



## Terms and Conditions for Reservations

These terms and conditions apply when hiring cottages and camping pitches, and also when booking package trips, school trips or group trips without transport.

### Basic Rules!

Hafsten SweCamp Resort, (referred to below as "the resort") is a camping resort open all year round, primarily aimed at families. This means that you must be over 18 to book a cottage or a camping pitch. People under 18 cannot under any circumstances stay here without a parent/guardian. The number of people staying in a cottage must not exceed the stated number of beds. The number of people staying on one camping pitch must not exceed 5. If there are more than 5 people staying on one camping pitch, the fee charged will be per head.

### Are pets allowed?



You can bring pets with you if you are camping, but they must always be kept on a lead. Dogs are not allowed on the beach, but there is a designated place for dogs to swim on the Northern side. It is a strict requirement that dog faeces is removed by the owner. The majority of our cottages are suitable for people suffering from allergies, but we do have some cottages where pets are permitted. Please state you would like to bring a pet when you make your reservation!

### When is a reservation binding?

Your reservation is binding as soon as you receive confirmation of your reservation, either verbally or in writing from the resort, regardless of whether you have paid a deposit or not. When booking on-line the reservation is binding once you have confirmed your reservation and have paid the fee in full or in part.

### Important!

Please check that all the information and dates are correct when you receive a confirmation of your reservation/invoice. If anything is incorrect, please contact the resort at once. Please present your confirmation/invoice and receipt when you check-in.

### When must the reservation be paid for?

All reservations must be paid in full before arrival. 20% of the fee must be paid as a deposit at the time of making the reservation. (If you book by phone, an invoice for 20% of the fee will be sent to you and must be paid within 10 days.) The remainder must be paid 40 days before arrival at the latest. A reservation fee of SEK 125 will be added to all reservations except on-line reservations.

### What happens if payment is late?

You risk your reservation being cancelled, and you will be liable to pay the prescribed cancellation fee.

### Is it possible to change a reservation?

Changes to reservations can be made by telephone, e-mail or letter. But no refunds are possible if the changes to the reservation occur less than 40 days before arrival.

### Is it possible to cancel a reservation?

You can cancel your reservation by contacting the resort either by telephone or in writing. Please note that if you arrive late or leave early, without having notified the resort in advance, this will be counted as a cancellation. In cases where cancellation occurs more than 40 days before arrival, the whole reservation fee less the 20% deposit will be refunded. In cases of cancellations occurring less than 40 days before arrival, no refund can be made, unless you have taken out cancellation insurance with us, please see below.

### When does cancellation insurance apply?

You can purchase cancellation insurance when making a reservation with us, at a price of SEK 225 per cottage or camping pitch. If a reservation concerns several cottages or camping pitches, the name of the person to whom the cancellation insurance applies for each cottage/camping pitch must be stated. The cancellation insurance covers cancellation due to sickness or accident of a serious nature, affecting someone in the family or one of the fellow travellers. Copies of a doctor's certificate or a certificate from your insurance company or other authority must be sent in such cases to the resort. All fees paid in connection with the reservation will then be refunded, less an administration charge of SEK 600.

## What are the checking-in and checking-out times?



You are welcome to check-in to your cottage or camping pitch from 15.00 on your day of arrival. If you plan to arrive later than 18.00, please notify reception of this on telephone number 0046 (0)522 644117. On your day of departure you must check-out of your cottage by 11.00 at the latest or by 12.00 if you are camping.

## Who cleans the cottages?



Cleaning is not included in the price. Guests are responsible for cleaning the cottage. Cleaning can be ordered at a cost of SEK 400 per cottage, which must be done when making the reservation, or on arrival at the latest.

## What facilities do the cottages have?



All the cottages have running water, fridge, hot plates and coffee-maker. There is china, cooking utensils, frying pan, cutlery, whisk, tin opener etc in all the cottages. All the cottages have a terrace with garden furniture. The cottages which have a toilet and shower are also equipped with toilet paper and soap, hot water, TV, microwave, toaster and electric whisk.

## Are towels and bed linen provided?



All the cottages have pillows and quilts. "Bed linen sets" containing a sheet, duvet cover, pillow case, bath towel and hand towel can be ordered for SEK 75/set. You can collect the bed linen sets from reception on arrival, and you pay for them when you return them to reception prior to departure.

## Deposit of SEK 500 on arrival!

A deposit of SEK 500 must be paid for each cottage on arrival. This sum will be refunded on departure, once the cottage has been checked and passed as being acceptable by the resort's staff.

## What is the procedure on departure?

All camping and cottage guests must contact the resort's staff as regards checking-out before departure. Cottage guests who have cleaned their cottages and are ready for departure should contact reception to let them know this. Guests then have to wait for the cottage supervisor at the cottage. They may have to wait up to 45 minutes, (please include this waiting time in your calculations as regards departure time). Once the cottage has been checked, you will receive a receipt. When you present the receipt and the key at reception, your deposit will be refunded. If you discover that something on the inventory list is missing from the cottage when you arrive, please notify reception.

## How does the boom operate?



All guests receive a personal four-figured code to the boom when they check in. Only one car is permitted per cottage or camping pitch. If you bring more than one car, the extra car(s) must be parked by the reception. There is a parking charge of SEK 33/day which is paid using a parking meter.

When you arrive at the entrance, drive the car right up to the boom, and punch in your code. On departure you do exactly the same thing. The code only works for one car. The entry boom closes at 22.00 every evening, and the departure boom is open 24 hours a day, but you will need your boom code to activate the departure boom.

## Showers in the service building!

If you want a shower in the service building it costs SEK 5 for 4 minutes - only Swedish 5 kroner coins can be used.

## Washing machines and tumble driers!

There are two laundry rooms, one in each service building. There are washing machines, tumble driers and ironing boards with irons. The washing machines cost SEK 30, the tumble driers cost SEK 25 - only Swedish 5 kroner coins can be used. Please remember to bring your own washing powder.

## Smoking is not permitted!

Smoking is not permitted in any of the cottages or service buildings. If the cottage supervisor discovers that people have been smoking in a cottage, a cleaning charge of SEK 1000 will be made.

## Camping Card Scandinavia applies!



The resort is affiliated to Sveriges Camping & Stugföretagares Riksförbund (SCR), and to stay here guests must have a valid "camping card". You can order one on the website [www.camping.se](http://www.camping.se) or on arrival at the resort. The card provides accident insurance which applies whilst you are staying at the resort, and the card also makes you eligible for many special offers. You will also receive the annual SCR camping catalogue.