



General Booking Conditions season 2026



These general terms and conditions apply when you book accommodation at Camping Tiveden, such as an overnight stay on a campsite, in a cabin (stuga), or in a glamping/XS outdoor safari tent or group Tent. They also apply when you book a package that includes accommodation or other arrangements offered through Camping Tiveden. After reading these terms, we assume that – by booking and (partially) paying – you are aware of and agree to these conditions, which shall apply accordingly.

General:

The campsite is affiliated with the **SCR** (Swedish Camping and Stuga Association) and the associated **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 two ways: 1: paid version – “**Camping Key Europe**”: By choosing this option, you automatically become a member and are entitled to discounts and applicable offers. This membership is valid throughout Europe, and if you purchase it before your trip (e.g., via ANWB or directly through the CKE website), their promotional offers and rules apply. And 2: Free version – “**Camping ID**”: With this option, your details are recognized at SCR-affiliated campsites during your stay in Sweden. Showing your passport or ID is therefore not necessary.

Who is responsible?

The Camping Tiveden organization is responsible for the correct completion of your booking when you make it directly via the online booking system on the website www.campingtiveden.se or via personal contact / responses to our contact form or email. Correct contact details must always be included in the booking confirmation when using these channels.

Age limit for booking and check-in

You must be at least 18 years old to make a booking at Camping Tiveden. When checking in, you will be asked for identification to verify your age. If you have a valid CKE registration as mentioned above, you will be checked in to the system and do not need to leave your passport/ID.

When is my booking binding?

Your booking becomes binding once you have received the booking confirmation – including the booking number – and the minimum deposit has been paid and received. You are responsible for verifying that the booking details match what you have reserved before your arrival. Keep your booking confirmation with contact details for use in case of changes or cancellation.

Booking directly by Online booking from our website www.campingtiveden.se or after personal contact by the contact form / email communication

Payment method

Direct payment by bank:

The total agreed rental amounts are calculated in Swedish Krona (SEK). You can pay directly via your bank through online banking. For this, select “foreign payment” and enter the correct SEK currency. The bank will calculate the current exchange rate. As a courtesy, you can ask Camping Tiveden—by replying to the confirmation email—to convert the amount due into Euros. They will then determine the exchange rate, provide the corresponding Euro amount, and send you the correct Euro account number. It is also possible that Camping Tiveden has already indicated the amount to be paid in Euros in the booking confirmation, along with the corresponding Euro account. In that case, please follow those instructions.

When should I pay? concerning a Camping-pitch:

For the reservation of a campsite, Camping Tiveden requires a 30% deposit of the total amount for the indicated number of nights, to be transferred within 7 days in Swedish Krona to the specified account. Upon arrival at the campsite, your total accommodation costs will be reduced by this 30% deposit. If you are forced to cancel—for any reason—or fail to arrive on the agreed arrival date, Camping Tiveden has the right to retain the 30% deposit as a booking fee.

When should I pay? concerning a XS Outdoor tent:

For the reservation of an XS outdoor tent, Camping Tiveden requires a 40% deposit of the total amount for the indicated number of nights, to be transferred within 7 days in Swedish Krona to the specified account. Upon arrival at the campsite, your total accommodation costs will be reduced by this 40% deposit. If you are forced to cancel—for any reason—or fail to arrive on the agreed arrival date, Camping Tiveden has the right to retain the 40% deposit as a booking fee.

When should I pay? concerning a Stuga, Glamping-safarytent and Group-tent:

For the booking of a Stuga, Glamping tent, or group tent requires Camping Tiveden a 40% deposit of the total amount for the indicated number of nights, to be transferred within 7 days in Swedish Krona to the specified account. The remaining balance must be transferred no later than 28 days before the agreed arrival date. The applicable payment deadlines are stated in the booking confirmation. It is always possible to pay the 40% deposit plus the remaining balance—the total amount—in a single transfer within the 7-day period.

If payments are not received by the final payment dates indicated in the confirmation email and the single payment reminder, we reserve the right to cancel your booking and treat it as a cancellation in accordance with the cancellation rules and fees. However, we will always contact you first regarding this. For bookings made less than 28 days before arrival, the total amount must be paid in full by the date specified in the booking confirmation. This is subject to verifiable agreement between you and the Camping Tiveden organization.

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 Online booking from the website 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 assessed whether the reservation can be modified. The current rental schedule of Camping Tiveden will determine whether the change is possible.

Your booking is considered modified or canceled once you have received a direct confirmation from the Camping Tiveden organization. In the event of cancellation of your booking up to or later than 28 days before the arrival date, Camping Tiveden is entitled to act in accordance with the applicable cancellation conditions and associated fees outlined below:

Cancellation fees for a Stuga, Glamping tent and Group tent (Tipi):

In the case of cancellation via the aforementioned channels, the following cancellation fees apply to your booking:

Up to 28 days before arrival:	The 40% deposit of the total agreed rental amount will be retained as the cancellation fee
From 27 – 14 days before arrival:	60% of the total agreed rental amount
From 13 - 9 days before arrival:	75% of the total agreed rental amount
From 8 - 0 days before arrival:	100% of the total agreed rental amount

Cancellation fees for a Campingpitch and XS Outdoor safarytent:

Up to 0 days before arrival:	The 40% deposit of the total agreed rental amount will be retained as the cancellation fee The remaining amount due, as stated in the booking confirmation, will be cancelled or refunded.
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Cancellation insurance

When booking through Camping Tiveden's website (www.campingtiveden.se), there is no option to take out a cancellation insurance through them to cover any potential cancellation costs. You, as the guest, must arrange this yourself with an insurance company of your choice. In case of cancellation, costs other than the agreed rental amount stated in the booking confirmation will not be refunded.

Check-in and check-out times

Unless otherwise agreed or specified in the booking confirmation, check-in for a campsite and an XS Outdoor tent is possible from 1:00 PM, and check-out on the day of departure is until 12:00 PM. For Stuga and Glamping and Group tent check-in is possible from 3:00 PM, and check-out on the day of departure is until 11:00 AM. It is your responsibility to be aware of and adhere to the applicable check-in and check-out times for your booking.

Insurance

If you hold the paid version of the CKE registration and check in with it at Camping Tiveden, you and your family are automatically covered for accident costs incurred during your stay at the campsite. Before your trip, please check their current information and forms issued by CKE association. In all other cases, you must have adequate and appropriate insurance coverage for the duration of your stay.

Personal Data

The Camping Tiveden organization, as well as the SCR, is responsible for processing your personal data that you provide via email, contact form, or online booking when reserving your campsite, Stuga, safari tent, or activity. Your data is processed solely for the purpose of registering the desired booking through the used check-in system, as well as to fulfill all other obligations between SCR and Camping Tiveden, as recorded in the agreement between these two parties. Data may only be disclosed by order of a collection agency, government authorities, or court for the collection, determination, and fulfillment of your contractual obligations. Your personal data may also be processed for marketing purposes by SCR and the Camping Tiveden organization for their own products and services, as well as for other products and services on behalf of companies and organizations with which SCR or Camping Tiveden cooperates. Your personal data will be retained for 36 months after the booking agreement has been completed. You have the right, once per year and at no cost, to request your registered data in writing to be informed of where the data is stored and to whom it has been disclosed. You also have the right to correct your data at any time. Additionally, you have the right to indicate that you do not want your personal data to be used for marketing purposes.

Force Majeure

In the event that your booking and the associated travel (costs) cannot take place due to circumstances beyond the control of the Camping Tiveden organization, and which they could not have foreseen from the start of the booking agreement, and whose consequences could not have been avoided or resolved on these grounds, Camping Tiveden is not liable for compensation or other related consequences.

Legal changes and/or price changes are reserved. Camping Tiveden has no influence over these.

Other

Unless otherwise specified in the booking confirmation, additional costs such as pets, bed linen, towels, baby cots/child seats, etc., are not included in the accommodation costs. These facilities can be ordered as extras when booking. They may also be requested later or at the time of check-in, subject to availability and additional charges. Please remember to bring any items you need for your stay yourself.

Upon check-in, you will receive detailed instructions and an information sheet from the campsite. You are required to read this thoroughly, and you (and your fellow travelers/family) must adhere to these "house rules" to ensure a pleasant atmosphere for us, yourself, and other campsite guests.

Guest Obligations

You are obliged to carefully check your booking confirmation for any incorrect information as soon as you receive it. Any incorrect information must be reported immediately and corrected in a verifiable manner. Promises made by Camping Tiveden that are of essential importance to you must be recorded in the booking confirmation so that you can rely on them.

You must follow the rules and instructions that apply to your booking and stay, which should be clearly stated in your booking confirmation, available upon request, or clearly visible during your stay at Camping Tiveden (check-in information, notice boards, etc.)

What happens if things go wrong?

If what you have booked is not available at the promised time, or if you receive only part of, or none of, what you booked, you have the right to cancel free of charge. In such a case, you will receive a full refund of the booking amount. Instead of canceling, you may also request a reduction in the rental price of your booking.

Reasonable costs that you can demonstrate have arisen as a result of Camping Tiveden not fulfilling its responsibilities, as described above, will also be reimbursed. Deductions will be made from these costs if you are offered or make use of another Stuga, Glamping tent, XS Outdoor tent, campsite, etc., instead of the originally booked accommodation.

Complaints regarding your booking/accommodation must be directed to the management of Camping Tiveden no later than 1 hour after arrival, so that they have the opportunity to rectify the situation. If you fail to report the issue, or report it only after the specified time, you are not entitled to any compensation.

On behalf of Camping Tiveden and the SCR, we wish you a smooth and pleasant stay with us.