

## **Booking rules and terms of purchase**

### **Kåranäs Gård / Holiday Village and Spa Department**

#### **Preliminary booking**

If you wish to make a preliminary booking, please write this in the message. Your booking will then be cancelled if you have not made a payment no later than 3 days after booking. We always try to reach you to hear if you want to keep your booking before we cancel.

#### **When does my booking become binding?**

The booking is binding as soon as you have paid the partial payment of 20% of the rent (or the entire rent), no later than 3 days after booking.

When booking 30 days or later before arrival, the booking is binding at the time of booking.

You must be 18 years of age to book a cottage.

By making the partial payment, the tenant accepts the applicable booking and rental agreement/rules.

#### **When and how should I pay?**

The partial payment of 20% must be paid 3 days after you receive a booking confirmation from us.

The remaining balance is due no later than 30 days before arrival.

When booking 30 days or less before arrival, the full rent must be paid within 3 days from the time of booking, no later than the day before arrival.

#### **What happens if I don't pay on time?**

If you don't pay the partial payment on time, we have the right to cancel. If you don't pay the remaining rent on time, it is considered a cancellation on your part and the cancellation rules apply. We always try to reach you to hear if you want to keep your reservation before we cancel.

#### **Cancellation**

Cancellation must be made in writing via e-mail [office@semesterbyn.se](mailto:office@semesterbyn.se).

#### **Cancellation earlier than 30 days before arrival:**

If you cancel earlier than 30 days before the agreed arrival, you pay the partial payment of 20% and the rest will be refunded.

#### **Cancellation later than 30 days before arrival:**

If you cancel less than 30 days before the agreed arrival date, you will pay both the partial payment and 90% of the remaining rent.

**Change of booking**

If you book a new stay at another time in the same price period and year, there is no cancellation fee.

Contact us to change your booking. (provided that there is room to book)

**Cancellation protection**

Most people have cancellation protection through their home insurance or bank card, find out what applies to you.

We apply common sense, we try to find a solution that benefits both parties if problems arise.

**Privacy policy**

In connection with your booking, you agree that we store and use your personal data in our business to fulfill the agreement with you. We store and process your personal data confidentially in our booking system. Your data is never sold or passed on to third parties. According to the Personal Data Act, you have the right to receive the information we have registered about you.

If it is incorrect, incomplete or irrelevant, you can request that the information be corrected or removed. In this case, please contact us via email.

**Rental rules Semesterbyn Kåranäs****Check-in and Check-out**

Self-check-in & Self-check-out:

There is a key box at the cottage. The code for the box will be sent to you via email. You have access to the cottage from 16:00 on the day of arrival and the cottage must be vacated by 10:00 on the day of departure.

If you have booked early check-in / late check-out, those times apply. Please note that we are sometimes unable to offer early check-in / late check-out. We will notify you as soon as possible if the option cannot be offered.

**The cottage**

Cleaning is included in the rent, but the cottage must be left in a tidy and well-kept condition. This means that garbage must be taken out, the dishes must be washed and put away in the cupboards. Furniture that has been moved must be put back.

Any animal hair must be cleaned away by the pet owner, it is not included in the cleaning.

If the cottage is left heavily soiled or not as instructed, cleaning will be carried out at your expense (from 2000 SEK).

If damage to the accommodation or loss of equipment has occurred during the stay, the guest is obliged to report and compensate for this before departure. The holiday village has the right to subsequently demand compensation for damage that has not been reported upon check-out.

Lost keys will be charged with 800 SEK.

### **Charging electric cars / campers / caravans**

It is not permitted to charge electric cars / campers / caravans from the cottage / area's electrical outlet.

It is not permitted to connect your own fans, lighting or other electrical equipment.

As the cottage's electricity subscription is adapted for accommodation only, overloading of the electrical cable may occur and there is a risk of fire and damage to electrical equipment.

### **Number of people**

The cottage may be used by the number of people for whom there are beds (14 people).

If there are more people in the cottage than 14, we have the right to charge a fee of 250-300 SEK / night / person for the extra person/people. We also have the right to reject the excess number of people if there are no beds available. This also applies to day guests. Your own extra beds are not allowed.

(This rule is because it is unfortunately not possible to book the house and invite friends over for the day / evening for a large party where the number of guests exceeds the number the house is designed for.)

If you rent a whole week and have friends who want to come over, let us know in advance.

When renting extra rooms, more people than you have booked rooms for are not allowed. Your own extra beds are not allowed.

If you have booked extra rooms for Rallarhuset, you are of course welcome to gather at Rallarhuset during your stay.

### **Tents, caravans, motorhomes**

It is not allowed to set up tents, caravans, motorhomes or other overnight accommodations on the property and have additional people staying there.

If you come with a caravan or motorhome, you can park in the large parking lot. Not in the driveway.

## **Boat**

The boat is included in the cottage rent and is used at your own risk.

An extra boat can be rented for a fee.

The boat must be used carefully and responsibly.

The boat must be moored and locked according to instructions.

The boat must be returned cleaned, any damage must be reported to us immediately.

The battery must be charged when you check out of the cottage.

If damage to the boat has occurred due to negligence or neglect, the guest is obliged to replace this before departure.

## **Rules**

Your obligations are to take care of the cottage and follow the rules, instructions and regulations that apply.

- Littering the area is prohibited.
- Access to pastures and animals in the area is prohibited.
- It is prohibited to pick flowers from plantings.
- Music may be played outdoors until 11:00 p.m., then only at a volume that does not disturb the surroundings.
- The spa area is booked separately and is not included in the rent. Let us know if you want to book the spa area and we will see what times are available to book. Unauthorized use will be charged subsequently with a double fee.

## **The pool / area**

Extra care and consideration must be taken in the pool area.

It is prohibited to access the pool's filters and cleaning hatches.

When the pool robot is cleaning the pool, the pool may not be used.

Suntan oil is not allowed if you want to swim in the pool.

It clogs the pool filter and leaves discoloration on the liner.

Only inflatable toys intended for pools may be used in the pool.

The gates to the pool area must be kept closed for everyone's safety.

Swimming, activities, borrowing equipment and staying in the holiday village area and pool areas are at your own risk.

Children are always the responsibility of their guardian.

## **Pets**

Pets are not allowed to stay on furniture and beds in the cottage. Any animal hair is cleaned away by the pet owner and is not included in the cleaning.

Pets are not allowed to stay loose in the cottage area or behave disruptively to other guests.

Dogs must not be left loose in the cottage without supervision.  
Pick up after your animals have done their business!

### **Insurance**

You arrange the protection you consider necessary, such as liability, accident, illness and luggage insurance. A so-called All-Risk insurance can be a good idea.

Most people have cancellation protection through their home insurance or bank card, see what applies to you.

### **Force majeure**

Both you and we have the right to withdraw from the rental agreement if the cottage cannot be provided due to natural disasters, acts of war, labor disputes, prolonged interruptions in water or energy supplies, fire or similar events that neither you nor we can foresee or influence. In such a case, we are obliged to refund you, with deductions for the benefit you may have had from the cottage. Compensation is not paid for additional costs.

### **Price**

It is the price on the website's price information that applies when booking with us. In the event of an incorrect price information via a booking system or external advertising site, we reserve the right to correct the price.

When booking via a cottage agency or booking site, their terms and prices apply.

### **Responsibility**

The holiday village is not responsible for damage suffered by a guest by an external party or another guest.

The agreement will terminate with immediate effect if...

- Someone in your party behaves disruptively in or within the cottage area or does not follow the rules, instructions and regulations that apply.
- If the cottage is used for purposes other than those intended.

If the agreement is terminated due to the above-mentioned case, you and your party must immediately move from the cottage and you are not entitled to any part of the rental amount.

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