

# Booking terms

## GENERAL TERMS

These general terms and conditions shall govern the relationship between Destination Skellefteå AB (DSAB) and any individual who, personally or through the agency of another party, concludes an agreement with DSAB in accordance with the terms of the confirmation (the GUEST). The agreement may concern accommodation, travel, the purchase of other products and services, or a combination thereof (the arrangement).

### Who is responsible?

The legally responsible organiser is Destination Skellefteå AB, Nygatan 49, SE-931 31 Skellefteå.  
Tel: +46 910 45 25 10. Org.nr: 556645-0580.

Products and services that are available for purchase via the online booking system are the responsibility of their respective retailers or suppliers. Special conditions may apply for travel on regular means of transport. The booking office is responsible for ensuring that you are informed about these at booking, that you receive the necessary travel documents, and that you are informed about all important changes affecting your booking. If the products are booked with retailers, it is the responsibility of the retailer to ensure that the conditions and payment routines of the organiser are followed by their client.

### When does my booking become binding?

The booking is binding upon both DSAB and the GUEST as soon as DSAB has confirmed the booking and the GUEST has, within the contractually agreed period of time, paid the agreed deposit (or the sum cost of the booking).

### What, when and to whom do I have to pay?

You have to pay the published price for the booking plus or minus such changes in taxes and transport costs that have occurred since the publication of the program.

### What happens after payment?

The amount is deducted from your bank account and sent to the receiver's bank.

### What applies if I want to cancel?

The GUEST may submit a verbal or written cancellation to DSAB's Tourism Office tel: +46 910 452510 or e-post: [info@destinationskelleftea.se](mailto:info@destinationskelleftea.se) or to [www.laponiasueca.se](http://www.laponiasueca.se). The GUEST may not, when booking such combinations of arrangements sold by DSAB for a pre-determined price (package deal), cancel individual parts of the arrangement. If there are other opportunities for cancellation, this is clear from the Special Conditions below. In cases of cancellation, charges apply according to the Special Conditions.

### What applies if I just want to change something?

If parts of a booking can be changed, the cost is stated in the Special Conditions. Observe that changes of the modification of arrival/departure dates counts as a cancellation.

### But what if something happens to me?

You can protect yourself against cancellation charges by purchasing cancellation insurance. For prices, see under Special Conditions. With cancellation insurance you can cancel up to 24 hours before the departure without paying any other fee (for later cancellations the full fee is payable):

- a. Death, illness or accident of a serious nature, which has affected you yourself, your spouse, partner, you or your spouse/partner's parents, your children, siblings or fellow traveler.
- b. Call up to military service, or civil defense.
- c. Some serious occurrence outside your own control, for example, a major conflagration or flood at your place of residence, which results in it not being possible for you to retain your booking. You must then substantiate this impediment with a certificate from a doctor, the authorities or an insurance company. Certificates submitted later than 7 days after the date of cancellation are not taken into consideration. Fees for cancellation insurance, changes and the deposit are not reimbursed.

### What happens if something goes wrong?

If all or part of your booking cannot be provided according to the booking confirmation and if no alternative arrangements can be made, where the differences compared with what you have booked are so small as to be insignificant for you, e.g. a hotel or cottage in the same class, then you have a right to cancel. In this case you will be reimbursed everything you have paid out, with a deduction for the value of any parts of the booking you have already used. If a transport service or event that was included in the booking is cancelled

at short notice, then reimbursement will only apply to the cancelled event/transport service. If you have a complaint, you must inform us of this within 3 days of your day of arrival.

Faults occurring during your stay should be reported immediately. This should be done in the first instance for example to the hotel or cottage proprietor. If you have neglected to seek redress during the period of rental, and therefore not given the hotel/proprietor the opportunity to correct any deficiencies, then you cannot retrospectively demand compensation. If, nevertheless, you are not satisfied with the compensation/reimbursement, you should communicate this in writing no more than 60 days after departure.

#### **What happens if the organiser and I cannot reach an agreement?**

Approach us directly with any complaints. If we do not agree, you can turn to the National Board for Consumer Complaints (Allmänna Reklamationsnämnden). This Board has an impartial Chair and representatives of travel organisers and consumers. The address of the board is: Box 174, S-101 23 Stockholm, Sweden.

#### **As the organiser, we are responsible for ensuring that:**

- You receive written confirmation of your booking.
- The services you bought agree with the description. We are not responsible for promises that the owner or his representative might have made to you directly without our knowledge, and which we do not know about.
- You are informed about all the important changes affecting your booking.
- You have access to the cottage/flat from the time stated on the booking confirmation.
- If you are not satisfied with all or parts of the booking, then you should let us know.
- We are not liable for legislative or price changes that are outside our control.

#### **What are my responsibilities?**

- You are responsible for checking your booking confirmation as soon as you receive it. Any mistakes must be pointed out immediately.
- You must follow the regulations, instructions and provisions that apply to the cottage/flat, means of transport, etc. All persons should be listed at the time of booking.

#### **Other**

The check-in and checkout time is indicated on the confirmation

#### **The Personal Data Act**

By paying, you agree to DSAB's handling your personal data. The purpose of this is to allow the customary guest administration, to ensure that DSAB has access to reliable personal documentation in the event of an accident, to fulfill the terms of the cancellation guarantee and to administer and handle any damages incurred. The data may also be used to inform you about insurance and payment services and travel-related offers. The guest may also be contacted for market surveys.

## **SPECIAL CONDITIONS**

Publisher and package organizer: Destination Skellefteå AB Org.nr: 556645-0580.

#### **Minimum age for bookings**

The minimum age for making bookings/signing agreements with us is 18. For group accommodation, at least two people must be 18 or older, unless a higher age limit is specified on the confirmation. ID must be presented on arrival. The minimum age is a requirement for access to the accommodation.

#### **Cancellation fees**

For cancellation earlier than 30 days before arrival there is no cancellation cost.

If you cancel 30 days before arrival cancellation fee are as follows:

Adopt days before arrival:	11-29 days	3-10 days	0-2 days
Hotels and other accommodations:	10%	50%	100%
Other arrangements:	10%	50%	100%

All cancellation fees incl. VAT.

**Cancellation insurance**

295 SEK per booking and can only be taken out at the time of booking. Cancellation insurance applies to all persons named in the booking. Cancellation insurance applies only in connection with presentation of a doctor's certificate. If the customer chooses to make use of cancellation insurance, all the persons on the booking are cancelled. No partial refund can be given if other people choose to make use of the journey.

**Conditions of transfer**

Transfer of accommodation and services provided can be made before the day of departure.

**Force Majeure**

In cases where the journey cannot be undertaken because of an impediment outside the control of the organiser, which the organiser could not reasonably be expected to have anticipated when the contract was undertaken, and whose results the organiser could not reasonably have avoided or overcome, the organiser is free from liability for damages or other sanctions. The same applies if the cancellation of the journey is caused by someone the organiser has retained or someone else at an earlier stage.

We assume no liability for legislative and price changes that are outside our control.

**Bienvenido a Laponia Sueca!**