

# General booking terms and conditions of Stiftelsen Idre Fjäll

*Updated January 19 2022*

These terms and conditions apply between Stiftelsen Idre Fjäll and individuals who, acting on their own behalf or through a third party individual, enter an agreement as specified in the confirmation. In the terms and conditions, the Purchaser is specified as the Customer and other travellers as Guests. If commitments have been made orally by Idre Fjäll staff, these must appear from the confirmation to be legally binding for Idre Fjäll. If such a declaration is missing, the customer is required to immediately notify this in order to correct the confirmation. The booking/agreement may apply to accommodation in cabins/apartments/Pernilla Wiberg Hotel/camping and other products/services, or a combination of these, referred to as a "package holiday."

## **Bookings by private individuals**

In order to book or enter into an agreement with Idre Fjäll regarding accommodation the mandatory age limit is 20. ID cards will be checked upon arrival. Fulfilment of the age limit is a requirement for gaining access to the accommodation. If the Customer does not fulfil the age limit upon access to the accommodation, the rules for cancellation apply. Accompanying underage guests without a legal guardian present, require written approval from their legal guardian. The minor release form can be downloaded from [www.idrefjall.se](http://www.idrefjall.se). Various age limits may occur.

## **Booking accommodation**

The basic price includes rent of cabin/apartment, electricity, water and beds/extra beds incl. quilts and pillows. Idre Fjäll applies variable pricing. Variations to floor plan/furnishings and bedrooms without windows may occur. The Customer and Guests may not use the cabin/apartment for any other purpose besides holiday accommodation, unless agreed otherwise at the time of booking. The number of individuals in the accommodation may not exceed the number of beds of the accommodation. No discounts for cribs or extra beds apply for cabin/apartment prices. Special requests relating to pets or adaption of the furnishing for guests with disabilities should be made at the time of booking. Other requests will be fulfilled if possible. Idre Fjäll reserves the right to change accommodation to equivalent accommodation or make upgrades up until the arrival date without informing the Customer. Different discounts or offers cannot be combined.

The basic price does not include bed linen, towels, cribs/high chairs or departure cleaning. Exceptions are made when it is a mandatory addition to the booking of the accommodation. Toilet paper and dishwasher tablets are not included. Square metre specifications refer to the outer dimension of the cabin/apartment. Linen, cleaning and breakfast are included in the basic price when booking accommodation at Pernilla Wiberg Hotel. Pernilla Wiberg Hotel is pet-free.

## **Booking extra products/arrangements**

Advance bookings of ski, ski run, roller ski, trail and lift passes, ski school, equipment, activities and linen can be made up to 1 day before arrival. Advance bookings for meals can be made up to 4 days before arrival. All advance bookings for extra products/arrangements should be paid before arrival. See "Payment". Departure cleaning can be booked up to 3 days before departure. For groups, see "Additions to booking terms and conditions".

## **Package holiday**

When booking a so-called "package holiday," organized by Idre Fjäll, the Customer or Guest cannot cancel or change individual products in the package. See "Cancellation" for cancelling packages.

## **Unspecified bookings**

An unspecified booking means that accommodation is assigned upon check in. The accommodation is adapted to the number of persons as specified by the Customer while booking. For bookings of more than 4 persons, the beds may be divided among several accommodation facilities. Space may be provided in extra beds. A toilet/shower, TV and cooking facilities are available in the accommodation. See "Cancellation" for cancelling unspecified bookings/packages. For special requests regarding the accommodation or location of the accommodation, Idre Fjäll recommends booking specified accommodation.

## **Booking confirmation/invoice/Klarna payment**

The booking confirmation/invoice/Klarna payment should be inspected upon reception to ensure that all information provided is correct. The Customer is responsible for ensuring that information on the booking confirmation is correct. The booking confirmation/invoice is sent by e-mail and Klarna payment by text message. Should there be any incorrect information, contact Idre Fjäll so that a new booking confirmation/invoice/Klarna payment can be sent.

## **Payment**

The following terms of payment applies:

Invoice payment for groups and via telephone booking

Is only possible for groups and via telephone booking for an administrative fee. Not eligible online, there are choices to pay against invoice via Klarna. Upon payment by invoice via bank transfer, the payment is divided into installments and/or a final payment. Upon reception of invoice regarding installment payment/final payment, the Customer should make sure that all the information is correct. The first payment comprises 20% of the total and is due 10 days after booking, at the latest. The final payment should be received by Idre Fjäll 40 days before arrival, at the latest. If booking later than 61 days before arrival, a full payment of the total amount should be made immediately. Upon payment via bank transfer, OCR number should always be entered. Idre Fjäll will not send payment reminders or payment confirmations. To gain access to reserved accommodation, the full amount has to be paid.

Klarna payment

Terms of payment is handled by Klarna. See Klarnas terms of payment. Any interest fees to Klarna will not be refunded in case of cancellation. Read more at [klarna.com/se/villkor](https://klarna.com/se/villkor). An approved Klarna payment is registered by Idre Fjäll as paid in full.

## **Changes to bookings**

In order to make changes to a booking one must have purchased Idre Fjäll's rebooking/cancellation insurance. In case of making changes to a booking with more than 21 days to the arrival date, Idre Fjäll retains the cost of the rebooking/cancellation protection. New rebooking/cancellation protection for the rebooked booking needs to be purchased if desired. When changing to a more expensive accommodation the Customer will pay the difference between the original booking and the new booking as well as a possible cancellation fee. When changing to a cheaper accommodation, the Customer will be credited with the difference between the two accommodations, minus the rebooking fee, as a voucher at Idre Fjäll (see below).

### **Rebooking fee is calculated as follows:**

When making changes with 20 days or less and more than 8 days ahead of arrival, 20% of the accommodation cost on the original booking is the rebooking fee.

If 7 days or less remains to the arrival, 70% of the accommodation cost on the original booking is the rebooking fee.

Changes to the booking of the accommodation refer to changes to another accommodation or to another period during the same season. The booking can also be changed to apply for another person and is then free of charge. Idre Fjäll may deny changes in cases where special reasons exist. Changes to additional orders can be made free of charge up to 4 days ahead of the arrival date. For cancellations, see "Cancellation and "Cancellation insurance". For changes to groups, see "Additions to booking terms and conditions."

## **Cancellation insurance**

A cancellation insurance can be purchased at a cost of 350 SEK per cabin/apartment/hotel room.

For package holidays/arrangements and unspecified holidays, where price/person is applied, personal cancellation insurance can be purchased for 100 SEK/person.

Cancellation insurance can only be purchased at the time of booking and applies for:

- Death, illness or accident which affected the Customer, the Customers spouse, live-in partner, family or fellow travellers
- Drafting for the armed forces or civil defence
- A serious incident beyond the Customers control and which could not have been predicted at the time of booking.

A serious incident beyond the Customers control could be for instance a major fire or flooding of the Customers home, being laid off from work (but not notification of termination), or a retracted vacation. The Customer must be able to prove the impediment with a medical certificate, an attestation from an authority, employer or insurance company. For repayment, see further below "Cancellation."

### **Cancellation with cancellation insurance**

#### **For bookings with arrival from 18 December 2021 – 22 April 2022 and 17 December 2022 – 14 April 2023**

Upon cancellation, Idre Fjäll will retain the fee of the cancellation insurance and an administration fee of 550 SEK per cabin/apartment/hotel room, excluding any other fees such as changing fees or cancellation fees.

Cancellations can be made up until the arrival date. A medical certificate confirming the cause of the cancellation is required with less than 40 days to arrival. Idre Fjäll is liable for payment towards cabin owners in case of later cancellation.

#### **For bookings with arrival from 23 April – 7 October 2022**

Upon cancellation, Idre Fjäll will retain the fee of the cancellation insurance and an administration fee of 550 SEK per cabin/apartment/hotel room, excluding any other fees such as changing fees or cancellation fees.

The administration fee is not kept on bookings 1-3 nights.

Cancellations can be made up until the arrival date. A medical certificate confirming the cause of the cancellation is required with less than 40 days to arrival. Idre Fjäll is liable for payment towards cabin owners in case of later cancellation.

#### **For bookings with arrival 8 October–16 December 2022**

Upon cancellation, Idre Fjäll will retain the fee of the cancellation insurance and an administration fee of 550 SEK per cabin/apartment/hotel room, excluding any other fees such as changing fees or cancellation fees.

Cancellations can be made up until the arrival date. A medical certificate confirming the cause of the cancellation is required with less than 40 days to arrival. Idre Fjäll is liable for payment towards cabin owners in case of later cancellation.

### **Following applies on all the periods above**

Interest fees to Klarna is not refundable upon cancellation. Exception: when cancelling pre-ordered food later than 4 days ahead of the start date, the full price will be charged. Upon cancellation with the personal cancellation insurance, Idre Fjäll retains the fee for the cancellation insurance and an administration fee of 250 SEK/person.

### **Cancellation of activities, skischool, passes and equipment**

Upon cancellation of pre-booked ski school, activities as well as equipment later than 4 days ahead of the start date, a cancellation fee of 150 SEK/booked ski school, activity and/or equipment will be charged. Upon cancellation later than 24 hours ahead of arrival, the Customer will be charged in accordance with the applicable pricelist. Cancellation of pre-booked ski-, roller ski-, trail- and lift passes can be made up until the check-in date, provided that the pass is unused. The Customer is credited with the amount paid for cancelled passes. Any interest fees to Klarna will not be refunded in case of cancellation.

### **Cancellation without cancellation insurance**

Upon cancellation with more than 40 days ahead of arrival, Idre Fjäll retains 20% of the cost of the accommodation and applicable fees. Upon cancellation less than 39 days ahead arrival, Idre Fjäll retains 100% of the cost of the accommodation and applicable fees (for example changing or cancellation fees). Any interest fees to Klarna will not be refunded in case of cancellation.

### **Cancellation during your stay**

In the event that the stay is discontinued, the paid accommodation cost will not be repaid.

Collected rental equipment will only be bought back when presenting a medical certificate, and then only the remaining rental duration will be compensated (this applies from the date the certificate is printed by a doctor and the equipment is returned). Medical certificates and equipment should be provided to the nearest rental outlet. This right to compensation does not apply for equipment included in package holidays. For cancellation of ski school or activities that already started, the remaining duration of the ski school/activity will be refunded when presenting a medical certificate (from the date the certificate is printed by a doctor and Idre Fjäll has been notified). Used ski, roller ski, trail and lift passes will be bought back only with a medical certificate, and only the remaining duration of the pass will be compensated (from the date the certificate is printed by a doctor). Medical certificates and passes should be provided to the nearest sales outlet. This right to compensation does not apply for passes included in package holidays. Concerning refunds of ski and lift passes due to considerable downtime, Idre Fjäll follows the rules set by the industry association SLAO; <https://www.slao.se/en/>. For cancellation of pre-ordered food less than 4 days ahead of the start date, the full price will be charged.

## **Cancellation – general**

Cancellations shall be made orally or in writing to bookings at Idre Fjäll. Always include name, booking reference and arrival date. Any interest fees to Klarna will not be refunded.

## **Complaints**

Complaints regarding the cabin/apartment should be made to cabin service at Idre Fjäll, as soon as possible, however at the latest at 12:00 the day after arrival. Faults which emerge during the stay should immediately be communicated to cabin service at Idre Fjäll.

If the cabin/apartment which is provided is not in advertised condition and if Idre Fjäll cannot rectify this, the Customer is entitled to terminate the agreement. Other complaints should be made to the reception. If an agreement cannot be reached, Idre Fjäll refers to the Visita Disciplinary Board.

Responsibility for property/causing injury:

Idre Fjäll is not responsible for forgotten or lost items. Injury which is caused to the Customer or Guest by negligence on Idre Fjäll's part, shall be compensated. In such cases, the Customer/Guest should notify this immediately to the reception at Idre Fjäll. However, in the case the Customer/Guest themselves, or anyone in their company, due to negligence, has caused the injury, the Customer/Guest bears the responsibility. See also "Other obligations".

## **WIFI**

Accommodations with WIFI are marked with a WIFI-symbol in our online booking. We will not compensate for any disturbances in our WIFI-network since this is a service free of charge.

## **Other obligations**

The Customer/Guest should take good care of the cabin/apartment and comply with the instructions, rules and regulations that apply.

- Between the hours 23:00 and 07:00, the Customer/Guests should be highly considerate towards other guests and should not make noise.
- The Customer is responsible for damage that occurs to the property and its equipment if the damage is caused by negligence of the Customer/Guests or anyone else who has been provided access to the accommodation.
- Any person who appears to be under the influence of alcohol or drugs will not be permitted to participate in activities organized by Idre Fjäll or external organizers, if their condition is deemed to pose any safety issues to themselves or others. No refund will be offered in such circumstance.
- The Customer/Guests may not set up tents, park caravans or campers on the site or in public parking lots. Camping is only permitted in designated camping areas. See also "Camping terms and conditions".
- The Customer/Guests may not use music audio systems or other equipment in the accommodation or right next to it in a way that disturbs nearby residents.
- Charging of electric vehicles should only be done at designated locations/charging stations. The Customers/Guests are responsible if incorrect charging causes damage, fire or electrical failures.
- The Customer/Guest should comply with the applicable regulations for the cabin/apartment, concerning the prohibition of smoking and possibly pets. Violators will be denounced. Any breaking of the rules of the prohibition of smoking and pets will be charged a fee ranging from 3,000 SEK to 30,000 SEK, depending on the size of the accommodation.

## **Cleaning**

If departure cleaning has not been booked, the Customer/Guests should clean before departure in accordance with the cleaning instructions. Failure to clean or insufficient cleaning according to Idre Fjäll's assessment, will be charged a fee ranging from 3,000 SEK to 30,000 SEK, depending on the extent and size of the accommodation.

## **Keys**

All keys to the booked cabins/apartments should be returned during check out. For unreturned keys, Idre Fjäll will charge 800 SEK per key.

## **Violation of agreement**

This is an agreement prepared between the Customer (the Purchaser) and Stiftelsen Idre Fjäll. The agreement is binding and approved by the Customer upon paying the part payment. The agreement ceases to apply with immediate effect if:

- The booking terms and conditions are not fulfilled.
- The Customer/Guests behave in a disturbing manner in the cabin/apartment/area.
- The Customer/Guests cause damage to the cabin/apartment/area.
- The cabin/apartment is not used for the intended purpose.

If part or final payment is not made on time, Idre Fjäll reserves the right to cancel the reservation. If the agreement is terminated because of a violation, Idre Fjäll must notify the Customer/Guests immediately, whereupon the Customer/Guests must immediately vacate the cabin/apartment/camping site/hotel and are not entitled refunds. Damages may be claimed from the Customer in the event of destruction or disturbing behaviour.

### **Force majeure**

If Idre Fjäll – due to circumstances beyond Idre Fjäll's control – is unable to fulfil the agreement or part thereof, the Customer will be offered to change the booking or be refunded the paid amount, with exception for used days of the cabin/apartment and used additional products. There is no right to compensation for economic damage, for example useless expenses, loss of income or business.

A circumstance that is beyond Idre Fjälls control is regarded as a condition that impedes or unduly burdens the fulfilment of the agreement: labor conflict, and any other circumstances which Idre Fjäll cannot control, such as fire, natural disasters and extreme natural events, war, mobilization or military summons of similar scope, pandemic restrictions, requisition, seizures, trade and currency restrictions, uprisings and riots, scarcity of means of transport, general scarcity of goods, restrictions on supply of power and failure or delay in deliveries from subcontractors caused by such exemptions.

In the event of impediments according to the previous paragraphs, Idre Fjäll may terminate the agreement by notifying the Customer as soon as possible that Idre Fjäll is canceling the agreement.

### **Other**

The majority of the cabins/apartments let by Stiftelsen Idre Fjäll are owned by another owner and are only let on behalf of the accommodation owner. The standard and equipment vary. The cabins/apartments are equipped for self-catering. Both Saturday and Sunday change is applied. Maps and drawings only provide an approximate view of location and space. Carefully check the arrival and departure date on the booking confirmation. The cabins/apartments are allocated in accordance with information in the booking confirmation. Check-in times vary. Idre Fjäll reserves itself for any delays at check-in due to unforeseen events around or with the accommodation. Delays regarding check-in time are not compensated.