



Terms of payment and booking - EN season 2020

These terms and conditions apply when you book accommodation such as overnight at a campsite, safety tent or in Stuga (Cottage). As well as when you book a package with accommodation or other packages that are offered through Camping Tiveden and the SCR.

General

The Campsite 'Camping Tiveden' is affiliated with the SCR (Swedish Camping and Stuga Association) and the associated Camping Key Europe registration system, which means that you should have a valid Camping Key Europe ('CKE') registration at the time you check in for a Campsite or Stuga. You can purchase the - paid version - Camping Key Europe in advance, by clicking on the Camping Key Europe logo on the Camping Tiveden website at the bottom of the page, and activate your valid CKE via this route. In all other cases, a free CKE registration is created on site, if you do not have it yet.

Who is responsible?

The SCR is responsible for your booking if you make your booking online via the website www.camping.se. Or the Camping Tiveden organization itself is responsible, when you make your booking directly via their Online booking on the website www.campingtiveden.se or via personal contact / answer on Contact form or Email. The contact details must be stated on the booking confirmation via all channels.

Age limit for bookings&check-in

As a guest you have to be at least 18 years of age to book at Camping Tiveden. Before we check-in, your ID will be requested for verification to be admitted to stay. If you have the aforementioned valid CKE registration, you will be checked into the system and you do not have to leave your passport / ID.

When will my booking be binding?

In all cases (through both sorts of Online booking and personal contact by Contactform/Email) your booking is binding after you have received the booking confirmation - with the booking number stated on it - and the down payment or the entire rental amount has been paid and received. You are responsible for checking whether the booking data matches what you have booked. Save the booking confirmation with contact details to use in the event of a change or cancellation.

Booking through Scr's campsite www.camping.se

The booking and payment conditions established through this organization (SCR-Camping.se) apply.

Booking directly by Online booking from our website www.campingtiveden.se or after personal contact by the Contact form / Email.

Payment method

Direct payment by bank:

The total agreed rental amounts are calculated in Swedish Kroner. You can pay directly through your bank, via internet banking. You choose 'foreign payment' and enter the correct SEK currency. The bank calculates the current exchange rate.

As a service you can ask Camping Tiveden by email to convert the amount due into euros. After which they determine the exchange rate, the euro amount becomes clear and they will send you the correct (euro) account number.

When should I pay? Concerning a camping-pitch:

To book a campsite, Camping Tiveden requires a 15% deposit of the total number of predetermined nights within 10 days in Swedish kroner, to be transferred to the indicated account. Upon arrival at the campsite, your total accommodation costs will be reduced with this 15% deposit. If you wish to pay the remaining amount in advance, the total amount must be in our account at least 40 days before your arrival date.

If you do not show up on the agreed arrival day, Camping Tiveden has the right to keep this 15% deposit as compensation for the effort made and reservation costs incurred.

When should I pay? Concerning a Stuga and Safety tent (Glamping)

When booking more than 40 days before arrival you can choose to pay the total amount in 1x directly or - minimum required - you make a deposit of 10%, within 10 days. When you pay in parts, the total amount must be in our account at least 40 days before your arrival date.

In the case that the payment does not arrive on the final payment date, as indicated in the confirmation e-mail and any payment reminder, your booking will be canceled and treated as a debit in accordance with the cancellation rules.

When booking less than 40 days before arrival you must pay the total amount in 1x directly. The demonstrable consultation between you and the Camping and Stuga company Camping Tiveden applies here.

When should I pay? Concerning an separate activity (or package):

By booking directly 50% of the total amount. After this, Camping Tiveden has the right to retain this deposit upon debit at any time. The remaining amount must be paid on arrival and before the start of the activity.

What applies if I want to change / cancel my booking?

Booked through SCR's camping site www.camping.se :

Contact the SCR again; You will find the details for this on the previously received booking confirmation including the booking number. The booking will be changed / canceled according the SCR conditions and availability for changing.

Booked through Online booking from the website www.campingtiveden.se or with personal contact via Contact form / Email From the Camping Tiveden organization:

Contact Camping Tiveden again by replying to the booking confirmation. In consultation with you, we will see if the reservation can be changed. The current rental schedule of Camping Tiveden determines whether or not the change is possible.

Your booking has been changed / canceled when you have received a written confirmation directly from the manager of the Camping Tiveden organization.

If your booking is canceled up to and later than 40 days before the arrival date, Camping Tiveden is entitled to act via the cancellation conditions below .:

Cancellation costs regarding cancellation of a Stuga, Safary tent and Campingplace:

In case of cancellation through the aforementioned routes, the following cancellation fees will apply if your booking is canceled:

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| - Up to 40 days before arrival: | 10% (Stuga, Safary tent) or 15% (Camping) of the total agreed rental amount. |
| - Up to 20 days before arrival: | 50 % of the total agreed renting amount |
| - 19 – 0 days before arrival: | 100 % of the total agreed rental amount |

Cancellation insurance

Via Camping Tiveden there is *no* cancellation insurance against any incurred cancellation costs. As a guest, you have to arrange this yourself with an insurance company of your choice.

At cancellation there is no fee refunded for costs other than the agreed rental amount in the booking confirmation where the cancellation policy applies.

Check-in and check-out times

Unless otherwise agreed or specified in the booking confirmation, the check-in at a Camping pitch normally is possible from 12AM and the check-out on the day of departure is until 12AM

Regarding Stuga and Safary tent, the check-in is possible from 15PM and the check-out on the day of departure is until 11AM.

It is your responsibility to know and act according to which check-in and check-out times apply to your booking.

Insurance

Only when you are in possession of the paid version of the CKE registration, and you check in with it, you and your family / fellow travelers are automatically insured against accident costs that have arisen during your stay at the campsite. For this you will receive the correct information and forms that will be issued by the SCR. Otherwise, you are responsible for having sufficient insurance cover during your visit at us.

The Personal Data Act

The campsite and cottage establishment, Camping Tiveden is responsible for handling the personal details you give in connection with the rental of a pitch/cottage at one of the campsites and cottage establishment. Your personal details will be registered by this, one of SCR's members, campsite and cottage establishment. The SCR treats your personal information only for the purpose to register the desired booking via their Daylight-check-in System.

The information may be given to a debt collection firm or authority/court for recovery, declaration and fulfilment of your contractual obligations.

The personal details will also be handled by SCR or its members for marketing purposes for their own products and services, and for other products and services on behalf of companies and organisations with which SCR or its members cooperate. Personal details may be given to companies and organisations that are members of SCR for the purposes stated. Your personal details will be stored for 36 months after the end of the agreement.

You have the right, once per year, at no cost, to request, in writing, to see the details that have been registered, where the information has been taken from and to receive information about any recipients to which the information has been given. You also have the right at any time to request correction of changed or incorrect details. You can also inform us that you object to your personal details being used for marketing.

Force Majeure

If the journey cannot be carried out due to an obstacle that is outside SCR/the organiser's control and which SCR/the organiser could not reasonably have been expected to have foreseen when the agreement was entered and the consequences of which SCR/the organiser could not reasonably have avoided or overcome either, SCR/the organiser is free from liability for damages and other consequences. The same applies if cancellation of the journey is due to someone that SCR/the organiser has appointed or another party further down the line.

SCR/the organiser makes reservation for amendments to laws and/or price changes that are outside its control.

Other

Unless otherwise specified in the booking confirmation, additional costs such as cleaning, linen, towels, cot / high chair etc. are not included in the accommodation costs. These facilities can be ordered extra when booking. Possibly later or at the time of check-in with reservation of availability and additional costs. Consider bringing with you what you need for your stay.

Obligations of the guest

You have the duty to check carefully your booking confirmation for incorrect information as soon as you receive it. Any errors must be reported immediately. Either through the earlier booking contact (email, telephone) or immediately upon during the check-in.

Commitments made by Camping Tiveden, which are of vital importance to you, must be noted in the booking confirmation in order to be able to appeal to you.

You must follow the rules and instructions that apply to your booking and stay - which should be clearly written down in your booking confirmation, or can be requested from the management from Camping Tiveden. And these should be visibly present during your stay at Camping Tiveden.

What happens when things go wrong?

If what you have booked is not available at the agreed time point, or if you are not offered what you have booked, you have the right to cancel free of charge. In this case you will receive the full amount for the booking back. Furthermore, plausible costs are reimbursed, which you can demonstrate that they stem from the consequences that Camping Tiveden has failed to fulfill its responsibility as stated above. A deduction will be made from these costs if you have possibly used a different Stuga, or Camping site, etc., than the one originally booked.

Instead of canceling, you may also demand a reduction in the rental price of your booking.

Complaints regarding your booking must be written down (email) and send to Camping Tiveden – or by personal contact- no later than 24 hours after arrival. Errors that arise during your stay must be reported immediately to the management of Camping Tiveden so that they have the option to correct and adjust ☺

If you fail to report the error, you are not entitled to compensation.

On behalf of Camping Tiveden and the SCR we wish you an uncomplicated and pleasant stay