



BOOKING CONDITIONS

1. Who is the responsible organizer?

Responsible is Ramundbergets Alpina Drift AB, SE-840 97 Bruksvallarna. Phonenumber: +46 684-668800. Org.no: 559199-9395.

As an organizer, Ramundberget is obliged to:

- * Provide You with a written confirmation of Your booking.
- * In good time provide You with information about where the key can be retrieved.
- * The cottage / apartment / hotel room matches the description on the confirmation.
- * You are informed of all significant changes regarding Your booking.
- * You may dispose of the cottage / apartment at the earliest from 16.00 on the agreed arrival day until 10.00 on the departure day. Hotel rooms are available at the earliest from 16.00 on the agreed arrival day until latest 11.00 departure day.

2. When will my booking become binding?

Once you have paid your registration fee (or full rent) you have also approved of the conditions for the reservation and it becomes binding.

3. When do I pay?

Lodging; if You make your reservation more than 60 days in advance, the application fee is SEK 1500 per cottage/apartment/hotel room plus possible cancellation insurance. The application fee must be paid 12 days from the day you made your reservation and will be reduced from the rent. The rest of the rent must be paid no later than 60 days before agreed day of arrival. If you make your reservation 60 to 30 days in advance, full rent must be paid within 5 banking days. If you make your reservation later than 30 days before arrival, full payment must be paid to us within 2 banking days from the day you make your reservation. The rent must always be fully paid before you get admission to your lodging. If you make major changes in your reservation an administration fee of SEK 500 will be added.

Payment for ski pass, ski school, ski rental, bed linen, other activities and arrangements that are pre-booked; shall be available to us no later than 30 days prior to arrival. Booking of these additional items, no later than 30 days prior to arrival, must be paid within 2 banking days of booking. Everything that is pre-booked must always be paid before arrival. At payment, always leave your reservation number as a reference. Bring your confirmation at arrival.

4. What happens if I do not pay in time?

Payment reminder is not sent out on the registration fee. If you do not pay the registration fee or the final payment on time, it is counted as a cancellation on your part and then the rules for cancellation apply. Payment reminder is not sent out on additional items. If these items are not paid on the specified date, they will be cancelled.

5. What if I want to cancel my booking?

You can cancel verbally or in writing to us. We are bound to confirm Your cancellation in writing.

If it is 60 days or more before the agreed arrival, the amount You paid with deduction for handling fee, of SEK 1 500, will be refunded. If it is less than 60 days before the agreed arrival date, You must pay 100% of the rent. If You have already paid more than what You are obliged to, You will immediately get the difference back from us.

6. Cancellation and rebooking

You can protect Yourself against the cancellation cost by buying a cancellation insurance. The cancellation and rebooking insurance must be paid with the registration fee and can never be booked afterwards. The insurance fee is never refunded. It reimburses you for paid expenses up to the insured amount if you, close relatives or fellow travellers need to cancel the trip because of the following events, which must not have been known when You booked:

- * Acute illness, accident or death
- * Divorce
- * Invitation to the armed forces
- * Ordered business trip (does not apply to self-employed persons)

- * Unforeseen downtime with passenger car on the way to the destination
- * Damage to the home or business 10 days before the start of the event

Premium SEK 495 insures amounts up to SEK 20 000.

Premium SEK 995 insures amounts up to SEK 40 000.

Premium SEK 1495 insures amounts up to SEK 50 000.

The insurance applies per booking up to the insured amount.

In the event of a change where the total amount of the booking exceeds an insurance level, new insurance must be taken out and payment made directly. Cancellation is done directly to us and you receive the damage form, +46 684-66 88 00 or bokning@ramundberget.se.

You also find the damage form at www.ramundberget.se.

Ski passes, ski school, ski hire and other activities and events can be cancelled up to the day before arrival. The full amount will be refunded to you with deduction for handling fee of 15% of the cancelled amount.

Bed linen can be cancelled without cost. Insurance intermediary is Försäkringshantering, with the insurance company ERV Försäkringsaktiebolag.

7. Accommodation packages

When booking accommodation packages with preselected combinations and a specified price (package), the guest cannot cancel individual products in the package. Cancellation of individual persons in the package applies the same rules as for cancellation of lodging. When booking unspecified packages, the following applies: Request for cottage / apartment facilities, location, pets allowed / prohibition etc. cannot be met. Ramundberget Alpina Drift AB reserves the right to change accommodation until the day of arrival despite already confirmed accommodation, without notifying the guest. Guests with special requirements for accommodation and / or locations are always recommended to purchase specified accommodation.

8. What are my rights?

If the apartment / cottage / hotel room is not provided in the promised condition and we are unable to offer you an equivalent accommodation, then you have the right to terminate the agreement and cancel your stay. We then have to pay back everything you paid us less the benefit you may have had from the cottage / apartment / hotel room. Instead of cancelling the contract, you can request a reduction of the rent. In case You have any complaints, You should present them to the reception as soon as possible, (no later than 11.00 am the day after arrival). You should immediately report defects that occur during Your stay, in order for us to get a chance to adjust them. In another case, you lose your right to sue.

9. What are my obligations?

One person of age (at least 18 years) must be staying in our cottages and apartments during the whole stay. You must take good care of the cottage/apartment/hotel room and follow the valid regulations, directions and rules. Between 11.00 pm and 7.00 am lodgers must be quiet and show respect to other guests. You are fully responsible and liable for any damages that may occur to the accommodation and its inventories as a result of you or someone in your company being careless. You may not use the accommodation for other than recreational purposes. If you become more people than you indicated at the time of booking, you must, for security reasons, notify this before arrival.

Departure cleaning is included in all cabins / apartments. You are responsible for washing the dishes, throwing away the garbage, picking things up and putting things in the right place before departure. If this is not done, SEK 2000 will be charged. You are responsible for any repair fees + handling fee of SEK 1500.

You are obliged to comply with the regulations regarding smoking and pet bans for your cabin / apartment / hotel room which are stated on the front of the confirmation. Violation of this prohibition entails a decontamination cost for you as a tenant of SEK 1500. You must return all keys to your cabin / apartment / room on departure. If you forget this, we will charge you SEK 2000 for the



exchange of locks. Guests who cause on-call emergency for keys, lock-out or non-ordered bed linen etc. are charged SEK 500.

10. What applies to war, natural disasters, strikes etc.??

The parties have the right to resign from the mediation agreement if the cottage / apartment / room cannot be provided due to war actions, natural disasters, labor market conflict, longer interruptions in water or energy supply, fire or other similar major events, which neither you nor we could anticipate.

11. What if we cannot come to an agreement?

Please contact us directly with any complaints. We reserve the right to remedy what you have had an opinion about. Since we have corrected the shortage within a reasonable time, no reduction in price is payable.

If you have not submitted your comments to the personnel concerned, so that we have not been able to help you, your right to compensation will be waived. In the case where we consider compensation reasonable, this is usually in the form of a voucher that you can use during your stay or in connection with a new booking in Ramundbergets Alpina Drift AB's own accommodation. If we do not agree, you can always turn to National Board for Consumer Disputes (ARN).

Important: The cottage- or apartment rental does not include bed linen, towels, toilet- and paper towels. Remember to bring this! Cleaning- and dishwashing detergent is available in the cottage / apartment or obtainable at reception.

12. Snow guarantee

Alpine: 5 open pistes in the area of Destination Funäsfjällen, valid between 1st of Dec. – 1st of May.

Cross-country: 5 kilometres of tracks in Ramundberget - Bruksvallarna, valid between Oct 15th – 1st of May.

Biathlon: 2 kilometres tracks i Ramundberget in connection with the biathlon stadium, valid between 15th of Oct. – 1st of May.

The snow guarantee means that we will refund what you paid to us if you choose to cancel your stay due to poor snow availability, no earlier than 3 days before arrival or immediately (no later than 11.00 the day after arrival). You can also re-book to another period (for more expensive stays the guest will pay a difference).