

Booking terms standard

Who is responsible?

The campsite or cottage establishment with which you have booked accommodation or other products/services is responsible for your booking. Any complaints about your booking should therefore be reported to the campsite or cottage establishment with which you have booked. Contact details for the booked campsite or cottage establishment are shown on your booking confirmation. 'Us' or 'we' hereafter refers to the campsite or cottage establishment.

Age limit for booking

To book/enter an agreement with us you must be 18 years or over. For group bookings, at least two persons must be aged 18 or over, unless a higher age limit is stated when booking. A single parent staying with several children, however, is exempt from this requirement.

When will my booking be binding?

The booking will be binding when you receive an email confirmation of your booking.

Booking confirmation

You will receive a written confirmation of your booking. The booking confirmation contains important information about your booking. Check that the content of the booking confirmation corresponds with what you have booked.

Payment terms

When you book you have several payment options. The payment terms that apply will be shown at the time of booking.

Guest Service

If you have any questions or need help with your booking, you'll find contact details in your booking confirmation. You can also visit the Guest Service at Camping.se, email service@camping.se, or call +46 (0)771-117 117.

24-hour sale or return

Refunds of bookings covered by the right to refund must be requested by contacting the Guest Service at service@camping.se or +46 (0)771-117 117. You can request a refund within 24 hours of booking if there are more than 7 days until your visit.

Booking changes and transfers

Changes to the arrival and departure can be made up to 7 days prior to the arrival date subject to availability. Every change to the original booking made fewer than 7 days prior to check-in will be treated as a cancellation (see cancellations) followed by a new booking.

Transfers of your booking can be made up to 1 day prior to the arrival date provided the transfer is for the same time period and price, and the new guest meets the age requirements.

Early departure

If you choose to depart earlier than planned, no refund will be made unless otherwise agreed by us.

What applies if I want to cancel?

Cancellation should be made at Camping.se or via the link contained in your booking confirmation in order to be valid. If you have purchased a cancellation insurance, please contact the Guest Service to cancel.

Cancellations made fewer than 40 days prior to the arrival date are subject to the cancellation charges outlined below.

- If the cancellation is made 40 days or more before arrival, 90% of the agreed total amount will be refunded.

- If the cancellation is made 39 to 8 days before arrival, 75% of the agreed total amount will be refunded.

- If the cancellation is made 7 to 2 days before arrival, 25% of the agreed total will be refunded.

-For cancellations less than 2 days before the arrival date as per the agreement or early departure without a valid reason, no money will be refunded and we have the right to charge you for any agreed amount that has not been paid.

Cancellation insurance

You can purchase cancellation insurance at the time of booking that applies according to the terms below. The cost of the cancellation insurance is shown in connection with booking. The cancellation insurance allows you to cancel up until the agreed arrival date. However, you must cancel as soon as you know that you will not be able fulfil the agreement, due to one of the reasons below. The cancellation insurance also entitles you to cancel during a stay and receive a refund for the amount corresponding to the part of the stay you have not been able to use due to one of the reasons below.

Valid reasons to use the cancellation insurance:

1. death, acute illness that was not known at the time of booking, or serious accident affecting you, your spouse, common-law wife/husband, parents, children, siblings or travelling companions

2. some other serious event outside your control, e.g. significant fire or flooding of your home that means it would be unreasonable to expect you to use your booking,

3. a call-up to the Armed Forces or civil defence or

4. if due to unemployment or a new employment, you are prevented from using your booking.

You must be able to verify your impediment with a relevant certificate from, for example, a doctor or insurance company. The certificate must reach us no later than 30 days after the cancellation date.

The refunded amount will be paid no later than 10 days after you have submitted a certificate showing that you are entitled to use the cancellation insurance.

What are my rights?

In the event of a breach of the agreement or serious disruption, or if the service otherwise deviates from the information we have provided or what you could reasonably have expected, you have the right to demand a compensatory price deduction or cancellation. A breach of the agreement or other shortcoming in the service due to reasons beyond our control does not entitle you to compensation under this agreement (see the point on limitations on the campsite's control responsibility below).

Faults that arise during your stay shall be reported to us immediately so that we have a chance to remedy them. If you fail to report faults, you cannot then claim compensation.

If you have received compensation but are not satisfied with it, you must inform us of this within 3 weeks (21 days) of departure. This can be done verbally, in writing or by email. We recommend email.

Limitations of the facility's control responsibility

In the event that the stay cannot be completed because of an impediment beyond our control that we could not reasonably have been expected to have foreseen when the agreement was entered and the consequences of which we could not reasonably have avoided or overcome, we are free of liability for damages or other penalties.

If the impediment is due to someone we have hired to carry out the campsite service in whole or in part, we are free of liability for damages only if the supplier we have hired would also be free according to the paragraph above. The same applies if the impediment is due to a supplier we have hired or someone else down the line.

What are my responsibilities?

Infringements of the facility's rules or other breach of the agreement may lead to termination of the agreement with immediate effect. In the case of termination of the agreement, the amount due is calculated based on the current price per night that applied during the time you had access to the place with deductions for the estimated damage. Any difference will be refunded at the latest 10 days after the termination.

What happens if we cannot agree?

If we cannot agree, you may use one of the following dispute resolution bodies, among others:

Visita Disciplinary Board of Responsibilities, which is the industry's own complaints board. We will comply with the recommendations of the Disciplinary Board. <http://www.visita.se/mitt-foretag/Ansvarnamnden/>

The National Board for Consumer Disputes (see address below). The National Board for Consumer Disputes is an approved dispute resolution body under the Law on Alternative Dispute Resolution. We will comply with the recommendations of the National Board for Consumer Disputes.

Alternatively, you can turn to the European Commission's online dispute resolution platform:

<http://ec.europa.eu/odr>

We do not undertake to participate in dispute resolution procedures other than those of the National Board for Consumer Disputes and Visita Disciplinary Board of Responsibilities but will take a stand on this issue in the event of a dispute. You are also free to take the dispute to a general court.

Address for the National Board for Consumer Disputes: Allmänna reklamationsnämnden, Box 174, SE-101 23 Stockholm, Sweden www.arn.se

Right of withdrawal

The right of withdrawal according to the Act on Distance Contracts and Door-to-Door Selling (2005: 59) excludes agreements on accommodation or leisure activities and you can thereby not withdraw from a rental agreement for tent, caravan or motorhome pitches.