



## Booking and payment conditions - EN season 2021

These general terms and conditions apply when you book a stay, such as overnight stay on a camping pitch or in a cottage (called stuga in Sweden) or safari tent. Also when you book a package with overnight stay or other packages that are offered through Camping Tiveden organization. **NB; these conditions were adjusted after the 2020 season, in which Covid-19 took up reign.** So at this time when booking the above, people are aware of this situation, and what such a pandemi causes in terms of restrictions, and we assume - if you book and pay(down) - you are aware of this and agree to this. conditions that otherwise apply as such.

### **General**

The campsite 'Camping Tiveden' is affiliated with the SCR (Swedish Camping and Stuga Association) and the Camping Key Europe registration system (CKE) which means that, when you check in with us, you are automatically registered. This registration can be done in 2 ways; you can opt for the paid version - the "Camping Key Europe" - which automatically joins you and entitles you to discounts and current offers. This membership is valid throughout Europe. If you have already purchased it here at [https://www.campingkeyeurope.se/en/?&portfolio\\_id=350](https://www.campingkeyeurope.se/en/?&portfolio_id=350) before your trip, their benefits and rules apply. Or you can opt for the free version - the "Camping ID" – which we can arrange easily for you and which means that your data is only known during your holiday in Sweden. Handing over / showing your passport / ID becomes superfluous.

### **Who is responsible?**

Responsible for your booking is either the SCR, when you make your booking online by the website [www.camping.se](http://www.camping.se) Or the Camping Tiveden organization itself, when you make your booking directly by online booking on the website [www.campingtiveden.se](http://www.campingtiveden.se) or through personal contact / answer to our contact form or by email-communication. Via all these channels, the contact details must be stated on the booking confirmation.

### **Age limit for bookings&check-in**

You must be at least 18 years of age to be able to book at Camping Tiveden. At check-in you will be asked for your ID for verification. When you have the previously mentioned valid CKE registration, you will be checked into the system and you do not have to leave your passport / ID identification.

### **When will my booking be binding?**

Your booking is binding after you have received the booking confirmation - stating the booking number - and after your down payment whether the entire rental amount has been paid and received. You have the responsibility to check upon receipt and before your arrival that the booking details match what you have booked. Please keep the booking confirmation with contact details to use in case of any change or cancellation.

### **Booking through SCR's campingsite [www.camping.se](http://www.camping.se)**

The booking and payment conditions established through this organization (SCR-Camping.se) applies.

**Booking directly by Online booking from our website [www.campingtiveden.se](http://www.campingtiveden.se) or after personal contact by the contact form / email communication**

### **Payment method**

#### **Direct payment by bank:**

The total agreed rent amounts are calculated in Swedish Kronor. You can pay directly through your bank (internet banking). You choose "foreign payment" and enter the correct SEK currency. The bank calculates the current exchange rate.

As a service, you can ask Camping Tiveden by replying to the confirmation email to convert the amount due into Euro. After which they determine the exchange rate, the euro amount becomes clear and they will send you the correct (Euro) account number.

### **When should I pay? concerning a Camping-pitch:**

For the reservation of a camping pitch, Camping Tiveden requires a 15% deposit of the total number predetermined nights, to be paid within 7 days in Swedish kronor, to be transferred to the indicated account. Upon arrival at the campsite, your total accommodation costs will be reduced by this 15% deposit.

If you do not show up on the agreed arrival day, Camping Tiveden organization has the right to keep your 15% down payment as a booking-fee.

### **When should I pay? concerning a Stuga and Safari tent (Glamping)**

For the booking of a cottage or safari tent, Camping Tiveden requires a 10% deposit of the total amount of what has been booked. To be paid within 7 days in Swedish kronor. To be transferred to the indicated account.

The remaining amount must be paid no later than 28 days before the agreed arrival date. The applicable final payment dates can be found in the booking confirmation. It is always possible to transfer the 10% down payment plus the remaining amount – so the total amount – in one go within this period of 7 days.

In case that the payments do not arrived at the final payment dates, as indicated in the confirmation email and the reminder (we send only one), your booking will be canceled and treated as a debit, acting in accordance with the cancellation rules and costs.

When booking less than 28 days before arrival, you have to pay the total amount in one go within 7 days. The demonstrable consultation between you and the Camping and Stuga company Camping Tiveden applies here.

### **When should I pay? Concerning a separate activity (or package):**

By booking a separate activity, package, event we ask to pay 50% of the total amount immediately upon booking. After this, Camping Tiveden has the right to keep this down payment at any time. The remaining amount must be paid upon arrival and before the start of the activity.

### **What applies if I want to change / cancel my booking?**

#### **Booked through SCR's camping site [www.camping.se](http://www.camping.se) :**

Please contact the SCR again; the details can be found on the previously received booking confirmation including the booking number. The booking will be changed / canceled according to the SCR conditions and availability for changing.

#### **Booked through Online booking from the website [www.campingtiveden.se](http://www.campingtiveden.se) or with personal contact via Contact form / Email From the Camping Tiveden organization:**

Please contact Camping Tiveden again by replying to the booking confirmation. In consultation with you, it will be checked whether the reservation can be changed. The current rental schedule of Camping Tiveden determines whether or not the change is possible.

Your booking has been changed / canceled when you have received a written confirmation directly from the manager of the Camping Tiveden organization.

In case of cancellation of your booking up to and later than the 28 days before the arrival date, Camping Tiveden is entitled to act via the cancellation conditions below and the associated costs :

### **Cancellation costs regarding cancellation of a Stuga, Safari tent and Campingpitch:**

In case of cancellation through the aforementioned routes, the following cancellation fees will apply if your booking is canceled:

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- until 28 days before arrival:	10 % (Stuga, Safari tent) or 15% (Campingpitch) of the total agreed rental amount. As a booking fee.
- 27 - 21 days before arrival:	25 % of the total agreed rental amount
- 20 - 14 days before arrival:	50 % of the total agreed rental amount
- 13 - 7 days before arrival:	75 % of the total agreed rental amount
- 6 - 0 days before arrival:	100 % of the total agreed rental amount

### **Cancellation insurance**

Via Camping Tiveden there is no cancellation insurance against possible cancellation costs. As a guest, you must take out this yourself with an insurance company of your choice.

In case of cancellation, the costs will not be refunded for any costs incurred other than the agreed rental amount in the booking confirmation.

### **Check-in and check-out times**

Unless otherwise agreed or specified in the booking confirmation, check-in at a *Camping pitch* will be possible from 12 noon and check-out on the day of departure until 12 noon.

With regard to *Stuga and Safari tent*, check-in is possible from 3 p.m. and check-out on the day of departure until 11 a.m.

It is your responsibility to know and act on which check-in and check-out times apply to your booking.

### **Insurance**

When you are in possession of the *paid version* of the CKE registration, and use it to check in, you and your family travelers are automatically insured against accident costs during your stay at the campsite. For this you will find the correct information and forms which are issued by the CKE association. In all other cases (by having the free version from CKE registration) you are at least responsible for having sufficient insurance cover during your visit at us.

### **The Personal Data Act**

The Camping Tiveden organization as well as the SCR is responsible for processing your personal data which you provide via email / contact form / Online booking when booking a Camping pitch, Stuga, Safari tent or Activity. Your data will only be processed with the aim of registering the desired booking via the used check-in system. As well as being able to meet all other obligations between the SCR and Camping Tiveden, as stated in the agreement between these 2 parties. The data may only be provided on the order of a collection company as well as government authorities and court for collection, determination and fulfillment of your contract obligations. Your personal data may also be processed for marketing purposes of the SCR and the Camping Tiveden organization for own products and services, as well as for other products and services on behalf of companies and organizations with which the SCR or Camping Tiveden cooperates. Your personal data will be kept for 36 months after the booking agreement has been concluded. You have the right to request your registered data in writing once a year, free of charge, so that you may have knowledge of where the data is stored and to whom it has been given, as well as that you can correct your data that has already been changed whenever you want. You also have the right to indicate if you do not want your personal data to be used for marketing purposes.

### **Force Majeure**

In case that your booking and the related travel costs cannot take place due to foreclosure or an obstacle that is outside the control of Camping Tiveden organization, and they have not been able to foresee this from the start of the booking agreement and whose could not have avoided or resolved consequences on those grounds, Camping Tiveden, as well as the SCR, is free from compensation and other additional consequences.

Legal changes and / or price changes are reserved. Camping Tiveden / SCR has no influence on this.

### **Other**

Unless otherwise specified in the booking confirmation, additional costs such as linen, towels, cot / high chair etc. are not included in the accommodation costs. These facilities can be ordered additionally when booking. Possibly later or at the time of check-in when in stock, and additional costs. Think ahead and take care to bring whatever is necessary for your stay.

### **Obligations of the guest**

As soon as you receive your booking confirmation it is your responsibility to check if the information is correct. Any errors must be reported immediately. Either through the earlier booking contact -reply e-mail – or by telephone

Commitments made by Camping Tiveden, which are of essential importance to you, must be noted /adjusted in the booking confirmation in order to be able to rely on them.

You have to follow the rules and instructions that apply to your booking and stay - which should be clearly written down in your booking confirmation, or can be requested from the management from the Camping and Stuga company and be visibly present during your stay at Camping Tiveden.

**What happens when things go wrong?**

If what you have booked is not available at the agreed date, or if you are partly offered what you have booked in or not at all, you have the right to cancel free of charge. In this case you will receive the full amount back for the booking. Furthermore, plausible costs will be reimbursed, which you can prove that they are a following from the consequences that Camping Tiveden has not fulfilled its responsibility as mentioned above. These costs will be deducted if they offer you to stay in another/different Stuga, Safari tent or camping pitch, etc. than the one originally booked.

Instead of canceling, you may also demand a reduction in the rental price of your booking.

Complaints regarding your booking must be addressed to the Camping and Stuga Company Camping Tiveden no later than 24 hours after your arrival and check in. Any errors that arise during your stay must be reported immediately to the management of Camping Tiveden so that they have the opportunity to rectify them.

If you fail to report the error/ your complaint or did this after the mentioned 24 hours, you are not entitled to compensation

In behalf of Camping Tiveden and the SCR we wish you an uncomplicated and pleasant stay

rev. nov 2020