



## BOOKING CONDITIONS

### 1. Who is the responsible organizer?

Responsible is Ramundbergets Alpina Drift AB, SE-840 97 Bruksvallarna. Phone: +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. 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 is binding. It's Your responsibility to check that all information provided at the time of booking is correct, as well as arrival and departure date of the booking confirmation.

### 3. When do I as guest pay?

Lodging; If booked earlier than 60 days before arrival, the registration fee is 25% of the accommodation cost plus cancellation insurance. The registration fee must be paid 10 days from the day you made your reservation.

The remaining amount of the agreed price must be paid no later than 60 days before agreed arrival date. If the booking has been made 59 to 0 days prior to arrival, the entire accommodation cost must be paid at the time of booking. The cost of accommodation must always be paid before admission. At major changes of bookings an administration fee of SEK 500 will be added.

Payment for additional articles; 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 later than 30 days prior to arrival must be paid at the time 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 obliged 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 25% the accommodation cost\*, 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, the difference is refunded from Ramundberget.

\* For accommodation bookings during the summer, free cancellation is valid until 12.00 am the day before arrival with deduction of an administration fee of SEK 250.

Ski pass, ski school, ski rental and other activities and arrangements can be cancelled up to the day before arrival. The full amount is refunded to You with deduction of 15% administration fee of the cancelled amount. Bed linen, child chair and childbed can be cancelled free of charge.

### 6. Cancellation and rebooking

You can protect Yourself against cancellation costs by buying a cancellation and rebooking 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, a close relative or fellow traveller 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 arrangement

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](http://www.ramundberget.se).

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), You as 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/prohibited etc. cannot be met. Ramundberget 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 lodging, apartment/cottage/hotel room is not provided in the promised condition and Ramundberget are unable to offer You an equivalent accommodation, then You have the right to terminate the agreement and cancel your stay. Ramundberget then have to pay back everything You paid with deduction of the benefit You may have had from the accommodation. Instead of cancelling the contract, You can request a reduction of the rent. In case You have any complaints, 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 within a reasonable time, in order for us to get a chance to adjust them. In another case Your right to claim the error lapses.

#### **9. What are my obligations?**

One person of age (at least 18 years) must be staying in our cottages/apartments/room during the whole stay. You must take good care of the accommodation and follow the valid regulations, directions and rules. Between 11.00 pm and 7.00 am You must observe the utmost consideration and silence with regard to other guests. You are fully responsible and liable for any damages that may occur to the accommodation and its inventories because 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, a minimum of 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 accommodation, 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 at a minimum of SEK 1500. You must return all keys to your cabin/apartment/room on departure. If you forget this, we will charge you a minimum 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 per on-call.

#### **10. What applies to force majeure , war, natural disasters, strikes?**

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 happens in case of complaint?**

Please contact Ramundberget directly with any complaints. Ramundberget reserve the right to remedy what You have had an opinion about. Since Ramundberget 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 Ramundberget have not been able to help You, Your right to compensation will be waived. In the case Ramundberget 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 Ramundberget's own accommodations. If the parties cannot agree, you can always turn to National Board for Consumer Disputes.

#### **12. Other information**

The price of the cottage or apartment does not include bed linen, towels, toilet and paper towels. Cleaning and dishwashing detergent is available in the cottage/apartment or obtainable at the reception. Standard and equipment vary. Apartments/cottages are equipped for self-catering. Maps and drawings only give an approximate picture of location and space.

Most of the accommodation, cottages and apartments, which are rented out by Ramundberget, are owned by another owner and are only rented out on behalf of the homeowner.

In the event of a malfunction with WiFi, in the accommodation that has that access, no compensation is paid as it is a free service.

Ramundberget reserves the right to change to an equivalent or upgraded accommodation until the day of arrival, without notifying You. Ramundberget reserves itself for any delays at check-in due to unforeseen events surrounding or with the accommodation. Delays regarding check-in time are not compensated.