

General Booking Terms and Conditions of Stiftelsen Idre Fjäll

Updated Terms from 8 March 2025

General

These terms regulate the agreement between Stiftelsen Idre Fjäll AB, referred to as "Idre Fjäll," and the person making a booking or entering into an agreement – either personally or through a third party individual – as stated in the confirmation sent by Idre Fjäll. The person making the booking is referred to as the "Customer," and other travellers are referred to as "Guests." If Idre Fjäll personnel have made verbal agreements with the Customer, these must be specified in the confirmation to be legally binding. If such information is missing, the Customer must immediately notify Idre Fjäll for a correction of the confirmation. The booking may include accommodation (cabin, apartment, Pernilla Wiberg Hotel, or camping), products/services, or a combination (package travel). Idre Fjäll applies dynamic pricing, and various discounts or offers cannot be combined.

The responsible lessor and organizer are Stiftelsen Idre Fjäll AB, Gränjesvålen, Box 202, 797 02 Idre, Org. no.: 884400-5960, VAT: SE884400596001, Telephone: +46 (0)253-400 00.

1. Booking for Private Individuals

- In order to enter an agreement and book accommodation at Idre Fjäll, the Customer must be at least 20 years old. Identification will be checked upon arrival, and meeting the age requirement is a condition for access. If the age requirement is not met upon arrival, the booking will be considered cancelled, and cancellation rules will apply.
- Minors arriving without a legal guardian must have written approval from their guardian. The consent form can be sent to bokning@idrefjall.se.
- Specific age requirements may apply in certain cases.

2. Booking of Accommodation

- The base price includes the rental of the accommodation, electricity, water, and beds/extra beds with duvets and pillows.
- The stated square meter measurements refer to the total external size of the accommodation. Layout and interior design may vary, and some bedrooms may not have windows.
- The accommodation may only be used for holiday purposes unless otherwise agreed upon at the time of booking.
- The number of occupants may not exceed the number of beds. (Discounts for children or extra beds are not available unless specifically agreed upon.)
- Special requests (e.g., regarding pets or accessibility adaptations for Guests with disabilities) must be stated at the time of booking. Other requests will be accommodated if possible.
- In order to bring a pet to a pet-friendly accommodation, the additional booking option "pet fee" must have been added. If not, a charge will be applied retroactively.
- Idre Fjäll reserves the right to reassign the Customer to an equivalent or upgraded accommodation up until the arrival date without prior notice.
- The base price does not include bed linen, towels, cribs/highchairs, or final cleaning unless these are mandatory add-ons.
- Accommodations with Wi-Fi, electric vehicle charging stations, or engine heaters are marked with an icon on www.idrefjall.se/en.
- Charging stations for electric vehicles are not included unless otherwise stated for the accommodation on www.idrefjall.se/en.
- Please note that toilet paper and dishwasher tablets are not included.

- For Pernilla Wiberg Hotel, linen, cleaning, and breakfast are included; the hotel is also pet-free.
- When booking a camping pitch for daily or weekly stays, electricity and access to service facilities are included.

3. Booking of Extra Products, Arrangements, and Accessories

- Pre-booking of ski, trail, roller ski, and lift passes, ski school, and other activities must be completed no later than one day before arrival. Winter equipment must be booked no later than two days before at 12.00 (12.00 PM), and summer equipment no later than one day before arrival.
- Rented equipment must be returned within the agreed rental period according to current opening hours (see www.idrefjall.se/en). Any extensions must be made before the rental period expires.
- When purchasing the "Delivery & Pickup" service, the instructions provided by Idre Fjäll must be followed.
- Equipment must be handled with care; visible signs of careless handling may result in the Customer being liable for damages. Non-returned equipment will be charged at full retail value.
- Pre-booking of meals must be completed no later than four days before arrival.
- All pre-booked extra products or arrangements must be paid for before arrival (see section 6. Payment).
- Final cleaning can be booked up to seven days before departure, and accessories can be added subject to availability up to five days before arrival.
- Special terms apply for group bookings (see "Additional Terms and Conditions for Groups").
- Idre Fjäll reserves the right to merge ski school groups or reduce the number of lessons if there are three or fewer participants, as well as to change the time of an activity or rebook to an equivalent activity in case of low participation.

Security Package

The Customer may purchase a security package at the time of booking or rental to avoid liability for costs in case of accidents or theft of rented equipment.

- The security package relieves the Customer of financial liability for damages to rented equipment resulting from an accident, as well as in case of theft.
- The security package can only be purchased at the time of booking or rental and cannot be added later.
- Damages caused by negligence or improper handling are not covered by the security package.
- In case of theft of equipment, the Customer must file a police report and present the report at Sportuthyning Torget.

4. Package Travel

When booking a package travel arrangement organized by Idre Fjäll, neither the Customer nor the Guests may cancel or modify individual parts of the package. See section 8. Cancellation, for applicable cancellation rules. A detailed price list for package travel cannot be provided.

Unspecified Accommodation Bookings

- For unspecified bookings, accommodation will be assigned upon check-in, adapted to the number of people specified in the booking and as confirmed by Idre Fjäll.
- For bookings of more than four people, beds may be distributed across multiple accommodations. Extra beds may occur.
- The accommodation will always include a toilet/shower, TV, and cooking facilities.
- For specific preferences regarding the accommodation's location, a specified accommodation should be booked instead.

5. Booking Confirmation, Invoice, and Klarna Payment

The booking becomes binding at the time of booking. Upon receiving the booking confirmation, invoice, or Klarna payment request, the Customer must verify that all details are correct. It is the responsibility of the Customer or their designated reference to ensure that the confirmation matches the agreement. The booking confirmation is sent to the provided email address, and a payment link to

Klarna is sent via SMS to the registered mobile number. If any discrepancies are found, Idre Fjäll must be contacted immediately for correction.

6. Payment

Payment for Online Bookings

- Payment is made via Klarna, unless otherwise agreed, at the time of booking. The Customer can choose to pay the full amount immediately or in instalments. Available payment options are determined by Klarna.
- Klarna's payment terms apply (see www.klarna.com/uk/terms-and-conditions). Any interest charges to Klarna are non-refundable in case of cancellation.
- A completed Klarna payment is registered as full payment with Idre Fjäll.

Payment for Groups and Telephone Bookings

- Payment is primarily made via Klarna unless otherwise agreed.
- Invoice payments are only available for group bookings or telephone bookings and are subject to an administrative fee.
- For bank giro payments, the invoice is divided into instalments and/or a final payment.
- The first instalment (20% of the total amount) must be received no later than 10 days after the booking is made.
- The final payment must be received no later than 40 days before arrival.
- For bookings made less than 61 days before arrival, the full amount must be paid immediately.
- The OCR number must always be included when making a bank transfer payment.
- Idre Fjäll does not send payment reminders or confirmations; full payment is required for access to the accommodation.

7. Rebooking

- Rebooking is allowed provided that a rebooking/cancellation insurance has been purchased. If used, the full cost of the insurance is retained by Idre Fjäll.
- If rebooking is made more than 21 days before the arrival date, Idre Fjäll retains the cost of the rebooking/cancellation insurance.
- If rebooking to a more expensive accommodation, the price difference and any rebooking fees must be paid. If rebooking to a less expensive accommodation, the difference will be credited as a voucher, minus the rebooking fee.
- A new rebooking/cancellation insurance must be purchased for the rebooked accommodation if the Customer wishes to retain coverage.
- The rebooking fee is calculated as follows:
 - More than 21 days before arrival: Idre Fjäll retains the cost of the rebooking/cancellation insurance.
 - 8–20 days before arrival: 20% of the accommodation cost in the original booking.
 - 7 days or fewer before arrival: 70% of the accommodation cost.
- Rebooking applies to changes in accommodation or travel period within the same season. Name changes can be made free of charge. Idre Fjäll may refuse changes under special circumstances. Changes to additional bookings can be made free of charge up to four days before arrival (see section 8. Cancellation).
- For changes in group bookings, see "Additional Terms and Conditions for Groups".

Rebooking/Cancellation Insurance

- A rebooking/cancellation insurance can be purchased for:
 - SEK 350 per accommodation unit (cabin, apartment, hotel room, or camping pitch), or
 - SEK 150 per person for package travel/arrangements and unspecified bookings.
- The rebooking/cancellation insurance can only be purchased at the time of booking and is valid in case of:
 - Death, illness, or accident affecting the Customer, spouse/partner, family member, or travel companion.
 - Military or civil defence enlistment.
 - Serious, unforeseeable events beyond the Customer's control (e.g., major fire, flooding, redundancy—not layoff warning—or revoked leave).

To receive a refund, supporting documentation (e.g., a medical certificate, employer letter, or insurance statement) must be provided. See section 8 "Cancellation" for refund details.

8. Cancellation

- Cancellations must be made in writing or verbally to Idre Fjäll's booking department. The Customer must provide their name, booking number, and the booked arrival date. Any interest charges to Klarna are non-refundable.
- If the rebooking/cancellation insurance is used, Idre Fjäll retains the protection plan fee and an administrative charge of SEK 350 per person. Cancellations of additional bookings are also covered by the plan.
- If pre-ordered meals are cancelled less than four days before the scheduled date, the full price of the meal will be charged.

Snow Guarantee

The Snow Guarantee ensures that at least 10 slopes and 2.5 km of prepared cross-country trails are open during the designated Snow Guarantee period for the winter season.

- If Idre Fjäll does not meet this guarantee, the Customer has the right to cancel the entire booking. Cancellation may be made no earlier than three days before arrival.
- In case of cancellation under the Snow Guarantee terms, the amount paid will be refunded in accordance with the applicable booking terms.

Bookings with a Rebooking/Cancellation Insurance

Bookings with arrival between 21 December 2024 – 27 April 2025 and 20 December 2025 – 12 April 2026

In case of cancellation, Idre Fjäll retains the fee for the rebooking/cancellation insurance and an administrative fee of SEK 550 per cabin/apartment/hotel room/camping pitch, as well as any additional fees (e.g., rebooking/cancellation fees).

If the cancellation is made less than 40 days before arrival, a medical certificate confirming the reason for cancellation is required. Idre Fjäll is contractually obligated to pay the cabin owners for late cancellations.

Cancellations can be made up until the arrival date.

Bookings with arrival between 28 April – 12 October 2025 and 13 April – 11 October 2026

In case of cancellation, Idre Fjäll retains the fee for the rebooking/cancellation insurance and an administrative fee of SEK 550 per cabin/apartment/hotel room/camping pitch, as well as any additional fees (e.g., rebooking/cancellation fees).

If the cancellation is made less than 40 days before arrival, a medical certificate confirming the reason for cancellation is required. Idre Fjäll is contractually obligated to pay the cabin owners for late cancellations.

The administrative fee does not apply to bookings of 1–3 nights.

Cancellations can be made up until the arrival date.

Bookings with arrival between 13 October – 19 December 2025 and 12 October – 18 December 2026

In case of cancellation, Idre Fjäll retains the fee for the rebooking/cancellation insurance and an administrative fee of SEK 550 per cabin/apartment/hotel room/camping pitch, as well as any additional fees (e.g., rebooking/cancellation fees).

If the cancellation is made less than 40 days before arrival, a medical certificate confirming the reason for cancellation is required. Idre Fjäll is contractually obligated to pay the cabin owners for late cancellations.

Cancellations can be made up until the arrival date.

Bookings Without a Rebooking/Cancellation insurance

- If cancellation is made 40 days or more before arrival, Idre Fjäll retains 20% of the accommodation cost plus any additional fees.
- If cancellation is made less than 40 days before arrival, Idre Fjäll retains 100% of the accommodation cost plus any additional fees.

Cancellation of Activities, Ski School, and Equipment Rentals

A cancellation insurance cannot be purchased for activities, ski school, or equipment rentals, and the following terms apply:

- If cancellation is made less than 4 days before the start, a fee of SEK 150 per booked place/unit will be charged.
- If cancellation is made less than 24 hours before the start, Idre Fjäll retains the full amount.
- For pre-ordered ski, trail, roller ski, and lift passes, cancellations can be made until the check-in day (provided the pass has not been used), with a refund of the paid amount. Any interest charges to Klarna are non-refundable.

During an Ongoing Stay

- If cancellation is made during an ongoing stay, no refund will be issued for the already paid accommodation cost.
- Refunds for rented equipment will only be given upon presentation of a medical certificate and will not cover the period already used. The refund will be calculated from the date stated in the medical certificate and from when the equipment is returned to Idre Fjäll. The medical certificate and equipment must be presented at the nearest rental station.
- Refunds for an ongoing ski school course or activity will only be granted for the remaining sessions upon presentation of a medical certificate. The refund will be calculated from the date stated in the medical certificate and from when the Customer notifies Idre Fjäll.
- Refunds for used ski/lift passes will only be issued for the unused remaining skiing time, upon presentation of a medical certificate.
- Idre Fjäll follows the rules of the industry organization SLAO regarding possible refunds for ski and lift passes in the event of significant operational disruptions. See www.slao.se/en.

Cancellations must be made in writing or verbally to Idre Fjäll's booking department, including the Customer's name, booking number, and arrival date.

9. Complaints

- Any complaints regarding the accommodation must be reported immediately, but no later than 12.00 (12.00 PM) the day after arrival, to the Cabin Service at +46 (0)253-413 14.
- Issues with the accommodation during the stay must be reported immediately to the Cabin Service.
- Complaints regarding cleaning must be reported by phone to the Cabin Service for resolution. No compensation will be provided.
- No compensation is given for technical malfunctions (e.g., WiFi, EV charging stations, drying cabinets).
- Other complaints should be directed to the reception in the central building.
- If the provided accommodation does not meet the agreed standard and Idre Fjäll cannot resolve the issue, the Customer has the right to terminate the agreement.

If no agreement is reached, Idre Fjäll refers the case to Visita Disciplinary Board.

10. Responsibility for Property and Damages

Idre Fjäll is not responsible for lost or forgotten items. Damages caused by negligence on Idre Fjäll's part will be compensated, provided that the Customer/Guest immediately reports the damage to the reception in the central building. The Customer/Guest or any member of their party is responsible for damages resulting from their own negligence or recklessness.

Customer and Guests Obligations

The Customer and Guests must take care of the accommodation and follow the applicable rules and guidelines:

- Show consideration and maintain silence between 11.00 and 07:00 (11.00 PM and 07.00 AM).
- The Customer is responsible for any damage to the property and furnishings caused by negligence from the Customer or Guests.

- Sobriety is required when participating in activities; the activity leader may deny participation if safety is compromised. No refunds or compensation will be provided if an activity is cancelled due to non-compliance with conditions.
- Tents, caravans, or motorhomes may not be set up on the property or in unauthorized areas; camping is only allowed in designated areas.
- The use of sound systems or other equipment that disturbs the surroundings is not permitted.
- Charging of electric vehicles must be done at designated stations; improper charging may result in fees (minimum SEK 3,000).
- Follow the established rules regarding smoking and pet bans. Violations will incur a fee ranging from SEK 3,000 to SEK 30,000, depending on the size of the accommodation.

11. Cleaning

If final cleaning has not been pre-booked, the Customer/Guest is responsible for cleaning the accommodation according to provided instructions. If cleaning is not performed or is deemed insufficient by Idre Fjäll, a fee of SEK 3,000–30,000 may be charged, depending on the accommodation size and cleaning effort required.

12. Keys

All keys to the booked accommodation must be returned at check-out. Unreturned keys will be charged at SEK 800 per key.

13. Breach of Contract

These terms form part of the agreement between the Customer and Idre Fjäll and become binding upon the first payment. Idre Fjäll reserves the right to immediately terminate the agreement if:

- The booking terms are not followed.
- The Customer/Guests cause disturbances in the accommodation or surrounding area.
- The Customer/Guests engage in property damage.
- The accommodation is used for unintended or unauthorized purposes.
- Payment is not completed.

If a breach occurs, the Customer/Guests must vacate the accommodation immediately without entitlement to a refund. Idre Fjäll may also demand compensation for damages.

14. Force Majeure

If Idre Fjäll is prevented from fulfilling the agreed service due to circumstances beyond its control, the Customer will be offered the option to reschedule or receive a refund of the amount already paid—except for utilized days or additional services related to the accommodation. Compensation for financial loss, such as lost income or extra expenses, will not be provided.

If the circumstances make it unreasonably burdensome to fulfill the agreement, Idre Fjäll reserves the right to terminate the contract, in which case the Customer will be notified immediately. Circumstances considered unreasonably burdensome include labor disputes and any other situation beyond Idre Fjäll's control, such as fires, natural disasters and extreme natural events, war, mobilization, or military call-ups of similar scale, pandemic restrictions, requisition, seizure, trade and currency restrictions, riots and civil unrest, shortages of transport means, general shortages of goods, restrictions in power supply, as well as failures or delays in deliveries from subcontractors due to such force majeure events.

If hindered as described in the previous section, Idre Fjäll reserves the right to terminate the contract by promptly notifying the Customer of its withdrawal from the agreement.

15. Other Terms

- Most accommodations rented out by Idre Fjäll are owned by third parties and are rented on behalf of the property owner.

- Standards and equipment may vary; accommodations (cabins/apartments) are intended for self-catering.
- Maps and layouts are approximate; always check the arrival and departure dates as well as the check-in times in the booking confirmation.
- Idre Fjäll reserves the right to delays in check-in due to unforeseen circumstances related to the accommodation. No compensation will be provided for delayed check-in.
- Photography may take place during the stay, and as a guest at the facility, you may appear in images used for professional marketing purposes (e.g., on www.idrefjall.se/en and social media).
- By completing the booking, the Customer agrees that Idre Fjäll or a third party may use external tools to communicate information related to the booking or stay.

16. Personal Data Policy

Idre Fjäll processes personal data in accordance with the GDPR using external tools. Data is used to manage bookings, handle customer accounts ("My Pages"), and send relevant information about bookings and stays. See www.idrefjall.se/en/about-us/information/gdpr/details.