

## BOOKING FEE

When booking online, no booking fee is charged. When booking with personal service (telephone/e-mail), a booking fee of SEK 100:- per booking/invoice is charged. The booking fee will not be refunded in the event of cancellation.

## BOOKING CONFIRMATION

After having made the reservation, a confirmation/invoice will be sent to you. Read this through carefully and make sure that the information and dates are correct. The reservation is binding when the confirmation/invoice has been fully or partially paid.

## PAYMENT

For online bookings, direct payment is required in order to confirm the booking. Other bookings shall be paid no later than 40 days before arrival, unless anything else has been agreed upon. If the first payment is not made on time, we have the right to cancel the booking. If the final payment is late and despite reminder is not paid, it will be viewed as a cancellation and the rules for cancellation apply.

## CANCELLATION

When making a reservation you can buy a cancellation insurance. We offer cancellation insurances in three different levels. You can also choose not to get a cancellation insurance, in which case no refunds will be made in the event of cancellation.

Cancellation insurance must be bought at the time of reservation and can not be added to the booking at a later time. The cancellation insurance is valid for one unit. If the booking contains multiple cabins/camping pitches you need to state for which unit and name that each insurance applies for.

### **Cancellation insurance Basic - SEK 295:-**

With cancellation insurance Basic you can cancel your booking up until 3 pm (15.00) on the day before arrival, if anything should happen to you, your family or next of kin that prevents you from travelling, such as illness, accident or death. Your impediment must be substantiated with a certificate or testimonial from e.g. doctor, insurance company or authority. The certificate/testimonial must have been received by us no later than 30 days after cancellation date. Without a proper certificate/testimonial, no refund will be made.

Rescheduling is not included in cancellation insurance Basic. The cost of the cancellation insurance as well as any eventual booking fee, will not be refunded.

### **Cancellation insurance Plus - SEK 495:-**

With cancellation insurance Plus you can reschedule or cancel your booking regardless of the reason, up until 14 days before arrival, with no requirement for a certificate or testimonial. After that the same terms as for cancellation insurance Basic apply.

The cost of the cancellation insurance as well as any eventual booking fee, will not be refunded.

### **Cancellation insurance Premium - SEK 795:-**

With cancellation insurance Premium you can reschedule or cancel your booking regardless of the reason, up until 3 pm (15.00) on the day before arrival, with no requirement for a certificate or testimonial.

The cost of the cancellation insurance as well as any eventual booking fee, will not be refunded.

## RESCHEDULING

If you at the time of reservation purchased cancellation insurance Plus or Premium, you are able to reschedule your booking according to the given terms. New dates for the booking must be given at the time of the rescheduling and must take place within a year from the date of rescheduling. If the new dates mean a higher price you will pay the difference. If the new dates mean a lower price you will get the excess amount as a voucher which can be used during your stay. No refunds will be made.

Rescheduling can only be used on one occasion.

## CHANGES IN RESERVATION

Unexpected events or accidents which are beyond our control give us the right to move you to equivalent accommodations.

If you choose to leave earlier than planned, no refund will be made.

## TIMES FOR CHECK-IN AND CHECK-OUT

Check-in time is from 3 pm (15.00) unless anything else has been agreed upon. Please notify the reception if estimated time for arrival is outside our opening hours.

Check-out time is no later than 11 am (11.00) for cabins and glamping tents, and no later than noon (12.00) for camping pitches, unless anything else has been agreed upon.

## REGULATIONS

For everyone's comfort there are certain regulations that apply during the stay. These regulations can be found on our website. All guests must have read the regulations before arrival, and must comply with them throughout the entire stay.

Herrgårdscampingen is a family campsite. To stay with us you need to be 18 years of age, unless a parent or legal guardian is part of the company staying in the cabin/camping pitch. If no parent or legal guardian is present, all guests need to be 18 years of age. Herrgårdscampingen is entitled to deny guests from checking in if the above stated conditions are not met.

## PERSONAL DATA

The details you share when making a reservation (contact details, purchase information, correspondence etc.) will be stored in our database until your stay has taken place and thereafter for seven years in accordance with the Swedish Accounting Act, with the sole purpose of managing your reservation and to uphold our legal obligations in accordance with Swedish law. Your details will never be shared with independent parties or used for e.g. marketing mailings.

Do you wish to know more about how we manage your personal data? Ask for our integrity policy. If you think that your personal data has been wrongly handled by us you can contact the Swedish Data Inspection Board at [www.datainspektionen.se](http://www.datainspektionen.se).