



## Terms & conditions of booking Borås camping Saltemad

Borås camping applies the same payment and booking rules as SCR Svensk Camping (*Swedish campsite and cottage managers association*).

### General

Guests are required to register when staying at any of the campsites that are members of SCR Svensk Camping. Go online before you arrive at the campsite to get your digital Camping-ID or a digital Camping Key Europe. Visit [www.campingkeyeurope.se/en](http://www.campingkeyeurope.se/en)

No Campsite Card is needed to book a cottage or hostel accommodation.

### Age limit for reservations

You must be at least 18 years old to make a booking/agreement with us. An identity document is required at check-in. You must meet the age requirement in order to access the area.

### When does the booking become binding?

Your booking is binding once you have paid the registration fee/the full amount and received a booking confirmation. The confirmation for your reservation is the booking number that is sent to your e-mail. **Check the details on the confirmation/invoice upon receipt to ensure that your booking is exactly as requested.**

### 24 hour cooling-off period

A 24 hour cooling-off period applies to all bookings made more than 7 days prior to arrival.

### Payment

Online bookings are paid by card when the booking is made.

If you are in Sweden, payment for your booking is made via internet banking to the following bankgiro number: **686-8400**, please enter your booking reference number.

### If you are paying from another country, you need the following details:

Name of bank: Nordea Bank AB

Address: 105 71 Stockholm

IBAN: SE 8895 0000 9960 2643 113695

SWIFT: NDEASESS

You can opt to make a card payment directly on arrival.

### When do I have to pay?

For bookings made earlier than forty (40) days prior to arrival you can choose to pay the full amount directly, or a 10% booking fee. If you choose to pay in instalments, we must have received the final payment no later than forty (40) days before your arrival. Failure to pay on time is treated as a cancellation, and accordingly the cancellation rules apply.



### **What if I want to change my booking?**

Call or send an e-mail to Borås Camping's reception if you wish to make a change to your booking. Please quote your booking reference number in your e-mail or have it handy if you call. Note: If you made your reservation through our online booking system, please call the guest service team on +46 (0)771- 117 117.

### **What if I want to cancel the booking?**

To cancel a booking made by e-mail/phone/direct contact with the reception office, send an e-mail to [info@borascamping.com](mailto:info@borascamping.com). The booking is considered cancelled when you receive a confirmation e-mail from us stating that your booking reference number has been cancelled.

### **Cancellation fee**

Unless you have purchased cancellation insurance, the following cancellation fees apply.

- 40 days or more before arrival: 10% of the booking price (the registration fee)
- Cancellations made 39-8 days before the arrival date: 25% of the total price
- Cancellations made 7-2 days before the arrival date: 75% of the total price
- Cancellations made less than 2 days before the arrival date: 100% of the total price or if you cut short your stay without any valid reason, no refunds will be payable, and we have the right to demand payment of any outstanding balance.

### **Cancellation insurance**

You can protect yourself against cancellation costs by taking out cancellation insurance at SEK 199 per booking. The cancellation insurance can only be purchased in connection with the booking. With cancellation insurance, you can cancel your booking up to 24 hours before the date of arrival if the cancellation occurred as a result of one of the following incidents.

- Death, illness or serious accident affecting you, your husband/wife, partner, your or your husband's/wife's/partner's parents, children, siblings or fellow travelers.  
Does not apply to animals.
- Any other serious incident beyond your control, such as extensive fire or flood in your home, as a result of which you cannot reasonably honour your reservation.
- If you are called up for military or civil defence service.

You must be able to prove that the relevant circumstances occurred with a certificate issued by a doctor, insurance company or relevant authority. Certificates received more than seven (7) days after the cancellation will not be accepted.

Cancellation insurance and booking fees are not refunded on a cancellation.

The booking is considered cancelled when you have received an e-mail message confirming that the booking number has been cancelled.



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

Check-in hours are 3 pm until 30 minutes before closing time for all accommodation.

### **Please make a note of the opening hours of reception on the dates of your visit.**

It is your responsibility to verify the check-in and check-out times applicable to your booking.

Check-out times:

- Youth hostel by 10 am
- Cabins by 11 am
- Camping pitches by 3 pm

Failure to show up is treated as a cancellation and accordingly the cancellation rules apply.

### **Insurances**

If you have a valid Camping Key Europe (pay version only), it includes insurance for accidents that may happen while at the campsite. <https://www.camping.se/sv/Camping-Key-Europe/Allt-om-Camping-Key-Europe/Olycksfallsforsakring/>

You are responsible for ensuring that you have adequate insurance during your stay in all other respects.

### **Force Majeure**

In the event that your stay cannot take place due to circumstances beyond the control of Borås camping

Saltemad and which the campsite could not reasonably be expected to have foreseen when the Contract was concluded, and the consequences of which it could not reasonably have avoided or overcome, the campsite cannot accept liability for any loss or damage or any consequential loss. The same applies if the trip is cancelled due to a person hired by the campsite or another person involved at an earlier stage. Borås campsite Saltemad reserves the right to amend these regulations in case of changes to legislation or prices beyond its control.

### **Miscellaneous**

The price for the accommodation does not include cleaning, bed linen and towels, unless otherwise specified in the confirmation. These can be purchased/rented on arrival.

Please remember to bring what you need for your stay.

### **What are my obligations?**

You have an obligation to check the booking confirmation as soon you receive it. Errors, if any, must be reported immediately. Agreements made with the booking staff that are important to you must be confirmed in writing on the booking confirmation to be binding. You must comply with the rules and instructions applicable to your booking.

**What happens if something goes wrong?**

If your booking is not honoured as promised or in a timely manner and you are not offered equivalent accommodation, you have a right to cancel free of charge. In this event, you will be refunded the total price of the booking. Furthermore, you will be compensated for documented, reasonable costs incurred as a consequence of the organiser's breach of their obligations above. Deductions shall be made for any use of an alternative cottage, room, campsite etc. to the one you booked. Instead of cancelling, you can claim a reduction of the price of your booking.

Any complaint you wish to make about your booking must be communicated to the reception staff within one (1) day of your arrival. If you experience any issues during your stay, please report them immediately to the reception staff or warden so that we can try to resolve them.

The sooner you contact us about an issue, the better able we are to respond and resolve it. If you fail to report an error, you cannot claim compensation.

If you have received but are dissatisfied with compensation, you must complain in writing to the organiser within ten (10) days of your departure.

**What happens if I cannot agree with the organiser?**

In the first instance, please address your complaint to the organiser. If you cannot agree, please contact SCR. If you cannot agree with either of the organiser or SCR, you can contact the National Board for Consumer Disputes (ARN).