 1.6 Idre Fjäll is responsible to the Customer for delivering the Arrangement that appears in the Booking. The responsibility also applies to such performances that are to be performed by someone other than Idre Fjäll, as long as these performances are included in the Arrangement.
- 1.7 When booking a Package Tour arranged by Idre Fjäll, neither the Customer nor the Guests can cancel or change individual parts of the Package Tour, unless otherwise stated in the Package Travel Act or these Terms and Conditions. Idre Fjäll can also not comment on what each individual part of the Package Tour costs.
- 1.8 Idre Fjäll reserves the right to exchange the booked accommodation for an Equivalent Accommodation or accommodation of a higher standard up to and including the Day of Arrival. In such cases, the customer will be informed of this as soon as it is practically possible.
- 1.9 When booking Idre Fjäll's package that includes accommodation, Cancellation Insurance is always included.
- 1.10 By Booking the Customer certifies that he/she has reached the age of 20 on the day of arrival. The Customer undertakes to identify his/her age on arrival.
- 1.11 The age requirement is of significant importance to Idre Fjäll and constitutes a prerequisite for the Customer to be able to use the accommodation and/or services in accordance with the Booking.
- 1.12 If the Customer on the Day of Arrival cannot present identification or otherwise prove that the age requirement is met, Idre Fjäll has the right to notify Idre Fjäll in writing that the Booking shall be considered cancelled by the Customer, in which case the cancellation rules for cancellations without Cancellation Protection will enter into force in accordance with section 10.4.
- 1.13 Guests who have not yet reached the age of 18 and who arrive without the company of a parent or guardian must be able to present a written and signed certificate from a parent or guardian upon arrival and throughout their stay. The certificate must be handed over to Idre Fjäll's reception or sent to bokning@idrefjall.se [on arrival](#).

- 1.14 If the Guest is unable to present a valid certificate on the day of arrival or later during the stay, Idre Fjäll has the right to deny the Guest access to the accommodation. If, despite this, the Guest nevertheless uses the accommodation, Idre Fjäll has the right to immediately notify that the Booking shall be considered cancelled by the Customer, in which case the cancellation rules for cancellations without Cancellation Protection will enter into force in accordance with section 10.4.
- 1.15 Exceptions from the age requirement may be granted in certain special cases after examination by Idre Fjäll.
- 1.16 Idre Fjäll applies variable pricing to all services and products. Prices stated on Idre Fjäll's website or communicated orally by Idre Fjäll's staff may be adjusted from time to time, even during the current season. Different discounts and/or offers cannot be combined. Any price adjustments of Idre Fjäll's products and services do not affect already completed bookings.

2 SCOPE OF THE BOOKING

- 2.1 Unless otherwise stated in the Booking or the Terms and Conditions, the following provisions apply to all Idre Fjäll's Arrangements:
- a) The square meter specifications stated in the Booking refer to the external dimensions of the accommodation. The floor plan and furnishings may vary and bedrooms without windows may occur. Standard and equipment may vary between different accommodations. More information about the specific accommodation can be found on Idre Fjäll's website: www.idrefjall.se.
 - b) Cottages and apartments are intended for self-catering. Toilet paper and dishwasher tablets are not included in accommodations intended for self-catering, but the Customer may bring their own.
 - c) Accommodations with Wi-Fi, charging station for electric cars or engine heaters are marked with icons on Idre Fjäll's website: www.idrefjall.se.
 - d) Electric cars may only be charged at designated charging stations. Access to a charging station for electric cars at your accommodation is only included if it is clearly stated in the Booking or otherwise on Idre Fjäll's website www.idrefjall.se for the specific accommodation.
 - e) Charging via charging stations (electricity) is normally not free. The cost is charged separately according to information on the charging post or Idre Fjäll's website, unless otherwise stated in your Booking.
 - f) For campsites for daily or weekly bookings, electricity and access to a service building are included.
 - g) When booking a hotel room at Pernilla Wiberg Hotel, bed linen, cleaning and breakfast are included.

3 USE OF THE ACCOMMODATION

- 3.1 Unless otherwise stated in the Booking or the Terms and Conditions, the following provisions apply to all Idre Fjäll's Arrangements:

The Customer is strictly responsible to Idre Fjäll for Guests.

- h) The accommodation may only be used for holiday purposes, unless otherwise agreed at the time of booking.
- i) The number of people using the accommodation (i.e. Customer and Guests) must not exceed the number of beds as per the Booking.
- j) The Customer and the Guests must take care of the accommodation carefully and follow the rules and instructions that apply to the accommodation and the area.
- k) The Customer and the Guests must show consideration and observe silence between 23:00 and 07:00.
- l) The use of a music system or other equipment that may be perceived as disturbing to the surroundings is not permitted. This applies regardless of the time of day.
- m) Any request for an extension of the stay must be submitted to Idre Fjäll's reception in the city center building before the time of check-out on the day of departure.
- n) Special requests (for example regarding pets or adaptations for Customers and Guests with disabilities) must be stated when booking. Other requests are accommodated to the extent possible for Idre Fjäll.
- o) Pernilla Wiberg Hotel is completely pet-free. For other accommodations, bringing pets requires that the Customer has booked a pet-friendly accommodation. In addition, the Customer must have made an active choice of supplement for pets in the Booking. If the Customer has not activated the supplement for pets, but still brings a pet, the Customer will be charged the cost of this afterwards, in addition to the Price.
- p) All accommodations, including hotel rooms and common areas within Idre Fjäll's area, are non-smoking.
- q) Tents, caravans or motorhomes may not be set up on the plot or other non-designated places. Camping is only allowed in specially marked places.

4 SNOW GUARANTEE

- 4.1 The snow guarantee means that Idre Fjäll guarantees that at least ten (10) slopes and 2.5 km of cross-country trails must be open to the public and in drivable condition during the specified period for the current winter season (see www.idrefjall.se for current dates).
- 4.2 "Driveable condition" means that the slope or track is passable in connection with the slope or tracks being opened to the public every day.
- 4.3 The customer is aware of and accepts that the condition of the slope/track may vary during the day depending on the degree of load and temperature as maintenance of the tracks is in some cases only possible at night.
- 4.4 If the snow guarantee is not fulfilled by Idre Fjäll during the period in question, the Customer has the right to refund all or part of the paid booking fee for the booked Arrangement including optional extras in the event of cancellation.
- 4.5 Cancellation may be made no earlier than three (3) days before the Day of Arrival.
- 4.6 If cancellation is made before the Arrival Day, the full booking fee including optional extras will be refunded.

- 4.7 If the breach of guarantee only occurs after the Arrangement has begun, the Customer has the right to cancel the remaining part of the Arrangement. The Customer is then entitled to a refund for the remaining part of the Arrangement calculated from the day the Customer cancels the Arrangement. Compensation for cancelled accommodation is calculated from the day the Customer checks out of the accommodation. Refunds are normally made within two weeks from the time the Customer has checked out of the accommodation.

5 BOOKING OF THE ACTIVITY, EQUIPMENT AND ACCESSORIES FOR THE ACCOMMODATION AND MORE

5.1 Advance booking and more, as well as any Delivery

5.1.1 Advance booking of;

- a) Winter equipment must be made no later than 12.00 four (4) days before the Arrival Day.
- b) Delivery of equipment must be made no later than 12.00 noon seven (7) days before the Arrival Day.
- c) Summer equipment must be made no later than 16.00 the day before the Arrival Day.
- d) Ski school and other Activities must be done no later than the day before the Day of Arrival.
- e) Meals must be made no later than four (4) days prior to the Day of Arrival.
- f) Departure cleaning must be done no later than seven (7) days before the Departure Date. Please note that access to the service is limited and it is therefore recommended to book well in advance.

- 5.1.2 Accessories for the accommodation as per the Booking may, subject to availability, be added up to and including five (5) days prior to the Date of Arrival. Accessories include, for example, linen sets, cots and high chairs.

- 5.1.3 All pre-bookings must be paid before the Arrival Day (see section 7 below).

Equipment rental

- 5.1.4 Rented equipment must be returned within the specified time according to current opening hours (see www.idrefjall.se for current opening hours). Requests for extension of the rental period must be made before the rental period expires.
- 5.1.5 The equipment must be used with care. The renter is responsible for all damage to the equipment in addition to normal wear and tear. Equipment that is not returned, for any reason, will be charged at full replacement value.
- 5.1.6 When ordering Delivery, the Customer must follow the instructions given by Idre Fjäll in the Confirmation or the special booking confirmation provided regarding the "Delivery".

Groups and more

- 5.1.7 Special terms and conditions apply to Groups (see "Supplement to booking conditions" on Idre Fjäll's website).
- 5.1.8 Idre Fjäll reserves the right to merge Activities such as ski school groups or reduce the number of lessons if the number of participants is three or less, as well as to change the time of an Activity or reschedule to an equivalent Activity if the number of participants is low.

Security package

- 5.1.9 The Customer may either at the time of Booking or at any time in the period up to the time of rental order a security package to avoid liability in the event of accidents or theft of rented equipment (the "Security Package").
- 5.1.10 If the Delivery service has been booked by the Customer, the Security Package can be purchased in connection with the booking of the Delivery or later by contacting Idre Fjäll's booking department by phone or email up to and including the day before the Arrival Day.
- 5.1.11 The Security Package releases the Customer from liability for costs in the event of damage to rented equipment that has occurred as a result of an accident and in the event of theft.
- 5.1.12 In the event of theft of equipment, the Customer must make a police report and present it to Sportuthyrning Torget.
- 5.1.13 Damage caused by negligence or careless handling of the equipment is not covered by the Security Package.
- 5.1.14 The security package can be added at the latest at the time of delivery if booked equipment is picked up from Sportuthyrningen's premises.

6 CLEANING, KEYS AND CHECK-OUT

- 6.1 If Departure Cleaning is not included in the Booking, the Customer is responsible for cleaning the accommodation in accordance with the cleaning instructions available on Idre Fjäll's website at <https://www.idrefjall.se/en/check-in-and-check-out/> and in the information brochure provided in the accommodation upon arrival.
- 6.2 The Customer is responsible for ensuring that they have read the cleaning instructions. If, for any reason, the Customer is unable to locate the cleaning instructions in the accommodation or on Idre Fjäll's website, it is the Customer's responsibility to contact Stugservice for assistance in locating the instructions.
- 6.3 Cleaning carried out by the Customer is assessed objectively against the criteria set out in the cleaning instructions. Failure to properly clean the accommodation, including but not limited to unwashed dishes, uncleared waste, unclean toilets and bathrooms, or undusted surfaces, may result in an additional charge corresponding to Idre Fjäll's costs of engaging a cleaning contractor to complete the remaining cleaning. The charge shall be no less than 3,000 SEK and no more than 30,000 SEK, and shall be determined in proportion to the size of the accommodation and the extent of the remaining cleaning required.

- 6.4 In connection with cleaning the accommodation, the Customer shall complete a digital self-inspection of the cleaning through Selfcheck. Selfcheck is accessed digitally via the Customer's mobile phone or other internet-enabled device.
- 6.5 The Customer receives access to Selfcheck by scanning the QR code provided in the accommodation or via the link included in the booking confirmation, SMS, or email. The Customer shall follow the instructions provided in Selfcheck, which include, among other things, completing a digital checklist regarding the condition of the accommodation and documenting the accommodation by uploading photographs.
- 6.6 Material submitted through Selfcheck is reviewed by Idre Fjäll's staff. Any damage, deficiencies, or inadequate cleaning identified in the submitted material will be handled in accordance with Idre Fjäll's applicable procedures and these Terms.
- 6.7 The Customer shall be charged for the costs of remedying any damage, deficiencies, or inadequate cleaning in accordance with Section 6.3 above, Section 11.1 below, and these Terms in general. The Customer will be notified in writing of any claim.
- 6.8 The Customer is responsible for ensuring that they have access to a functioning mobile phone or other device equipped with a camera and an internet connection at the time of check-out. Idre Fjäll provides Wi-Fi in accommodations where such service is available. If, due to a technical fault or disruption in Idre Fjäll's systems, the Customer is unable to complete a self-inspection through Selfcheck, the Customer shall promptly contact Stugservice for an alternative procedure. Idre Fjäll is not liable for technical disruptions attributable to the Customer's own equipment or internet connection.
- 6.9 If the self-inspection through Selfcheck is not completed, is completed only in part, or if the submitted photographs are unclear or missing, the accommodation shall be deemed not to have been properly surrendered. In such cases, Idre Fjäll will carry out a physical inspection of the accommodation, for which the Customer may be charged a fee of 600 SEK.
- 6.10 In addition to the fee referred to in Section 6.9 above, the Customer may also be charged for Idre Fjäll's costs of remedying any damage, deficiencies, or inadequate cleaning identified during the inspection of the accommodation, in accordance with Section 6.3 above, Section 11.1 below, and these Terms in general.
- 6.11 If Selfcheck is unavailable or otherwise inoperable due to a technical fault or system disruption attributable to Idre Fjäll's systems, the Customer shall not suffer any adverse consequences as a result, provided that the Customer contacts Stugservice without undue delay to obtain alternative instructions. In such cases, Idre Fjäll is responsible for providing an alternative means of completing the check-out within a reasonable time.
- 6.12 The photographs and information submitted by the Customer through Selfcheck will be processed in accordance with Idre Fjäll's Privacy Policy and the General Data Protection Regulation (GDPR). The submitted material will be used solely for the purpose of assessing the condition of the accommodation at check-out and will not be retained for longer than is necessary for that purpose.
- 6.13 All keys to the booked accommodation shall be returned at check-out. A charge of 800 SEK will apply for each key that is not returned.

7 PAYMENT

Payment for online bookings

- 7.1.1 Idre Fjäll uses Kustom Checkout, which is an independent checkout solution provided by Kustom AB ("Kustom"), to handle purchases in our store. Kustom provides the technical function of the checkout, including the display of available payment options. Kustom is not a bank and does not process payments directly, but only provides the interface that shows the available payment methods the customer can choose.
- 7.1.2
- 7.1.3 When the Customer makes a purchase, the Customer selects the payment method at checkout. The payment is handled by the external payment service provider chosen by the Customer, and the Customer is redirected to complete the payment (e.g. Klarna or Swish). Available payment services are shown at the checkout. Available payment services may vary depending on the country in which the Customer is located.
- 7.1.4
- 7.1.5 The booking is registered as fully paid with Idre Fjäll when the Customer has approved the purchase through the chosen payment service.
- 7.1.6
- 7.1.7 By clicking on "Pay purchase", the Customer accepts Idre Fjäll's terms and conditions and Kustom's terms of use and confirms that the Customer has read Kustom's privacy policy. The terms and conditions of the chosen payment service provider (e.g. Klarna or Swish) also apply to the payment.

Payment for Groups and telephone bookings

- 7.1.8 Payment is made via Kustom Checkout, unless otherwise agreed. Available payment options are determined by Kustom Checkout.
- 7.1.9 When paying with Kustom Checkout, Idre Fjäll sends a text message with a link to the mobile number provided by the Customer. The confirmation will only be sent to the specified email address when the Customer has approved their purchase through the chosen payment service.
- 7.1.10 Invoice payment is only possible for Groups or when booking by telephone and incurs an administrative fee.
- 7.1.11 In the case of bankgiro payment, the invoice is divided into partial and final payment.
- The first instalment, corresponding to twenty (20) percent of the total booking amount, must be received no later than ten (10) days after the time of booking.
- Final payment must be received no later than forty (40) days prior to the Date of Arrival.
- 7.1.12 If booking later than sixty-one (61) days prior to the Date of Arrival, the full amount shall be paid immediately.
- 7.1.13 The OCR number must always be stated when making a bankgiro payment.
- 7.1.14 Idre Fjäll does not send payment reminders or payment confirmations. Full payment is required for access to the accommodation.
- 7.1.15 In case of non-payment in part or final payment, Idre Fjäll can cancel the Booking. The guest will be notified in writing of the cancellation and will lose the right to the accommodation without refund of any payment already made.

8 CANCELLATION INSURANCE

- 8.1 Cancellation insurance applies to rebookings and cancellations in accordance with what is stated in the respective sections below (see sections 9 and 10 below).
- 8.2 The cancellation insurance costs 350 SEK per accommodation (cottage, apartment, hotel room, campsite), or 150 SEK per person for certain Arrangements.
- 8.3 Cancellation insurance can only be taken out at the time of booking and applies in the event of;
 - Death, illness or accident that has affected the Customer, his/her spouse, cohabitant, family or Guests.
 - Drafting into the armed forces or civil defence by the Customer.
 - Serious events beyond the Customer's control that could not have been foreseen at the time of booking (e.g. extensive fire, flooding, termination of work – not notice – or cancellation of holiday).
- 8.4 In order to reimburse, the Customer needs to be able to prove the existence of the circumstances listed in section 8.3 a-c through certificates from, for example, a doctor, authority, employer or insurance company.

9 REBOOKING

- 9.1 Rebooking is possible provided that Cancellation Protection has been purchased.
- 9.2 If the Cancellation Insurance is used for the Rebooking, Idre Fjäll always keeps the entire cost of the protection.
- 9.3 Rebooking refers to changes to, for example, Customer, Guests, Arrival date, Departure date, accommodation type or number of people during the same Season. If the Customer wishes to make a rebooking to another Season, the Customer is referred to make a formal Cancellation and then make a new booking.
- 9.4 Changes to the name of the Customer or Guests are made free of charge. Idre Fjäll reserves the right to refuse to change the name of the Customer or Guests in special circumstances. Changes to options and additional orders can be made free of charge up to four (4) days before arrival.
- 9.5 Rebooking is subject to availability and any price difference will be charged or credited according to the prices in force at the time of the rebooking.
- 9.6 The cost of rebooking is calculated as follows:

In case of 7 days or less remaining: 70 percent of the Price of the Booking.

r) In case of 8-20 days left until arrival: 20 percent of the Price of the Booking.

- s) If more than 21 days before the arrival date, Idre Fjäll only keeps the cost of the Cancellation Insurance.
- 9.7 When rebooking to a more expensive accommodation, the Customer must pay the difference and any rebooking fee.
- 9.8 When rebooking to a cheaper accommodation, the Customer will receive the difference, less the rebooking fee, as a credit receipt.
- 9.9 In the event of a rebooking, a new Cancellation Protection needs to be added if the Customer wants the protection to apply to the new Booking.
- 9.10 For rebooking and changes for Groups, see "Supplement to booking conditions" on Idre Fjäll's website.

10 CANCELLATION

10.1 How to cancel

- 10.1.1 Cancellations must be made verbally or in writing to Idre Fjäll's booking department.
- 10.1.2 In case of cancellation, the Guest must always state the name, booking number and date of arrival of the Booking.

General information about cancellation with Cancellation Insurance

- 10.1.3 Cancellations can be made up to and including the day of arrival.
- 10.1.4 In case of cancellation with personal Cancellation Insurance, Idre Fjäll keeps the fee for Cancellation Protection and an administration fee of SEK 350 per person plus fees (for example rebooking and cancellation fee).
- 10.1.5 If Cancellation Protection has been purchased for an accommodation, the administration fee is instead SEK 550 per accommodation plus any fees (e.g. rescheduling and cancellation fees).
- 10.1.6 If, when cancelling accommodation, the Customer also cancels all services and/or products booked together with the accommodation, the Cancellation Protection covers the cancellation cost for the entire Booking.
- 10.1.7 In the event of cancellation of individual add-ons, products or Activities, the terms and conditions set out in sections 10.6 to 10.7 below apply.

Cancellation with Cancellation Insurance during Season

- 10.1.8 In addition to what applies generally to cancellations, the following rules apply in the event of cancellation during the Seasons listed below.
 - t) Winter season

Reservations with arrival date from December 20, 2025 up to and including April 11, 2026 and from December 19, 2026 up to and including April 3, 2027.

u) Summer season

Reservations with arrival date from April 28, 2025 to October 12, 2025 and from April 12, 2026 to October 11, 2026.

v) Autumn season

Arrivals are available from 13 October 2025 to 19 December 2025 and from 12 October 2026 to 18 December 2026.

10.1.9 In case of cancellation during the Winter Season and Summer season, a certificate confirming the reason for the cancellation is required if less than 40 days remain before the Arrival Day.

10.1.10 In case of cancellation during the Autumn season, a certificate is required if less than 21 days remain before the Arrival Day.

10.1.11 In case of cancellation during the Summer Season and Autumn Season, the administration fee will not be added to bookings that last for a maximum of three nights.

Cancellation without Cancellation Insurance

10.1.12 If cancelled 40 days or earlier before the Arrival Date, Idre Fjäll will retain twenty (20) percent of the Price of the Booking.

10.1.13 In case of cancellation 39 days or later before the Date of Arrival, Idre Fjäll will retain one hundred (100) percent of the Price of the Booking.

Cancellation upon commencement of stay

10.1.14 In case of cancellation of an already started stay, the Customer is not entitled to any refund for the Price already paid.

10.1.15 The booking fee for collected winter or summer equipment and commenced Activity will only be refunded in the situations listed in section 8.3 a-c above and upon presentation of a valid certificate.

10.1.16 Refunds for collected winter or summer equipment are only made for the remaining booking time and are calculated from the date to which the certificate refers provided that the equipment has been returned to Idre Fjäll. The certificate is presented and the equipment is returned at the nearest rental point.

10.1.17 Refunds for commenced Activity will only be made for the remaining time. Compensation will not be based on time before the Customer or Guest has given notice of the cancellation or before the period of illness or similar circumstances have occurred according to the certificate. Refunds of used ski/lift passes will only take place in the situations listed in section 8.3 a-c above and for the remaining time upon presentation of a valid certificate.

10.1.18 Idre Fjäll follows the rules of the industry organization SLAO in the event of a refund of ski passes and lift passes at Downtime, see www.slao.se.

10.1.19 Idre Fjäll refers to current industry regulations from SLAO regarding, among other things, reimbursement of ski passes and lift passes in the event of downtime as well as ski and bicycle rules in SLAO's little yellow and SLAO's little green, which can be found on SLAO's website, www.slao.se/fakta/utforsakarens-trafikregler/. Both the ski and bicycle rules as well as other applicable industry regulations announced by SLAO form part of the agreement between Idre Fjäll and the Customer and accompanying Guests. In the event of any conflict between SLAO's ski and bicycle rules, other industry regulations and these Terms and Conditions, these Terms and Conditions shall prevail.

Cancellation of Activities and equipment

10.1.20 Cancellation insurance cannot be taken out only for Activities and/or equipment, but only for Package Tours or other Arrangements including accommodation.

10.1.21 If cancelling Activity and equipment later than four (4) days before the start, 150 SEK will be charged per booked place/unit.

10.1.22 In case of cancellation of Activity and equipment later than twenty-four (24) hours before the start, Idre Fjäll will keep the full amount.

10.1.23 For pre-booked ski, track, roller ski, trail and lift passes, cancellation can be made up to and including the day of arrival, provided that the pass has not been started, with a refund of the amount paid.

Cancellation of pre-ordered food

10.1.24 Cancellations later than four (4) days before the date of arrival will be charged at the full price of the meal.

11 BREACH OF CONTRACT

11.1 Idre Fjäll reserves the right to immediately cancel the Booking and claim damages if:

- w) The customer has not paid full payment according to the Booking.
- x) The Customer or Guest acts in violation of these Terms and Conditions.
- y) The Customer or Guest acts in violation of the Booking.
- z) Customer or Guest behaves in a threatening manner or in any other way exposes Idre Fjäll's staff or other accommodation and visitors at Idre Fjäll to serious disturbances.
- aa) The Customer or Guest commits vandalism or otherwise through negligence carries out damage to the accommodation and/or the area around the accommodation.
- bb) The accommodation is used in violation of the agreed purpose.

- 11.2 If Idre Fjäll has cancelled the Booking due to any of the reasons stated in sections 11.1 a-f above, the Customer and Guest are obliged to immediately leave the accommodation and the surrounding area without the right to compensation or refund.
- 11.3 Idre Fjäll also reserves the right to refuse future bookings for the Customer and/or Guest in the event of repeated or serious violations of clauses 11.1 a-f above.
- 11.4 Idre Fjäll is entitled to compensation for all damage caused to Idre Fjäll by the Customer and/or Guest through violation of sections 11.1 a-f above.

12 COMPLAINTS, RECTIFICATIONS, PRICE REDUCTIONS AND MORE

- 12.1 If the accommodation does not correspond to the condition stated in the Booking, Idre Fjäll must remedy the defect within a reasonable time. However, Idre Fjäll is not obliged to remedy the defect if it is impossible or if the remedy would entail disproportionate costs for Idre Fjäll. If Idre Fjäll does not remedy the defect, the Customer may be entitled to a price reduction and/or damages. If the defect is material, the Customer also has the right, provided that no rectification has been made, to immediately withdraw from the Reservation. A material defect refers to a defect that in a decisive way affects the Customer's stay, such as a deviating number of beds or the like.
- 12.2 If the accommodation is inadequately cleaned upon the Customer's arrival, the Customer must immediately report this by telephone to Stugservice on telephone number 0253-413 14. Idre Fjäll does not pay any compensation for inadequate cleaning of the accommodation on arrival.
- 12.3 Complaints regarding visible deficiencies in the accommodation's standard, location and other characteristics must be submitted to Idre Fjälls Stugservice on telephone number 0253-413 14 as soon as it can be done upon arrival, but no later than 12:00 noon the day after the day of arrival.
- 12.4 Complaints regarding deficiencies that first arise or appear during the stay must be made as soon as it can be done in view of the circumstances, but no later than 12:00 noon the day after the deficiency was discovered or should have been discovered.
- 12.5 If the Customer fails to submit a complaint in a timely manner, the Customer loses the right to claim sanctions, such as price reductions and/or cancellations, as a result of the defect.
- 12.6 Complaints submitted after the above deadlines shall still be considered by Idre Fjäll if possible, but do not give any right to cancellation or compensation.
- 12.7 In the event of technical malfunctions (e.g. Wi-Fi, digital door locks or charging posts for electric cars), no compensation is paid.
- 12.8 For complaints that do not relate to the accommodation, the Customer or Guest is referred to the reception in the city centre building.

13 OTHER LIABILITY ISSUES

- 13.1 If, due to circumstances beyond its control, Idre Fjäll is prevented from delivering the agreed performance according to the Booking, the Customer is offered the opportunity to rebook or refund. Exceptions apply to used days of the accommodation as well as already used services and Activities. Idre Fjäll does not pay any compensation for financial damage in the above situations.

- 13.2 Damage that occurs to movable property belonging to the Customer or Guest is compensated by Idre Fjäll provided that Idre Fjäll caused the damage through negligence. A prerequisite for the Customer or Guest to be entitled to compensation is that the Customer or Guest reports the damage within 24 hours from the time the Customer or Guest discovered or should have discovered the damage. The damage report must be made at the reception in the city centre building.
- 13.3 Idre Fjäll's liability is, unless otherwise provided by mandatory law, limited to the Price of the Booking. Idre Fjäll is not liable for indirect damages, such as loss of income, loss of profit or other consequential damages.
- 13.4 The limitation of liability in this section does not apply to personal injury or other damage caused by gross negligence or intent.
- 13.5 The customer is recommended to take out their own home or travel insurance that covers damages, accidents and loss of property during their stay.
- 13.6 Idre Fjäll is not responsible for forgotten or lost items.
- 13.7 When participating in an Activity, both the Customer and the Guest must be sober. The Activity Leader has the right to deny participation to the Customer or Guest if there is suspicion of drunkenness or if safety can otherwise be considered compromised. If an Activity is cancelled or interrupted due to drunkenness on the part of the Customer or Guest, no refund or other compensation will be paid. A decision to deny participation or cancel an Activity on this basis is made by the Activity Manager.

14 INFRINGEMENT FEES AND MORE

- 14.1 Charging of electric vehicles may only take place at the places specifically designated by Idre Fjäll for this purpose. It is not permitted to charge electric vehicles in ordinary single-phase electrical outlets or in places other than the charging points designated by Idre Fjäll. In the event of violation of this provision, for example by charging in ordinary single-phase electrical outlets, Idre Fjäll is entitled to charge a special fee of SEK 3,000.
- 14.2 Established rules for smoking and pet bans must be followed. In the event of a violation of these, Idre Fjäll has the right to charge a special fee of SEK 3,000.
- 14.3 If, as a result of unauthorized charging or violation of the smoking and pet ban, Idre Fjäll suffers damage that exceeds SEK 3,000 per violation, Idre Fjäll is entitled to full compensation for all damage incurred. In such a case, the special fee of SEK 3,000 for the violation shall be deducted against the total amount of damages for each violation.

15 FORCE MAJEURE

- 15.1 Both parties have the right to withdraw from the Booking if the Arrangement cannot be provided due to acts of war, natural disasters, labour market conflicts, prolonged interruptions in the water or energy supply, fire, decisions by authorities, epidemics/pandemics and other major outbreaks of disease, or other similar circumstances beyond the control of the parties, which neither party could reasonably have foreseen or taken into account at the time of the Booking and whose
- 15.2 consequences could not reasonably have been avoided ("Force majeure situation").

- 15.3 A party wishing to withdraw from the Booking pursuant to the first paragraph shall without delay notify the other party of this as soon as the party wishing to withdraw has become aware that a Force Majeure situation has occurred.
- 15.4 The party is not entitled to withdraw from the Booking if the circumstances referred to in the first paragraph were generally known at the time the agreement was entered into.

16 HANDLING OF PERSONAL DATA ETC.

- 16.1 Idre Fjäll processes personal data in accordance with the General Data Protection Regulation (GDPR) using external tools. The data is used to administer bookings, manage customer accounts ("My Pages") and to send relevant information about the Customer's booking and stay. See www.idrefjall.se/om-oss/information/GDPR for more information.

17 APPLICABLE LAW AND DISPUTE RESOLUTION

- 17.1 Disputes regarding the Booking are governed by Swedish law and shall primarily be resolved through negotiation between the parties.
- 17.2 If no agreement is reached, the dispute will be tried in a Swedish general court.
- 17.3
- 17.4 Disputes between Idre Fjäll and Kund can also be tried by the National Board for Consumer Disputes (ARN) or Visita's Disciplinary Board when the conditions for a review in these boards are met according to the regulations that apply to them.

18 OTHER PROVISIONS

- 18.1 The majority of the accommodation rented out by Idre Fjäll is owned by a third party (so-called "Cottage Owner") and is rented out on behalf of the Cottage Owner. Idre Fjäll hereby informs that parts of the accommodation may be reserved for the Cottage Owner's own use.
- 18.2 Maps and drawings provided by Idre Fjäll are approximate and should only be used as a guide. Idre Fjäll is not responsible for any deviations in maps and drawings provided by Idre Fjäll.
- 18.3 Idre Fjäll reserves the right to any delays at check-in due to unforeseen events related to the accommodation or circumstances beyond Idre Fjäll's control. Delays at check-in do not entitle the Customer to compensation.
- 18.4 Construction and earthworks may occur within Idre Fjäll's area. Such work is mainly carried out during regular working hours on weekdays and may cause noise or other disturbances. Disturbances from such work do not entitle the customer to compensation or cancellation. However, Idre Fjäll aims to offer an alternative solution if the Customer's stay is significantly affected.

- 18.5 During the stay, photography and filming may take place of Idre Fjäll's activities, facilities and facilities. The material is primarily used to document Idre Fjäll's activities. In some cases, images and films may be used in Idre Fjäll's marketing, for example on the website, in printed material or in social media. Idre Fjäll strives to only use images where individuals are not in focus. If the Customer or Guest wishes to participate in more prominent images or films for marketing, a special consent is obtained on site. Anyone who does not wish to appear in the picture or film can notify the staff at any time during the stay. Idre Fjäll always respects such wishes.
- 18.6 Through the Booking, the Customer agrees that Idre Fjäll or another party uses external tools to send information related to the Booking or the stay to the Customer.

19 TRAVEL GUARANTEE

- 19.1 Travel guarantee refers to protection against financial damage that may affect travellers as a result of the insolvency of organisers of Package Tours. The traveller can then apply for compensation from the travel guarantee and receive a refund to the extent that the package travel agreement is not fulfilled as a result of the Organiser's insolvency. The application for compensation must be received by the Legal, Financial and Administrative Services Agency (cf. section 20 below) no later than three months after the trip should have been completed.

20 TRAVELLER'S RIGHTS WHEN BOOKING A COMBINATION TRAVEL SERVICE (SO-CALLED PACKAGE TOUR)

- 20.1 In cases where the Customer has booked a combination of travel services, the Arrangement constitutes a Package Tour within the meaning of Directive (EU) 2015/2302. The Customer is thus subject to the applicable rules for package travel, which can be found in the Package Travel Act (2018:1217). Idre Fjäll will be fully responsible for the Package Travel as a whole being performed correctly. In addition, Idre Fjäll has, by law, protection to refund the Customer's payments and, when transport is included in the Package Tour, to ensure the Customer's repatriation if the Customer becomes insolvent.
- 20.2 The customer must receive all essential information about the Package Travel before entering into the package travel agreement.
- 20.3 There is always at least one trader who is responsible for the proper performance of all travel services included in the contract.
- 20.4 The customer will be provided with an emergency telephone number or details of a contact point where they can get in touch with the Organiser or travel agency.
- 20.5 The customer may transfer the Package Holiday to another person, with reasonable notice and possibly at an additional cost.
- 20.6 The price of the Package may only be increased if special costs increase (e.g. fuel prices), and if this is expressly stated in the contract, and in any event no later than 20 days before the start of the Package. If the price is increased by more than 8% of the price of the Package, the Customer may terminate the contract. If the Organiser reserves the right to increase the price, the Traveller is entitled to a price reduction if the relevant costs decrease.

- 20.7 The Customer may terminate the contract without paying a cancellation fee and receive a full refund of all payments if any of the essential elements of the Package Travel other than the price changes significantly. If the trader responsible for the Package Travel cancels the Package before the start of the Package Tour, the Customer is entitled to a refund and compensation, if applicable.
- 20.8 In exceptional circumstances, the customer may terminate the contract before the start of the Package Holiday without paying a cancellation fee, for example in the event of serious security problems at the destination that are likely to affect the Package Tour.
- 20.9 The customer may terminate the contract at any time before the start of the Package Holiday for a reasonable and justified cancellation fee.
- 20.10 If significant parts of the Package Tour cannot be provided according to the agreement after the start of the Package Tour, suitable alternative arrangements must be offered at no extra cost. The Customer may terminate the contract without paying a cancellation fee if the services are not performed in accordance with the agreement and this significantly affects the performance of the Package Travel and the Organiser does not remedy the problem.
- 20.11 The customer is also entitled to a price reduction and/or damages if the travel services are not performed or are performed inadequately.
- 20.12 The Organiser must provide support if the Client is in difficulty.
- 20.13 If the Organiser becomes insolvent, the payments will be refunded. If the Organiser becomes insolvent after the start of the Package Tour and if transport is included in the Package Tour, the Customer's repatriation is secured by the guarantee.
- 20.14 In the event that the agreement is not provided due to Idre Fjäll's insolvency, the Customer may contact the Client or, where applicable, the competent authority Kammarkollegiet, Slottsbacken 6, 111 30 Stockholm, 08-700 0800, registratur@kammarkollegiet.se.