



BOOKING CONDITIONS

1. Who is the responsible organiser?

Responsible is Ramundbergets Alpina Drift AB, SE-846 97 Bruksvallarna. Phone: +46 684-668800. Org.no: 559199-9395.

As an organiser, 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 11.00 departure day.

2. When will my booking become binding?

When You choose a method of payment, the reservations become binding and the guest approves the payment terms. It's Your responsibility to check that all information provided at the time of booking is correct, including arrival and departure date. Bring your booking confirmation or quote the booking number on arrival.

The law (2005:59) regarding distance contracts and contracts entered outside a trade or business sometimes gives the consumer the right to withdraw from their purchase (right of withdrawal). However, the right of withdrawal does not apply to accommodation, equipment rental, lift tickets, activities or package holidays, as these are delivered on a fixed day or during a fixed time period. Nonetheless, some of these activities can be cancelled up to the first day of validity, see point 6. Further, please see conditions for bookings with cancellation insurance.

3. When do I pay?

Ramundberget offers Klarna as a payment solution. When booking via the website, you confirm your booking by choosing a payment method. If You are booking via phone or email, a text message containing a payment link will be sent. Once the booking is confirmed by choosing payment, You will receive an email confirmation.

The payment options presented to the guest are decided by Klarna and depend on Your credit score and country. The guest must be at least 18 years old to use Klarna. See payment terms on www.klarna.se/villkor.

It is also possible to pay for your booking by card without using Klarna.

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

In case of late payment of your booking, reminders will be sent out by Klarna. In the event of non-payment, reminder fees/debt collection measures may be taken. Read more about Klarna's terms and conditions on their website.

If You do not choose a payment method after being sent the payment link, it will count as a cancellation and the rules for cancellation will apply.

5. Cancellation and rebooking insurance

You can protect Yourself against cancellation costs by buying cancellation and rebooking insurance. The cancellation and rebooking insurance must be purchased at the time of booking and can never be added 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
- Other sudden and unexpected event

See full terms and conditions (in English and Swedish) at <https://www.erv.se/privat/villkor-och-intyg/forsakringsvillkor/>.

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 immediately. Cancellation is done directly to us, after which You will be provided with information about making a claim by phone +46 684-66 88 88 or email bokning@ramundberget.se.

You can also find the [claim form](#) at www.ramundberget.se. Insurance intermediary is Försäkringshantering, with the insurance company ERV Försäkringsaktiebolag.

6. What if I want to cancel or rebook?

You can cancel verbally or in writing to us. We are obliged to confirm Your cancellation in writing. Any interest fees owed to Klarna will not be repaid in the event of a cancellation.

Ski school, equipment rental and other activities and arrangements can be cancelled up to 16.00 the day before use. The full amount is refunded to You minus a 15% administration fee of the cancelled amount.

Lift tickets, cross-country passes, bed linen and children's high chairs and cribs can be cancelled free of charge until 16.00 the day before use.

6.1 Cancellation with cancellation and rebooking insurance *Apartments/Cottages*

Guests with cancellation and rebooking insurance can cancel up to 21 days before the start of their booking, in which case Ramundberget will refund 85% of the payment. Past 21 days before the agreed arrival, the guest must pay 100% of the accommodation fee.

In both cases, a guest with cancellation and rebooking insurance and a valid certificate can claim compensation from ERV, and receive either the remaining 15% or the full amount, depending on whether the cancellation is made before or after 21 days before the start of the booking. With ERV insurance, the stay can be cancelled up to the day before arrival. Find the [claim form](#) at www.ramundberget.se.

If You have already paid more than what You are obliged to, the difference will be refunded by Ramundberget.

6.2 Cancellation without cancellation and rebooking insurance *Apartments/Cottages*

Guests without cancellation and rebooking insurance can cancel up to 21 days before the start of their booking, in which case Ramundberget will refund 85% of the payment against an administration fee of SEK 995. Past 21 days before the agreed arrival, the guest must pay 100% of the accommodation fee.

If You have already paid more than what You are obliged to, the difference will be refunded by Ramundberget.

6.3 Rebooking with cancellation and rebooking insurance *Apartments/Cottages*

Guests with cancellation and rebooking insurance can rebook up to 21 days before arrival against an administration fee of SEK 195. You may only rebook once, and the new booking must be in the same season as your original booking.

Past 21 days before arrival, a rebooking is classified as a cancellation of an existing booking and the change of item or period is seen as a new booking. Usual terms and prices apply. Guests with cancellation and rebooking insurance and a valid certificate can make a claim to ERV for compensation. Find the [claim form](#) at www.ramundberget.se.



6.4 Rebooking without cancellation and rebooking insurance *Apartments/Cottages*

Guests without cancellation and rebooking insurance can rebook up to 21 days before arrival against an administration fee of SEK 995. You may only rebook once, and the new booking must be in the same season as your original booking.

Past 21 days before arrival, a rebooking is classified as a cancellation of an existing booking and the change of item or period is seen as a new booking. Usual terms and prices apply.

6.5 Cancellation with cancellation and rebooking insurance *Hotel Fjällgården*

Guests with cancellation and rebooking insurance can cancel up to 21 days before the start of their booking, in which case Ramundberget will refund 85% of the payment. Past 21 days before the agreed arrival, the guest must pay 100% of the accommodation fee. With ERV insurance, the stay can be cancelled up to the day before arrival.

In both cases, a guest with cancellation and rebooking insurance and a valid certificate can claim compensation from ERV, and receive either the remaining 15% or the full amount, depending on whether the cancellation is made before or after 21 days before the start of the booking. Find the [claim form](#) at www.ramundberget.se.

If You have already paid more than what You are obliged to, the difference will be refunded by Ramundberget.

6.6 Cancellation without cancellation and rebooking insurance *Hotel Fjällgården*

Guests without cancellation and rebooking insurance can cancel up to 21 days before the start of their booking, in which case Ramundberget will refund 85% of the payment against an administration fee of SEK 995. Past 21 days before the agreed arrival, the guest must pay 100% of the accommodation fee.

If You have already paid more than what You are obliged to, the difference will be refunded by Ramundberget.

6.7 Rebooking with cancellation and rebooking insurance *Hotel Fjällgården*

Guests with cancellation and rebooking insurance can rebook up to 21 days before arrival against an administration fee of SEK 195. The new booking must be in the same season as your original booking. These terms only apply once.

Guests with cancellation and rebooking insurance can rebook 20-8 days before arrival against an administration fee of SEK 195. You may only rebook once, and the new booking must be at Hotel Fjällgården in the same season as your original booking.

Past 8 days before arrival, a rebooking is classified as a cancellation of an existing booking and the change of item or period is seen as a new booking. Usual terms and prices apply. In both cases, a guest with cancellation and rebooking insurance and a valid certificate can make a claim to ERV for compensation. Find the [claim form](#) at www.ramundberget.se.

6.8 Rebooking without cancellation and rebooking insurance *Hotel Fjällgården*

Guests without cancellation and rebooking insurance can rebook up to 21 days before arrival against an administration fee of SEK 995. You may only rebook once, and the new booking must be in the same season as your original booking.

Past 21 days before arrival, a rebooking is classified as a cancellation of an existing booking and the change of item or period is seen as a new booking. Usual terms and prices apply.

6.9 Rebooking and cancellation *Camping, Aire/RV-pitches and Hostel*

Can be rebooked and cancelled up to 48h before arrival at no cost. For cancellations less than 48h before arrival, one night's accommodation

will be deducted as a cancellation fee. For rebookings less than 48h before arrival, SEK 150 will be charged as an administration fee.

7. Accommodation packages

When booking accommodation packages with preselected combinations and a specified price (packages), You as a guest cannot cancel individual products in the package. For cancellations of individual persons in the package, the cancellation rules for lodging apply as usual. When booking unspecified packages, the following applies: Requests 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 is unable to offer You an equivalent accommodation, then You have the right to terminate the agreement and cancel your stay. Ramundberget then has to pay back everything You've paid, with deductions for any use you may have already made of the accommodation. Instead of cancelling the contract, You can request a reduction of the rent.

In case You have any complaints, present them to 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. If You don't, Your right to claim compensation for the error lapses.

9. What are my obligations?

One person of age (18 or older) must be staying in our cottages/apartments/room during the whole stay. You must take good care of the accommodation and follow the current 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. This applies to all direct damage as well as any direct resulting damage. If the damage was caused by a guest due to extreme carelessness or intent, the guest will also be held responsible for indirect resulting damage.

You may not use the accommodation for anything other than recreational purposes. If you end up arriving in a larger group than indicated at the time of booking, you must, for safety reasons, notify us before arrival.

Departure cleaning is included in all cabins/apartments. You are responsible for washing dishes, throwing away garbage, clearing away items 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 needed repair fees + a handling fee of SEK 1500.

You are obliged to comply with all regulations regarding smoking and pet bans for your accommodation, cabin/apartment/room, stated in your booking 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 an on-call emergency for keys, being locked out or delivery of non-ordered bed linen etc. are charged SEK 500 per 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, labour 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 reserves the right to remedy what You have complained about. If Ramundberget corrects the shortage within a reasonable time, no reduction in price is payable. If you have not submitted Your comments to our staff, so that Ramundberget has not been able to help You, Your right to compensation will be waived. If the parties cannot agree, you can always turn to the National Board for Consumer Disputes. Conflicts can also be solved in district court.

12. Other information

The price of the cottage or apartment does not include bed linen, towels, toilet paper or paper towels. A starter kit for washing dishes will be provided in the cottage/apartment. 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 malfunctioning WiFi in accommodation where this is provided, no compensation is paid as this 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 against any delays at check-in due to unforeseen events surrounding or with the accommodation. Delays regarding check-in time are not compensated.