

# General Booking Terms and Conditions

## Stiftelsen Idre Fjäll

*Effective from 23 february 2026*

### INTRODUCTION

These general booking terms and conditions apply to all bookings made for accommodation operated by Stiftelsen Idre Fjäll ("Idre Fjäll") and/or other products and services of Idre Fjäll.

### DEFINITIONS

In these general booking terms and conditions, the following words and expressions, as well as grammatical variations thereof, shall have the meanings set out below:

|                        |   |
|------------------------|---|
| "Terms and Conditions" | These general booking terms and conditions.   |
| "Organiser"            | Idre Fjäll.   |
| "Arrangement"          | Purchase of accommodation and/or other services and Activities offered by Idre Fjäll, or a combination thereof.   |
| "Customer"             | The person who makes the Booking and who has entered into an agreement with Idre Fjäll as specified in the Confirmation.                                    |
| "Activity"             | All activities offered by Idre Fjäll, such as ski school, equipment rental, events and other experiences.   |
| "Package Travel"       | A combination of travel services as defined in Chapter 1, Section 3 of the Swedish Package Travel Act (2018:1217) (Sw. paketreselagen).                     |
| "Guest"                | Any person who, where applicable, is included in the Booking as a participant in the Arrangement together with the Customer, as stated in the Confirmation. |
| "Group"                | An association, organisation, school or company consisting of at least 20 persons.  |
| "Confirmation"         | The notice 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”                    | The price for the Arrangement purchased by the Customer as stated in the Confirmation.  |
| “Arrival Day”              | The day on which the Customer, according to the Booking, shall commence the stay by check-in.   |
| “Departure Day”            | The day on which the Customer, according to the Booking, shall conclude the stay by check-out.  |
| “Equivalent Accommodation” | Accommodation with the same number of beds and a similar standard and location as the accommodation specified in the Booking.   |
| “Cancellation Protection”  | Rebooking and cancellation protection provided by Idre Fjäll.   |
| “Rebooking”                | A change of Arrival Day, Departure Day, type of accommodation or number of persons.   |
| “SLAO”                     | “Svenska Skidanläggningars Organisation”, website: <a href="http://www.slao.se/">www.slao.se/</a> .   |
| “Equipment Delivery”       | An ancillary service provided by Idre Fjäll which includes delivery of winter equipment to the accommodation booked by the Customer through Idre Fjäll.   |
| “Season”                   | The time periods specified for the winter, summer and autumn seasons in section 10.3.   |
| “Operational Disruption”   | Events beyond Idre Fjäll’s control, such as power outages, excessive wind speeds, landslides, fog, rain, decisions by authorities, and Force Majeure events which Idre Fjäll could not have foreseen at the time of entering into the agreement or the consequences of which could not have been avoided. |
| “Idre Fjäll”               | Stiftelsen Idre Fjäll, org.nr 884400–5960, Gränjesvålen, Box 202, 792 02 Idre, Sweden, VAT No. SE88440059600.<br>Telephone: +46 (0)253-400 00.  |
| “Ski in ski out”           | Accommodation within walking distance of a maximum of 100 metres to the nearest ski slope and/or ski lift. This definition does not, however, constitute a guarantee that tracks, slopes or lifts are open or in operation.   |

## 1 THE BOOKING, ETC.

- 1.1 When the Customer books an Arrangement with Idre Fjäll, Idre Fjäll shall always send a Confirmation to the Customer containing information regarding the content of the Booking.
- 1.2 The Booking shall be binding for both Idre Fjäll and the Customer once Idre Fjäll has confirmed the Booking through the Confirmation.
- 1.3 Where payment is made through an external provider, such as for example Klarna, the Booking shall become binding when the Customer accepts the payment terms, even if the Customer has not completed the transaction with Klarna.

- 1.4 Upon receipt of the Confirmation, the Customer shall verify that all information stated therein is correct. It is the Customer's responsibility to ensure that the information in the Confirmation is accurate and that the Arrival Day and Departure Day are correct.
- 1.5 In the event of any inaccuracies in the Confirmation, the Customer shall promptly contact Idre Fjäll in order to obtain a corrected Confirmation and Klarna link. Any inaccuracies in the Confirmation must be reported by the Customer to Idre Fjäll within twenty-four (24) hours of receipt. If no such notification is received within this time limit, the Customer shall be deemed to have accepted the content of the Confirmation.
- 1.6 Idre Fjäll is responsible towards the Customer for the delivery of the Arrangement as set out in the Booking. This responsibility shall also apply to performances to be carried out by a party other than Idre Fjäll, provided that such performances form part of the Arrangement.
- 1.7 In the case of booking a Package Travel arranged by Idre Fjäll, neither the Customer nor the Guests may cancel or amend individual components of the Package Travel, unless otherwise provided for in the Package Travel Act or these Terms and Conditions. Idre Fjäll is likewise unable to state the price of each individual component of the Package Travel.
- 1.8 Idre Fjäll reserves the right, up to and including the Arrival Day, to replace the booked accommodation with Equivalent Accommodation or accommodation of a higher standard. In such cases, the Customer shall be informed as soon as reasonably practicable.
- 1.9 When booking Idre Fjäll's packages that include accommodation, Cancellation Protection is always included.
- 1.10 By making the Booking, the Customer certifies that he or she has reached the age of 20 by the Arrival Day. The Customer undertakes to provide proof of age upon arrival.
- 1.11 The age requirement is of material importance to Idre Fjäll and constitutes a prerequisite for the Customer's right to use the accommodation and/or services under the Booking.
- 1.12 If, on the Arrival Day, the Customer is unable to present identification or otherwise demonstrate that the age requirement is fulfilled, Idre Fjäll shall be entitled to notify in writing that the Booking shall be deemed cancelled by the Customer, whereupon the cancellation rules applicable to cancellations without Cancellation Protection shall apply in accordance with section 10.4.
- 1.13 Guests who have not yet reached the age of 18 and who arrive without the accompaniment of a legal guardian must, upon arrival and throughout the entire stay, be able to present a written and signed certificate from a legal guardian. The certificate shall, upon arrival, be submitted to Idre Fjäll's reception or sent to [bokning@idrefjall.se](mailto:bokning@idrefjall.se).
- 1.14 If the Guest is unable to present a valid certificate on the Arrival Day or at a later time during the stay, Idre Fjäll shall be entitled to deny the Guest access to the accommodation. If, despite this, the Guest nevertheless uses the accommodation, Idre Fjäll shall be entitled, with immediate effect, to notify that the Booking shall be deemed cancelled by the Customer, whereupon the cancellation rules applicable to cancellations without Cancellation Protection shall apply in accordance with section 10.4.
- 1.15 Exceptions to the age requirement may, in certain special cases, be granted following an assessment by Idre Fjäll.

- 1.16 Idre Fjäll applies dynamic 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, including during an ongoing season. Different discounts and/or offers may not be combined. Any price adjustments to Idre Fjäll's products and services do not affect bookings already made.

## 2 SCOPE OF THE BOOKING

- 2.1 Unless otherwise stated in the Booking or these Terms and Conditions, the following provisions shall apply to all Arrangements of Idre Fjäll:
- a) The square metre measurements stated in the Booking refer to the external dimensions of the accommodation. Layout and furnishings may vary, and bedrooms without windows may occur. Standard and equipment may vary between different accommodations. Further information regarding the specific accommodation is available on Idre Fjäll's website: [www.idrefjall.se/en](http://www.idrefjall.se/en).
  - b) Cabins and apartments are intended for self-catering. Toilet paper and dishwasher tablets are not included in accommodation intended for self-catering and must be brought by the Customer.
  - c) Accommodations with Wi-Fi, an electric vehicle charging point or an engine heater outlet are marked with icons on Idre Fjäll's website: [www.idrefjall.se/en](http://www.idrefjall.se/en).
  - d) Electric vehicles may only be charged at designated charging points. Access to an electric vehicle charging point at the accommodation is included only if this is clearly stated in the Booking or otherwise indicated on Idre Fjäll's website [www.idrefjall.se/en](http://www.idrefjall.se/en) for the specific accommodation.
  - e) Charging via charging points (electricity) is normally not free of charge. The cost is charged separately in accordance with the information stated at the charging point or on Idre Fjäll's website, unless otherwise stated in the Booking.
  - f) For camping pitches booked on a daily or weekly basis, electricity and access to service facilities are included.
  - g) When booking hotel rooms 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 these Terms and Conditions, the following provisions shall apply to all Arrangements of Idre Fjäll:
- a) The Customer is strictly liable towards Idre Fjäll for the Guests.
  - b) The accommodation may only be used for holiday purposes, unless otherwise agreed at the time of booking.
  - c) The number of persons using the accommodation (i.e. the Customer and Guests) may not exceed the number of beds stated in the Booking.

- d) The Customer and the Guests shall take proper care of the accommodation and comply with the house rules and instructions applicable to the accommodation and the area.
- e) The Customer and the Guests shall show consideration and observe quiet hours between 23.00 and 07.00.
- f) The use of sound systems or other equipment that may be perceived as disturbing to the surroundings is not permitted. This applies regardless of the time of day.
- g) Any request for an extension of the stay shall be submitted to Idre Fjäll's reception in the central building prior to the time of check-out on the Departure Day.
- h) Any special requests (e.g. regarding pets or adaptations for Customers and Guests with disabilities) shall be stated at the time of booking. Other requests will be accommodated to the extent possible by Idre Fjäll.
- i) Pernilla Wiberg Hotel is entirely pet-free. For other accommodations, bringing pets requires that the Customer has booked a pet-adapted accommodation. In addition, the Customer must have actively selected the pet supplement in the Booking. If the Customer has not activated the pet supplement but nevertheless brings a pet, the Customer shall be charged the cost for this retrospectively, in addition to the Price.
- j) All accommodations, including hotel rooms and common areas within Idre Fjäll's area, are non-smoking.
- k) Tents, caravans or motorhomes may not be set up on the property or in other non-designated areas. Camping is permitted only in specifically designated areas.

## 4 SNOW GUARANTEE

- 4.1 The Snow Guarantee means that Idre Fjäll guarantees that at least ten (10) ski slopes and 2.5 km of cross-country ski tracks shall be open to the public and in skiable condition during the specified period of the relevant winter season (see [www.idrefjall.se/en/](http://www.idrefjall.se/en/) for current dates).
- 4.2 "Skiable condition" means that the ski slope or track is passable at the time when the slopes or tracks are opened to the public each 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 level of use and temperature, as maintenance of the tracks in certain cases is only possible during night-time.
- 4.4 If the Snow Guarantee is not fulfilled by Idre Fjäll during the relevant period, the Customer shall be entitled, upon cancellation, to a refund of all or part of the booking fee paid for the booked Arrangement, including add-ons.
- 4.5 Cancellation may take place at the earliest three (3) days prior to the Arrival Day.
- 4.6 If cancellation takes place prior to the Arrival Day, the full booking fee, including add-ons, shall be refunded.
- 4.7 If the breach of the guarantee arises only after the Arrangement has commenced, the Customer shall be entitled to cancel the remaining part of the Arrangement. In such case, the Customer

shall be entitled to a refund for the remaining part of the Arrangement, calculated from the day on which the Customer terminates the Arrangement. Compensation for cancelled accommodation shall be calculated from the day on which the Customer has checked out of the accommodation. Refunds are normally made within two weeks from the date on which the Customer has checked out of the accommodation.

## 5 BOOKING OF ACTIVITIES, EQUIPMENT AND ACCESSORIES FOR THE ACCOMMODATION, ETC.

### 5.1 Advance booking, ETC.

#### 5.1.1 Advance booking of;

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

5.1.2 Accessories for the accommodation as set out in the Booking may, subject to availability, be added up to and including five (5) days prior to the Arrival Day. Accessories include, for example, bed linen sets, baby cots and high chairs.

5.1.3 All advance bookings must be paid for prior to the Arrival Day (see section 7 below).

## 5.2 Rental of equipment

5.2.1 Rented equipment must be returned within the specified time in accordance with applicable opening hours (see [www.idrefjall.se/en/](http://www.idrefjall.se/en/) for current opening hours). Any request for an extension of the rental period must be made before the rental period expires.

5.2.2 The equipment shall be used with due care. The renter is responsible for all damage to the equipment beyond normal wear and tear. Equipment that is not returned, regardless of the reason, shall be charged at its full replacement value.

5.2.3 When Equipment Delivery has been ordered, the Customer shall comply with the instructions communicated by Idre Fjäll in the Confirmation or in the specific booking confirmation issued in respect of the "Equipment Delivery".

### 5.3 Groups, etc.

- 5.3.1 Special terms and conditions apply to Groups (see “Supplement to Booking Terms and Conditions” on Idre Fjäll’s website).
- 5.3.2 Idre Fjäll reserves the right to merge Activities, such as ski school groups, or to reduce the number of lessons if the number of participants is three or fewer, as well as to change the time of an Activity or rebook it to an equivalent Activity in the event of a low number of participants.

### 5.4 Safety Package

- 5.4.1 The Customer may, either at the time of the Booking or at any time up to the commencement of the rental period, purchase a safety package in order to avoid liability for compensation in the event of accidents or theft of rented equipment (the “Safety Package”).
- 5.4.2 If the service Equipment Delivery has been booked by the Customer, the Safety Package may be purchased in connection with the booking of the Equipment Delivery or later by contacting Idre Fjäll’s booking department by telephone or email up to and including the day prior to the Arrival Day.
- 5.4.3 The Safety Package releases the Customer from liability for costs arising from damage to rented equipment caused by an accident, as well as in the event of theft.
- 5.4.4 In the event of theft of equipment, the Customer must file a police report and present such report to Sportuthyrning Torget.
- 5.4.5 Damage caused by negligence or careless handling of the equipment is not covered by the Safety Package.
- 5.4.6 The Safety Package may be added at the latest at the time of collection if the booked equipment is collected from the premises of the equipment rental facility.

## 6 CLEANING AND KEYS

- 6.1 If departure cleaning has not been pre-booked, the Customer shall carry out cleaning in accordance with the cleaning instructions set out on Idre Fjäll’s website ([www.idrefjall.se/en/check-in-and-check-out/](http://www.idrefjall.se/en/check-in-and-check-out/)) and the information brochure available in the accommodation upon arrival.
- 6.2 It is the Customer’s responsibility to ensure that he or she has familiarised himself or herself with 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 (cabin service).
- 6.3 Cleaning carried out by the Customer shall be assessed on objective grounds and in accordance with the criteria set out in the cleaning instructions. Failure to carry out cleaning and/or inadequately performed cleaning, such as, for example, unwashed dishes, uncleared waste, uncleaned toilets and bathrooms or undusted surfaces, may result in an additional charge corresponding to Idre Fjäll’s costs for engaging a cleaning company to perform the remaining cleaning. The charge shall amount to a minimum of SEK 3,000 and a maximum of SEK 30,000 and

shall be determined in proportion to the size of the accommodation and the remaining need for cleaning.

- 6.4 All keys to the booked accommodation must be returned at check-out. Keys not returned shall be charged at SEK 800 per key.

## 7 PAYMENT

### 7.1 Payment for online bookings

- 7.1.1 Payment shall be made via Klarna, unless otherwise agreed. Available payment options are determined by Klarna.
- 7.1.2 The payment terms are administered by Klarna in accordance with their terms and conditions (see [www.klarna.com/se/villkor](http://www.klarna.com/se/villkor)).
- 7.1.3 Any interest charges payable to Klarna shall not be refunded in the event of cancellation.
- 7.1.4 An approved Klarna payment shall be registered as full payment with Idre Fjäll.

### 7.2 Payment for Groups and telephone bookings

- 7.2.1 Payment shall be made via Klarna, unless otherwise agreed. Available payment options are determined by Klarna.
- 7.2.2 When payment is made via Klarna, Idre Fjäll will send an SMS containing a link to the mobile phone number provided by the Customer. The booking confirmation will be sent to the specified email address only once the Customer has approved the payment method.
- 7.2.3 Invoice payment is only available for Groups or telephone bookings and entails an administrative fee.
- 7.2.4 In the case of payment via bank giro, the invoice shall be divided into a partial payment and a final payment.
- a) The first partial payment, corresponding to twenty (20) per cent of the total booking amount, must be received no later than ten (10) days after the time of booking.
  - b) Final payment must be received no later than forty (40) days prior to the Arrival Day.
- 7.2.5 For bookings made later than sixty-one (61) days prior to the Arrival Day, the full amount shall be paid immediately.
- 7.2.6 The OCR number must always be stated in connection with payment via bank giro.
- 7.2.7 Idre Fjäll does not send payment reminders or payment confirmations. Full payment is required in order to gain access to the accommodation.
- 7.2.8 In the event of failure to make a partial or final payment, Idre Fjäll may cancel the Booking. The Guest shall be notified in writing of the cancellation and shall forfeit the right to the accommodation without refund of any payments already made.

## 8 CANCELLATION PROTECTION

- 8.1 Cancellation Protection applies to rebookings and cancellations in accordance with the provisions set out in the respective sections below (see sections 9 and 10 below).
- 8.2 Cancellation Protection costs SEK 350 per accommodation (cabin, apartment, hotel room, camping pitch), or SEK 150 per person for certain Arrangements.
- 8.3 Cancellation Protection may only be taken out at the time of booking and applies in the event of;
- a) Death, illness or accident affecting the Customer, the Customer's spouse, cohabiting partner, family members or Guests.
  - b) Call-up of the Customer to military service or civil defence.
  - c) Serious events beyond the Customer's control that could not have been foreseen at the time of booking (for example major fire damage, flooding, termination of employment – excluding notice of termination – or withdrawal of granted leave)..
- 8.4 In order to obtain a refund, the Customer must be able to substantiate the existence of the circumstances listed in points 8.3 a–c by means of a certificate 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 Cancellation Protection is used for rebooking, Idre Fjäll shall always retain the full cost of the protection.
- 9.3 Rebooking refers to changes relating to, for example, the Customer, Guests, Arrival Day, Departure Day, type of accommodation or number of persons within the same Season.
- 9.4 If the Customer wishes to rebook to another Season, the Customer is referred to making a formal Cancellation and thereafter making a new booking.
- 9.5 Change of name of the Customer or Guests shall be made free of charge. Idre Fjäll reserves the right to refuse a change of name of the Customer or Guests for special reasons. Changes to additions and additional orders may be made free of charge up to four (4) days prior to arrival.
- 9.6 Rebooking is subject to availability, and any price difference shall be charged or credited in accordance with the prices applicable at the time of the rebooking.
- 9.7 The rebooking fee shall be calculated as follows:
- a) If seven (7) days or fewer remain: seventy (70) per cent of the Price of the Booking.
  - b) If eight (8)–twenty (20) days remain prior to arrival: twenty (20) per cent of the Price of the Booking.
  - c) If more than twenty-one (21) days remain prior to the arrival date, Idre Fjäll shall retain only the cost of the Cancellation Protection.

- 9.8 In the event of rebooking to a more expensive accommodation, the Customer shall pay the price difference as well as any applicable rebooking fee.
- 9.9 In the event of rebooking to a less expensive accommodation, the Customer shall receive the price difference, less any rebooking fee, in the form of a credit voucher.
- 9.10 In the event of a rebooking, a new Cancellation Protection must be added if the Customer wishes the protection to apply to the new Booking.
- 9.11 For rebooking and amendments for Groups, see “Additional Terms and Conditions for Groups” on Idre Fjäll’s website.

## 10 CANCELLATION

- 10.1 How cancellation is to be made
- 10.1.1 Cancellation shall be made orally or in writing to Idre Fjäll’s booking department.
- 10.1.2 In connection with cancellation, the Guest must always state the name, booking number and Arrival Day of the Booking.

### 10.2 General provisions regarding cancellation with Cancellation Protection

- 10.2.1 Cancellation may be made up to and including the Arrival Day.
- 10.2.2 In the event of cancellation with personal Cancellation Protection, Idre Fjäll shall retain the Cancellation Protection fee and an administrative fee of SEK 350 per person, in addition to any applicable fees (for example rebooking and cancellation fees).
- 10.2.3 If Cancellation Protection has been purchased for an accommodation unit, the administrative fee shall instead be SEK 550 per accommodation, in addition to any applicable fees (for example rebooking and cancellation fees).
- 10.2.4 If, upon cancellation of accommodation, the Customer also cancels all services and/or products booked together with the accommodation, the Cancellation Protection shall cover the cancellation cost for the entire Booking.
- 10.2.5 In the event of cancellation of individual add-ons, products or Activities, the terms set out in sections 10.6–10.7 below shall apply.

### 10.3 Cancellation with Cancellation Protection during the Season

- 10.3.1 In addition to the general provisions regarding cancellation, the following rules shall apply to cancellation during the Seasons specified below.

#### Winter Season

Bookings with an Arrival Day from and including 20 December 2025 up to and including 11 April 2026, and from and including 19 December 2026 up to and including 3 April 2027.

Summer Season

Bookings with an Arrival Day from and including 28 April 2025 up to and including 12 October 2025, and from and including 12 April 2026 up to and including 11 October 2026.

Autumn Season

Bookings with an Arrival Day from and including 13 October 2025 up to and including 19 December 2025, and from and including 12 October 2026 up to and including 18 December 2026.

- 10.3.2 In the event of cancellation during the Winter Season and Summer Season, a certificate confirming the reason for cancellation is required if fewer than forty (40) days remain prior to the Arrival Day.
- 10.3.3 In the event of cancellation during the Autumn Season, a certificate is required if fewer than twenty-one (21) days remain prior to the Arrival Day.
- 10.3.4 In the event of cancellation during the Summer Season and Autumn Season, the administrative fee does not apply to bookings with a duration of no more than three nights.

**10.4 Cancellation without Cancellation Protection**

- 10.4.1 In the event of cancellation forty (40) days or earlier prior to the Arrival Day, Idre Fjäll shall retain twenty (20) per cent of the Price of the Booking.
- 10.4.2 In the event of cancellation thirty-nine (39) days or later prior to the Arrival Day, Idre Fjäll shall retain one hundred (100) per cent of the Price of the Booking.

**10.5 Cancellation after commencement of the stay**

- 10.5.1 In the event of cancellation of an already commenced stay, the Customer shall not be entitled to any refund of the Price already paid.
- 10.5.2 Booking fees for collected winter or summer equipment and commenced Activities shall be refunded only in the situations listed in points 8.3 a–c above and upon presentation of a valid certificate.
- 10.5.3 Refunds for collected winter or summer equipment shall be made only for the remaining booking period and shall be calculated from the date to which the certificate refers, provided that the equipment has been returned to Idre Fjäll. The certificate shall be presented and the equipment returned at the nearest rental location.
- 10.5.4 Refunds for commenced Activities shall be made only for the remaining time. Compensation shall not be calculated for any time prior to the Customer or Guest having notified of the cancellation or prior to the period of illness or corresponding circumstances stated in the certificate.
- 10.5.5 Repurchase of used ski passes/lift passes shall take place only in the situations listed in points 8.3 a–c above and for the remaining time, upon presentation of a valid certificate.

- 10.5.6 In the event of any refund of ski passes and lift passes due to Operational Disruption, Idre Fjäll applies the rules of the industry organisation SLAO; see [www.slao.se](http://www.slao.se).
- 10.5.7 Idre Fjäll refers to the applicable industry regulations issued by SLAO regarding, inter alia, refunds of ski passes and lift passes in the event of Operational Disruption, as well as the rules for skiers and cyclists set out in SLAO's *Lilla gula* and *Lilla gröna*, which are available on SLAO's website: [www.slao.se/fakta/utforsakarens-trafikregler/](http://www.slao.se/fakta/utforsakarens-trafikregler/). Both the skier and cyclist rules, as well as other applicable industry regulations issued 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 skier and cyclist rules, other industry regulations and these Terms and Conditions, these Terms and Conditions shall prevail.

## 10.6 Cancellation of Activities and equipment

- 10.6.1 Cancellation Protection cannot be taken out solely for Activities and/or equipment, but only for Package Travel or other Arrangements including accommodation.
- 10.6.2 In the event of cancellation of an Activity and equipment later than four (4) days prior to the start, a fee of SEK 150 per booked place/unit shall be charged.
- 10.6.3 In the event of cancellation of an Activity and equipment later than twenty-four (24) hours prior to the start, Idre Fjäll shall retain the full amount.
- 10.6.4 For pre-booked ski passes, track passes, roller ski passes, trail passes and lift passes, cancellation may be made up to and including the Arrival Day, provided that the pass has not been used, with a refund of the amount paid.

## 10.7 Cancellation of pre-booked meals

- 10.7.1 Cancellation later than four (4) days prior to the Arrival Day shall be charged at the full price of the meal.

## 11 BREACH OF CONTRACT

- 11.1 Idre Fjäll reserves the right to terminate the Booking with immediate effect and to claim damages if:
- a) the Customer has not made full payment in accordance with the Booking.
  - b) the Customer or a Guest acts in breach of these Terms and Conditions.
  - c) the Customer or a Guest acts in breach of the Booking.
  - d) the Customer or a Guest behaves in a threatening manner or otherwise subjects Idre Fjäll's staff or other accommodation providers and visitors at Idre Fjäll to serious disturbances.
  - e) the Customer or a Guest causes damage or otherwise, through negligence, causes damage to the accommodation and/or the area surrounding the accommodation.
  - f) the accommodation is used in breach of the agreed purpose.

- 11.2 If Idre Fjäll has terminated the Booking due to any of the reasons set out in points 11.1 a–f above, the Customer and the Guest shall be obliged to immediately leave the accommodation and the surrounding area without any 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 breaches of points 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 breaches of points 11.1 a–f above.

## 12 COMPLAINTS, REMEDY, PRICE REDUCTION, ETC.

- 12.1 If the accommodation does not correspond to the condition stated in the Booking, Idre Fjäll shall remedy the defect within a reasonable time. However, Idre Fjäll is not obliged to remedy the defect if this 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 is also, provided that no remedy has been made, entitled to immediately withdraw from the Booking. A material defect means a defect that decisively affects the Customer's stay, such as a differing number of beds or similar.
- 12.2 If the accommodation is inadequately cleaned upon the Customer's arrival, the Customer shall immediately report this by telephone to Stugservice at telephone number 0253-413 14. Idre Fjäll does not provide any compensation for inadequate cleaning of the accommodation upon arrival.
- 12.3 Complaints regarding visible deficiencies in the accommodation's standard, location and other characteristics shall be submitted to Idre Fjäll's Stugservice at telephone number 0253-413 14 as soon as possible upon arrival, however no later than 12.00 on the day after the Arrival Day.
- 12.4 Complaints regarding deficiencies that first arise or become apparent during the stay shall be submitted as soon as possible having regard to the circumstances, however no later than 12.00 on the day after the deficiency was discovered or should have been discovered.
- 12.5 If the Customer fails to submit a complaint in due time, the Customer forfeits the right to claim remedies, such as a price reduction and/or termination, due to the deficiency.
- 12.6 Complaints submitted after the time limits stated above shall, where possible, nevertheless be considered by Idre Fjäll but do not give any right to termination or compensation.
- 12.7 No compensation shall be payable in the event of technical operational disruptions (for example Wi-Fi, digital door locks or an electric vehicle charging point).
- 12.8 With regard to complaints that do not relate to the accommodation, the Customer or Guest is referred to the reception in the central building.

## 13 OTHER LIABILITY MATTERS

- 13.1 If Idre Fjäll, due to circumstances beyond its control, is prevented from delivering the agreed performance under the Booking, the Customer will be offered the possibility of rebooking or a refund. An exception applies for utilised days of the accommodation and for services and

Activities already consumed. Idre Fjäll does not pay any compensation for financial loss in the above situations.

- 13.2 Damage occurring to movable property belonging to the Customer or Guest shall be compensated by Idre Fjäll provided that Idre Fjäll caused the damage through negligence. A condition for the Customer's or Guest's right 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 shall be made at the reception in the central building.
- 13.3 Idre Fjäll's liability is, unless otherwise required by mandatory law, limited to the Price of the Booking. Idre Fjäll is not liable for indirect losses, such as loss of income, loss of profit or other consequential losses.
- 13.4 The limitation of liability in this clause does not apply in the event of personal injury or other damage caused by gross negligence or wilful misconduct.
- 13.5 The Customer is recommended to take out their own home or travel insurance covering damage, accidents and loss of property during the stay.
- 13.6 Idre Fjäll is not responsible for items left behind or lost.
- 13.7 Participation in an Activity requires that both the Customer and the Guest are sober. The activity leader is entitled to refuse participation for the Customer or Guest if there is suspicion of intoxication or if safety may otherwise be considered jeopardised. If an Activity is cancelled or interrupted due to intoxication of the Customer or Guest, no refund or other compensation shall be payable. The decision to refuse participation or to interrupt an Activity on this basis shall be made by the activity leader.

## 14 FEES FOR BREACHES, ETC.

- 14.1 Charging of electric vehicles may only take place at locations specifically designated by Idre Fjäll for this purpose. It is not permitted to charge electric vehicles in ordinary single-phase electrical sockets or at any location other than the charging points designated by Idre Fjäll. In the event of breach of this provision, for example by charging in an ordinary single-phase electrical socket, Idre Fjäll is entitled to charge a special fee of SEK 3,000.
- 14.2 Established rules regarding the smoking ban and pet ban shall be complied with. In the event of breach of these, Idre Fjäll is entitled to charge a special fee of SEK 3,000.
- 14.3 If, as a result of unauthorised charging or breach of the smoking and pet ban, Idre Fjäll suffers damage exceeding SEK 3,000 per breach, Idre Fjäll is entitled to full compensation for all damage incurred. The special fee of SEK 3,000 for the breach shall, in such case, be deducted from the total damages amount for the respective breach.

## 15 FORCE MAJEURE

- 15.1 Both parties are entitled to withdraw from the Booking if the Arrangement cannot be provided due to acts of war, natural disasters, labour disputes, prolonged interruptions in water or energy supply, fire, decisions by authorities, epidemic/pandemic and other major disease outbreaks, or

other similar circumstances beyond the parties' control, which neither party could reasonably have anticipated or taken into account at the time of the Booking and the consequences of which could not reasonably have been avoided (a "Force Majeure Situation").

15.2 A party wishing to withdraw from the Booking pursuant to the first paragraph shall, without delay, notify the other party thereof as soon as the party wishing to withdraw becomes aware that a Force Majeure Situation has occurred.

15.3 A party is not entitled to withdraw from the Booking if the circumstances pursuant to the first paragraph were generally known at the time the agreement was entered into.

## 16 PROCESSING 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 ("Mina Sidor") and to send relevant information regarding the Customer's booking and stay. See [www.idrefjall.se/en/about-us/information/gdpr/](http://www.idrefjall.se/en/about-us/information/gdpr/) for more information.

## 17 APPLICABLE LAW AND DISPUTE RESOLUTION

17.1 Any dispute relating to the Booking shall be governed by Swedish law and shall primarily be resolved through negotiations between the parties.

17.2 If no agreement is reached, the dispute shall be tried by a Swedish court of general jurisdiction.

17.3 A dispute between Idre Fjäll and the Customer may also be examined by Allmänna reklamationsnämnden (ARN) or Visitas ansvarsnämnd when the conditions for examination by these bodies are fulfilled in accordance with the rules applicable to them.

## 18 MISCELLANEOUS PROVISIONS

18.1 The majority of accommodations rented out by Idre Fjäll are owned by a third party (so-called "Stugägare") and are rented out on behalf of the Stugägare. Idre Fjäll hereby informs that parts of the accommodation may be reserved for the Stugägare's own use.

18.2 Maps and drawings provided by Idre Fjäll are approximate and shall be used for guidance only. Idre Fjäll is not responsible for any deviations in maps and drawings provided by Idre Fjäll.

18.3 Idre Fjäll reserves the right to delays in check-in due to unforeseen events related to the accommodation or circumstances beyond Idre Fjäll's control. Delays in check-in do not entitle the Customer to compensation.

18.4 Construction and ground works may occur within Idre Fjäll's area. Such works are mainly carried out during ordinary working hours on weekdays and may result in noise or other disturbances. Disturbances from such works do not give the right to compensation or cancellation. Idre Fjäll's objective is, however, where possible, to offer an alternative solution if the Customer's stay is materially affected.

- 18.5 During the stay, photography and filming may take place of Idre Fjäll's Activities, facilities and amenities. The material is used primarily to document Idre Fjäll's operations. In certain cases, photos and films may be used in Idre Fjäll's marketing, for example on the website, in printed material or on social media. Idre Fjäll strives to use only images where individual persons are not the main focus. If the Customer or Guest wishes to participate in more prominent images or films for marketing, a specific consent will be obtained on site. Anyone who does not wish to appear in images or films may notify staff at any time during the stay. Idre Fjäll always respects such requests.
- 18.6 By making the Booking, the Customer approves that Idre Fjäll or another party uses external tools to send information relating to the Booking or the stay to the Customer.

## 19 TRAVEL GUARANTEE

- 19.1 A travel guarantee means protection against financial loss that may affect travellers as a result of the insolvency of organisers of Package Travel. The traveller may then apply for compensation from the travel guarantee and obtain reimbursement to the extent that the package travel agreement is not performed due to the Organiser's insolvency. The application for compensation must have been received by Kammarkollegiet (cf. section 20 below) no later than three months after the travel should have been completed..

## 20 TRAVELLER'S RIGHTS WHEN BOOKING COMBINED TRAVEL SERVICES (SO-CALLED PACKAGE TRAVEL)

- 20.1 In cases where the Customer has booked a combination of travel services, the Arrangement constitutes Package Travel within the meaning of Directive (EU) 2015/2302. The Customer is therefore covered by the applicable rules on package travel, which are set out in the Swedish Package Travel Act (2018:1217). Idre Fjäll will be fully responsible for ensuring that the Package Travel as a whole is performed properly. In addition, Idre Fjäll has, by law, protection to refund the Customer's payments and, where transport is included in the Package Travel, to ensure the Customer's repatriation if Idre Fjäll becomes insolvent.
- 20.2 The Customer shall 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 ensuring that all travel services included in the agreement are performed properly.
- 20.4 The Customer shall receive an emergency telephone number or details of a contact point where they can reach the Organiser or the travel agent.
- 20.5 The Customer may transfer the Package Travel to another person, with reasonable notice and possibly against an additional cost.
- 20.6 The price of the Package Travel may only be increased if specific costs increase (e.g. fuel prices), and if this is expressly stated in the agreement, and in any event no later than 20 days before the start of the Package Travel. If the price is increased by more than 8% of the price of the Package Travel, the Customer may terminate the agreement. 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 agreement without paying a cancellation fee and receive a full refund of all payments if any other essential element of the Package Travel than the price is significantly changed. If the trader responsible for the Package Travel cancels the Package Travel before it starts, the Customer is entitled to a refund and, where applicable, compensation.
- 20.8 Under exceptional circumstances, the Customer may terminate the agreement before the start of the Package Travel without paying a cancellation fee, for example in the event of serious security problems at the destination that are likely to affect the Package Travel.
- 20.9 The Customer may terminate the agreement at any time before the start of the Package Travel against a reasonable and justified cancellation fee.
- 20.10 If significant parts of the Package Travel cannot be provided as agreed after the start of the Package Travel, suitable alternative arrangements must be offered at no extra cost. The Customer may terminate the agreement without paying a cancellation fee if the services are not performed in accordance with the agreement and this substantially 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 defectively.
- 20.12 The Organiser must provide assistance if the Customer is in difficulty.
- 20.13 If the Organiser becomes insolvent, payments will be refunded. If the Organiser becomes insolvent after the start of the Package Travel and transport is included in the Package Travel, the Customer's repatriation is secured by the guarantee.
- 20.14 Idre Fjäll has arranged insolvency protection with Nordic Guarantee Försäkrings AB. If the agreement is not provided due to Idre Fjäll's insolvency, the Customer may contact the insurer or, where applicable, the competent authority Kammarkollegiet, Slottsbacken 6, 111 30 Stockholm, Sweden, +46 (0)8 700 08 00, [registratur@kammarkollegiet.se](mailto:registratur@kammarkollegiet.se).