

# Kläppen Ski Resort AB

## General booking conditions

*Kläppen's general booking conditions apply between Kläppen Ski Resort (Kläppen) and the person who himself or through another person, books and/or enters into an agreement with Kläppen Ski Resort, as stated in the confirmation. We refer to this person as the Guest/Guest in this document.*

### **Accommodation;**

General terms and conditions

General conditions for the letting of cottages and apartments. Adopted by the Swedish Tourism Association on 29 May 1990 after consultation with the Swedish Consumer Agency. If the lessor applies special conditions, these are included in this document.

The minimum age for booking a cottage/apartment is 20 years.

### **Who is responsible?**

Kläppen Ski Resort AB, 780 67 SÄLEN, tel. +46(0)280-96 200

### **Kläppen is obliged to ensure that;**

- The Guest receives a confirmation of their booking and information on where to pick up the key.
- The accommodation matches the description. Kläppen is not responsible for promises that the owner or his contact person may have made directly to the Guest and which Kläppen did not know or should have known. Kläppen encourages the Guest to obtain promises from the owner or his/her contact person in writing for safety's sake.
- The guest will be informed of any significant changes relating to their booking.

In case of dissatisfaction regarding the accommodation, the Guest should contact Kläppens booking.

### **When does the booking become binding? /**

#### **When should payment be made?**

Once the guest has completed their booking and chosen a payment method with our partner, the booking is binding. The Guest always has the opportunity to cancel their booking no later than 36 days before arrival for a cancellation fee.

#### **What happens if the guest does not pay in time?**

In case of late payment, reminders will be sent out by Kläppens payment partner. In case of non-payment, reminder fees / collection measures may be taken.

In case of failure to select a payment method, Kläppen will send out a reminder with a link to payment partner where a payment option must be selected within 48 hours. If there is no choice of payment option the Guest's booking may be cancelled. This also applies to ski school, ski pass, ski hire etc.

### **The Guest's rights**

The Guest has the right to put someone else in their place and Kläppen must accept this person unless there are special reasons. The Guest must notify changes no later than 5 days before arrival to Kläppen's booking. In case of changes in bookings, a fee of 195 SEK will be charged.

If the accommodation is not provided in the condition stated on the confirmation and Kläppen is unable to offer the guest another equivalent accommodation, the Guest has the right to cancel the agreement. Kläppen must then pay back what the Guest has paid, with a deduction for the benefit the Guest may have had from the cottage/apartment.

If the Guest has a complaint upon arrival at the accommodation, this must be presented to the reception/booking of Kläppen as soon as possible, but no later than 11:00 on the day after arrival. The Guest must report problems that arise during the stay so that Kläppen has a chance to resolve them. If the Guest has not reported faults and deficiencies to the relevant staff on site and Kläppen has thus not had the opportunity to assist, the Guest is not entitled to a price reduction or damages according to practice and the booking conditions.

### **Obligations of the Guest**

The guest must take good care of the accommodation and comply with the rules, instructions and regulations in force:

- Between 23:00 and 07:00, the guest and all fellow travellers must show the utmost consideration and silence towards other guests. At other times of the day, mutual respect is shown to neighbouring residents. Disturbances are handled in cooperation with the security company. Disturbance costs are charged to the Guest regardless of the time of day. The cost amounts from 1 500 SEK to a maximum of 5 000 SEK per disturbance, depending on its nature and degree. Assessment is made in consultation with the security company.
- The Guest is fully responsible for any damage caused to the accommodation or its furnishings. Any damage to the accommodation or its furnishings will be charged to the Guest.
- The Guest may not use the accommodation for anything other than what was agreed at the time of booking.
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- The Guest may not allow more people to stay overnight in the accommodation or on the plot than the Guest stated at the time of booking or check-in.
- Kläppen has the right to terminate the agreement with immediate effect if the Guest or any other member of the company acts disruptive and/or commits vandalism in the accommodation or in its area or if the accommodation is used for unintended purposes. In cases where the agreement is terminated the Guest and his/her party must leave the accommodation without any refunds. Violations of the above will result in an overhead charge, from 2 500 SEK. Kläppen reserves the right, in the event of such immediate cancellation of the agreement, to close the accommodation and remove the Guest's belongings.
- When staying in a cottage/apartment, the Guest is responsible for snow shovelling and/or de-icing in connection with the accommodation during the entire period of stay.
- Kläppens smoke- and pet-free accommodation is not allergy-sanitised. Violations of regulations on smoking and pet bans entail a clean-up cost, from SEK 5,000.
- The guest may not charge an electric or hybrid car in a place other than the designated charging point. Kläppen has the right to terminate the agreement with immediate effect if the guest charges the electric or hybrid car from a regular electrical outlet in or outside the cottage / apartment. Violation of the prohibition is charged a fee from 3 500 SEK. Kläppen has the right to disconnect the charging cable if it is used for charging electric vehicles in a place other than the designated charging point.
- The accommodation price does not include cleaning, bed linen, towels, toilet paper, etc. unless otherwise stated on the confirmation. If departure cleaning has not been booked, the Guest must clean the accommodation before departure in accordance with the notified cleaning instructions. If this is not observed, or the accommodation is otherwise not vacated in time for departure, Kläppen will charge a fee from 1 500 SEK, depending on the size of the accommodation. The guest can order departure cleaning before arrival. An ordered or compulsory cleaning does not include rough cleaning inside and outside, dishwashing or emptying of garbage / empty bottles.
- In cottages/apartments that use digital departure check, the Guest is obliged to complete and submit the digital departure check. If the Guest does not submit the digital departure check Kläppen must carry out a check of the accommodation and the Guest will be charged an expense fee of at least SEK 1,500.
- In the event of failed departure cleaning after your departure, the Guest will be charged afterwards with a minimum of 2,500 SEK.
- Kläppen is not responsible for forgotten items.
- The guest must return all keys to the rented accommodation at check-out. If the guest forgets, or loses a key, the lock will be changed in the accommodation. The guest will then be charged a fee for the change, from 2 500 SEK.

### **War, natural disasters, strikes etc;**

The parties are entitled to withdraw from the rental agreement if the accommodation cannot be provided due to acts of war, natural disasters, labour disputes, prolonged interruptions in water or energy supply, fire or other similar major events, which neither the guest nor Kläppen could foresee or influence. In such cases, Kläppen is obliged to repay what the Guest has paid as soon as possible, with a deduction for the benefit the Guest has had from the accommodation.

What happens in the event of a dispute?

In the event of a dispute, the Guest is encouraged to turn directly to Kläppen with any complaints. Problems that arise during the stay should be reported immediately during the stay so that Kläppen has a chance to correct it. In the event of a dispute, the guest can also turn to Allmänna Reklamations Nämnden (ARN).

### **Other:**

- The accommodation letted out by, but not owned by, Kläppen is let only on behalf of the owner of the accommodation. Standard, furnishings and equipment vary in the accommodations.
- The accommodation is equipped for self-catering. Guests must bring their own toilet paper, bed linen and towels.
- Accommodations are arranged according to the description on the Guest's confirmation. Maps and drawings give only an approximate idea of the location and space.
- Kläppen does not compensate for free services offered in the accommodation during the stay.
- WIFI is provided in some accommodation free of charge by the owner. As WIFI is a free service, the Guest is not entitled to a price reduction in the event of a breakdown of WIFI in the accommodation.

### **Cancellation insurance**

Cancellation insurance can only be purchased at the time of booking by the accommodation. The guest cannot supplement their booking with the protection afterwards.

### **When rebooking with Cancellation insurance**

When the Guest has purchased Kläppen's cancellation insurance, the Guest can freely rebook until there are 36 days left until arrival.

- When rebooking to a more expensive period, the difference is paid by the Guest, when rebooking to a lower price, the difference is refunded to the Guest.
- The Guest does not need to give any reason or provide any certificate.
- Re-booking is not possible when there are 35 or fewer days left until arrival.
- Re-booking can only be done via Kläppens booking by email or phone.

## When cancelling with cancellation insurance

The guest cancels his/her booking by email or phone to Kläppens booking. When cancelling, the guest must state their booking number. The cancellation does not count if it is made to someone other than Kläppens booking. Kläppen is obliged to confirm the Guest's cancellation. Kläppen is not responsible for cancellations when the cancellation is made via an external party.

- The Guest can cancel up to 36 days before arrival without any reason. The Guest will be refunded the full amount except for 500 SEK in cancellation costs and the cost of the cancellation insurance
- For cancellations 35 days or less until the day of arrival, a valid certificate of cancellation is required. The guest will be refunded the full amount except for 500 SEK in cancellation fee and the cost of the cancellation insurance.
- If the Guest cancels when there are 35 days or less left until arrival and does not have a valid certificate, Kläppen retains 100% of the accommodation cost.

## Valid certificate

The Guest must be able to prove his/her absence with a certificate from, for example, a doctor, authority, employer or protection company. The certificate must be received by Kläppen within 14 days from the date of cancellation. The cancellation protection applies in the following cases, which must not have been known when the Guest booked:

- Death, illness or accident affecting the Guest, spouse, partner, family or fellow traveller.
- Call-up to the Armed Forces or civil defence.
- The occurrence of any serious event beyond the Guest's control, which the Guest could not foresee at the time of booking and which means that it is not reasonable to ask the Guest to stick to your booking, e.g. extensive fire or flooding in the Guest's home.
- Termination of employment (unauthorised leave does not count as a valid reason).
- Divorce

## Cancellation without cancellation insurance

- If the Guest cancels when there are 36 days or more left until arrival, Kläppen retains a cancellation fee of 500 SEK / accommodation.
- If the Guest cancels when there are 35 days or less left until arrival, Kläppen retains 100% of the accommodation cost.

When rebooking without cancellation insurance

Without Kläppen's Cancellation insurance, the guest cannot change accommodation or rebook to another period.

## Booked additions

Additions to the accommodation can be cancelled up to and including the day before the first day of validity. This includes all booked additions to the such as departure cleaning and bed linen, regardless of whether the Guest has purchased a change and cancellation policy or not.

# Payment

## Private person

The Guest's payment for the stay must be completed by the date shown on the invoice. The holiday must be paid in full before it begins unless otherwise agreed. Payment for private individuals is handled by Kläppens partner Klarna Bank AB (org.nr 556737-0431). The payment options presented to each guest are decided by Klarna. In Sweden it is possible to pay via Klarna invoice within 30 days, partial payment via Klarna or pay directly via direct debit or bank transfer. The Guest also has the option to pay by card via VISA or Mastercard which is handled by Klarna. In other countries, Kläppen only offers direct payment by card via our payment partner Klarna. Full payment terms can be found here. By using Klarna Checkout, the Guest accepts Klarna AB's terms and conditions. In order to use Klarna Checkout, the Guest must be at least 18 years old. See full terms and conditions here. When paying from abroad, the Guest must pay transaction costs in the home country and in Sweden. Kläppen shall receive the agreed price in the currency stated on the invoice provided in connection with the booking.

## Group and conference - Swedish companies, municipalities and county councils

After booking, Kläppen sends an invoice for an advance payment. The accommodation must be paid before arrival. 25% is paid 30 days after the booking date, the remaining 75% must be paid no later than 36 days. 75% must be paid no later than 36 days before arrival. If less than 36 days before arrival, the invoice must be paid within 5 days of the booking date. Supplements will be invoiced retrospectively with a 30-day payment period unless otherwise agreed.

## Sports clubs, foundations, foreign companies and other organisations

Payment for the entire stay must be paid in advance. After booking, Kläppen will send you an invoice for an advance payment for the accommodation and all supplements such as Skipass and Arena Pass. Payment date 30 days after booking. If it is less than 30 days before arrival, the invoice must be paid within 5 days from the time of booking unless otherwise agreed.

## Skipass

Kläppen refers to the applicable industry regulations from SLAO, including skiing rules in SLAO's little yellow book, which can be found on SLAO's website, <https://www.slao.se/fakta/utforsakarens-trafikregler/>. These rules and other applicable industry regulations announced by SLAO form part of the agreement between Kläppen and the Guest / Co-traveller. In the event of conflicts between SLAO's skiing rules, other industry regulations and these general booking conditions, these general booking conditions shall take precedence. Read the complete rules on SLAO's website [www.slao.se](http://www.slao.se)

# Ski hire

## Rental conditions

Identification is mandatory when renting equipment. The Guest is obliged to return the equipment within the specified time. Extension of rental must be made before the rental period has expired. The full daily price will be charged for a new day.

Unreturned equipment will be charged at full value. The Guest is fully liable for loss or damage to equipment. Ski rental can be cancelled up to 24 hours before arrival free of charge.

## Security package

The protection applies to rented equipment from Kläppens ski rental, such as alpine skis, snowboards and cross-country skis.

The protection covers the cost of damage to the insured object caused by a sudden and unforeseen event. Damage also means theft or loss. The deductible for damage is 300 SEK and for theft 500 SEK. In the event of damage to equipment, the Guest receives a new equivalent alternative during the remaining rental period. In case of damage, this must be reported immediately to Kläppens ski hire. In the event of theft, this must be reported to the police and the report must be presented in Kläppens rental.

The protection does not apply to damage caused by gross negligence or intent.

For example:

- Damage that occurs when skiing in closed or ungrooved slopes, or otherwise outside the marked piste, for example on gravel or asphalt.
- Theft of objects stored outdoors in a car, in a roof box, on a railing or in another unlocked storage space.

## Activity/events

Activities offered by Kläppen, such as ski and snowboard school, snowshoeing, multi-day camp, adventure golf, canoeing, disc golf, miniature golf and camp (such as Kläppen Arena Camp).

Events offered by Kläppen are for example, Alpine competitions, ski and snowboard competitions, Christmas and Easter events.

## Safety conditions - activity/event

Guests and fellow travellers must follow Kläppen's safety conditions for each activity/event. It is the responsibility of the Guest who books an activity/event for fellow travellers to ensure that they have also read and followed the aforementioned safety conditions. Complete information about the safety conditions that apply to each activity/event is shown in the information and signage on site and under each activity/event on the website.

## Cancellation

Ski & snowboard school, Snowshoeing, Day camp. The activities can be cancelled and rebooked free of charge until the day before the first day of validity. Cancellation from the first day of validity requires a valid medical certificate. A medical certificate is not required for children 1-6 years old. When cancelling a ski and snowboard school from the first day of validity onwards, the difference will be refunded for the remaining days.

## Camp

Weekly camp can be cancelled and rebooked free of charge up to seven days before the first day of validity. Cancellation less than seven days before the first day of validity requires a valid medical certificate.

## Free activities/events

There is no reimbursement or compensation for cancelling free activities and events.

## External activity providers

For activities with external activity providers at Kläppen, such as snowmobile safaris, yoga, naprapathy, cross-country ski school, the activity provider's rules apply. The Guest and Co-traveller must follow the activity provider's safety conditions and regulations for each activity/event. It is the responsibility of the Guest who books the activity/event for the Co-traveller to ensure that they have also read and followed the aforementioned safety conditions and regulations.

## Conditions Kläppens Snow Guarantee during winter season:

The guarantee applies unless 16 slopes and 2 kilometres of cross-country ski trails are open for skiing on the day of arrival and the Guest chooses to cancel his/her reservation because of this booking and does not move into the rental property.

In this case, Kläppen refunds the accommodation cost paid or offers rebooking to another period (for more expensive weeks, the difference is paid by the guest). Cancellation with snow guarantee as a basis can be made no earlier than two days before arrival, but no later than the day of arrival. Ski routes and transport lifts are not included in the Snow Guarantee. If the guest chooses to visit Kläppen even if the Snow Guarantee has not been fulfilled, the guest will be refunded 20% of the price for Skipass booked during the period. If Skipass has not been pre-booked, the guest receives a 20% discount when purchasing Skipass for their stay.

For rules regarding season passes, Kläppen refers to SLAO's rules at [www.slao.se](http://www.slao.se).

## Personal data policy

When the guest makes a booking, personal data provided by the guest will be processed by Kläppen. The Guest's personal data may also be processed by Kläppen's system suppliers and partners. Kläppen will also process the necessary personal data that the Guest provides about any accompanying travellers, neighbours. If the Guest provides personal data about other persons when booking, the Guest must be sure that they are authorised to provide the data. If possible, the Guest should also ensure that these persons understand how their personal data may be used. Kläppen is the data controller for the processing of the personal data collected. Kläppen carries out all processing of personal data in accordance with current legislation. Kläppen's privacy policy can be found in its entirety [here](#).