



## BOOKING CONDITIONS

### *What rules apply when I book a cottage or camping pitch?*

These general terms apply when you book accommodation such as overnight stays at our camping or in our cottage establishments, packages with overnight stays and other arrangements that are provided through [www.langasjonas.com](http://www.langasjonas.com). Bookings include both online bookings and reservations via phone and email.

### *Who is responsible?*

Responsible for the booking system is Långasjönäs Camping & Stugby AB, Långasjönäsvägen 49, 37491 Asarum, Sweden, organization number 556749-6301. Långasjönäs Camping & Stugby AB is also responsible for your booking, both in terms of accommodation, as well as other products/services. Any complaints about your booking should be directed to Långasjönäs Camping & Stugby AB.

### *Age limit for booking*

To book/enter an agreement with us you must be at least 18 years old. Identification may be required at check-in. For young people under the age of 18 bookings can only be made in consultation with and with the express permission from parents/guardians.

### *When will my booking be binding?*

Online bookings via the Internet are binding when you pay the deposit/full amount and receive confirmation of your booking. The booking confirmation consists of the booking number, which is sent by email or SMS. Please check that your booking corresponds with what you have booked.

### *Open purchase in 24 hours*

You always have open purchase in 24 hours. Refunds of bookings referring to open purchase are made by contacting:

- 1) Our reception: For reservations made directly with Långasjönäs Camping & Stugby. This applies to reservations by email or phone, or online bookings through our website [www.langasjonas.com](http://www.langasjonas.com).
- 2) Our online partners: For bookings made through one of our online partners, such as Booking.com, Expedia, Hotels.com, Visit Blekinge, Sweden Rock, Camping.se, etc. Cancellations must be made directly through them.

### *Booking fee*

For online booking with credit card payment or invoice, as well as bookings made by phone or email, no booking fee is charged!

### *Payment method*

#### Payment by creditcard / bankcard:

Secured payment by credit card or bank card. The following debit and credit cards accepted for payment: VISA, Mastercard and most (international) bankcards.

#### Payment by invoice:

You can also pay via invoice. An invoice will be send to your email address (or mobile phone) after which you pay the booking amount within the due date.

### *When should I pay?*

#### If you book earlier than forty (40) days before the arrival day:

You may choose:

- 1) to pay the full amount within 10 days from the day we sent the confirmation to you or...
- 2) to pay a deposit of 20% within 10 days from the day we sent the confirmation to you, and pay the final payment no later than forty (40) days before arrival. If you choose to pay this way, we will in good time send you an email reminder for final payment.

#### If you book later than forty (40) days before the arrival date:

The full payment is due within 10 days from the day we sent the confirmation to you, but no later than the day before arrival.

#### In case you pay by debet- or creditcard (online payment):

If you do not have sufficient funds on your debit or credit card at the time of payment, a payment reminder will be sent to the email address you have given. If the payment does not reach Långasjönäs Camping & Stugby by the date stated on the payment reminder, your booking will be cancelled. If you do not pay on time, your booking will be considered to have been cancelled and the rules for cancellation will apply.

#### In case you pay by bank transfer (payment by invoice):

If we do not receive your payment in time, a payment reminder will be sent to the email address you have given. If the payment does not reach Långasjönäs Camping & Stugby by the date stated on the payment reminder, your booking will be cancelled. If you do not pay on time, your booking will be considered to have been cancelled and the rules for cancellation will apply.

### *What applies if I want to change or cancel my booking?*

You can always change your reservation by sending an e-mail to [info@langasjonas.com](mailto:info@langasjonas.com) or by calling the front desk on 0454-320691.

In case you want to cancel your booking, you can do this the same way. The reservation is considered canceled when you receive confirmation of cancellation from Långasjönäs Camping & Stugby AB.

### *Cancellation fee (without cancellation protection)*

In case of cancellation - without cancellation protection - the following cancellation fee applies:

- ✓ If canceled 40 days or more before arrival: 20% of the booking price (deposit)
- ✓ If canceled 39-12 days before arrival date: 50% of the booking price
- ✓ If canceled 11-2 days before arrival date: 75% of the booking price
- ✓ If canceled 1-0 days prior to arrival date: 100% of booking price

Minimum cancellation fee is 100 SEK.

### *Cancellation Protection*

You can protect yourself against cancellation costs by means of a Cancellation Protection. Cancellation Protection can only be added to your booking on the actual day of booking. With this Cancellation Protection you can cancel your booking up to 24 hours before the arrival date, provided that any of the following events occurred:

1. Death, illness or accident of a serious nature, affecting you personally, husband/wife, partner, or your wife/husband/partner's parents, children, siblings or traveling companion,
2. The occurrence of a serious event beyond your control, such as extensive fire or flood in your home, which means that it is not reasonable to demand that you must honor your reservation or
3. Call-up to military service or civil defense.

You must be able to provide a doctors statement, a government or insurance company statement, or similar, and notify Långasjönäs Camping & Holiday Village as soon as possible when one of these events has occurred. Statements of proof need to be provided as soon as possible, latest seven (7) days after the cancellation date.

In case of cancellation you will be refunded for the total amount of your booking fee, minus the actual costs of the cancellation insurance, and an administrative fee of 100 SEK. The booking will be considered canceled when you receive confirmation from Långasjönäs Camping & Stugby AB.

### *Checking in / Checking out Camping*

We use the following checking in / checking out times for our camping pitches:

Checking in: 12.00 hours

Checking out: 12.00 hours

### *Checking in / Checking out Cottages*

We use the following checking in / checking out times for our cottages:

Checking in: 15.00 hours

Checking out: 11.00 hours

### *Camping Key Europe*

If you have a Camping Key Europe, a secondary accident insurance is included that protects you and your family when you stay at the campsite. You are responsible yourself for adequate insurance during your stay.

### *Safety distance*

The distance between two camping units or between a camping unit and a tent should be at least 4 meters. With camping unit is meant caravan or camper, including any awning/tent (or similar). A camping unit must be placed at least 2 meters from the property line both sideways and from the back- and frontside. It is your responsibility as a camping guest to make sure that the distances to your neighbors is kept. If you don't meet these requirements, you may be prompted to move your caravan/camper/tent until the 2 meter requirement is met.

### *Privacy Act*

Långasjönäs Camping & Stugby is responsible for the processing of the personal data that you provide when you rent a campsite or cottage with us. Långasjönäs Camping & Stugby

AB will process your personal data for the purpose of administrating your bookings and payments, and to otherwise fulfill Långasjönäs Camping & Holiday Villages obligations and to protect rights under the agreements concluded with you. The data may be disclosed to debt collection agencies, authorities/court for debt collection and similar organizations for the purpose of fulfillment of your contractual obligations.

Personal data could even be used for marketing purposes by Långasjönäs Camping & Stugby AB for its own products and services, such as newsletters, but only with your permission. If a newsletter is sent, you can choose to unsubscribe. We will then no longer send newsletters or other information. Your personal information will be saved for 36 months after the end of the agreement.

For questions, please contact Långasjönäs Camping & Holiday Village, Långasjönäsvägen 30, 37491 Asarum, T 0454-320691, E: [info@langasjonas.com](mailto:info@langasjonas.com)

### **Cleaning**

General rules for cleaning of cottages: We at Långasjönäs Camping & Holiday Village are committed to a constant and high quality of cleaning of all our cottages. If you as a customer experience that your cottage does not meet your expectations, you are welcome to reconnect this to us.

The way you want your cottage to look like when checking in, the same way you should leave your cottage when checking out, making sure that the next guest can start their stay in a nice and clean house.

When you have not booked final cleaning with your booking, but have chosen to clean yourself, we would like to give some guidelines below about how to clean your cottage. The following must be done before departure:

- 1) Take away all food items and personal belongings from the refrigerator and cupboards, clean them and dry out. Make sure that the refrigerator is clean, do not turn the refrigerator off! Leave it on!
- 2) Wipe all flat surfaces, such as tables, chairs, lower part of the window frame, sink, shelves, cabinets and furniture.
- 3) Do the dishes, dry them, and put them back on its place.
- 4) Clean the stove and oven. Do not forget the micro-wave, in case your cottage has one.
- 5) Throw away waste (residual waste) and recyclable materials (food waste, plastic, cardboard, paper, metal, glass and deposit bottles/cans) in the environmental station. There are recycling stations at 3 locations:
  - Camping site (next to the service building)
  - Southern holiday village (near cottage S01)
  - Northern holiday village (near cottage N01)
- 6) Ventilate the bedcovers and pillows and put them neatly on the beds.
- 7) Ventilate the cottage if needed. Be sure to close the windows properly before departure.
- 8) Vacuum the floor & then swab the floor (use warm water and detergent!). Each house has a bucket and a swab.
- 9) Clean the toilet and sink(s).
- 10) Check the house thoroughly and make sure everything is neat and clean for the next guest.
- 11) Check out in good time! Leave the key and keycard at the reception. In case something broke down during your stay (for example a light bulb) or needs to be repaired, please let us know when you check out.

12) All cottages will be carefully checked after check-out. If the cottage is not left in a good (clean) condition, we will charge a cleaning fee.

In the cottage rent the following is not included: Toilet paper, detergents, etc. Remember to bring what you need for your stay.

### *What happens if something goes wrong?*

If the object you booked is not provided in the promised condition or at the right time, and you also are not offered an equivalent object, you have the right to cancel free of charge. In that case you will be compensated by repayment of the total amount you paid for your booking. Furthermore, you are even reimbursed for any reasonable expenses you incurred. If you already have spent some time in your cottage or on the camping, before an event has taken place which makes you want to cancel the rest of your stay, the compensation will be accordingly. Instead of canceling your booking, you may also demand a reduction in the price for your booking.

Complaints about your booking shall be presented to Långasjönäs Camping & Stugby within one (1) day from the day of arrival. Errors that occur during your stay should be reported immediately to Långasjönäs Camping & Stugby AB so that they will have the opportunity to correct the error. If you fail to report the error in time, you can't claim compensation.

If you received compensation but still are not satisfied with this, you shall within ten (10) days after departure present this in writing to Långasjönäs Camping & Stugby AB.

### *What are my responsibilities?*

You are responsible for checking your booking confirmation as you received this. Any errors must be reported immediately. Pledges made by the booking staff that are of vital importance to you should be written on the booking confirmation in order to be sure these pledges are being fulfilled. You must follow the regulations and instructions that apply to your booking. Some of these are regulations and instructions are communicated to you by means of your booking confirmation, and others by means of the booking conditions stated in this document.

An overview of the responsibilities you have as a guest:

- 1) You need to take good care of the cottage/camping site and follow the instructions and regulations.
- 2) You are responsible for any damages caused to the cottage/camping site and its contents, either damages caused by yourself or any other person in your group.
- 3) You may not use the cottage/camping site to something other than what was agreed at the time of booking (normal leisure purposes).
- 4) You may not assign the cottage/camping site to someone else or allow more people to stay overnight in the cottage or on the camping ground than you stated when booking.
- 5) Violation of the smoking ban in the cabin causes a cleanup cost 4.000 SEK for you as a tenant.
- 6) You are responsible for return of all the keys to your cottage/plot returned on departure, otherwise you will be charged 600 SEK for a new key. This also applies to the loss of other keys such as the key to the laundry room. Loss of a (plastic) keycard to the service building is charged with 50 SEK. A plastic keycard that breaks may be replaced by a new card at no extra charge.

7) The agreement shall terminate immediately if you or someone in your party is misbehaving, committing vandalism, or is using the cottage/plot for unintended purposes. If the agreement is terminated due to the above cases, you and your party move will have to check-out from the cottage / camping place and you are not entitled to any repayment of the rental amount.

8) In addition to the regular rules of conduct also the following applies:

✓ Peace and quietness must prevail between the hours of 23:00 to 7:00 a.m.

✓ Only one car per camping place or cottage is allowed (exception for cottages C01-C04: no car is permitted, but should be parked on the central parking lot at all times)

✓ Fixed devices such as fences or tiled floor are not allowed.

✓ Windshields made from fabric may be used, but must be positioned in such a way that visibility at intersections is not obscured, and at least 1 meter from the empty corner and max 140 cm high.

### *What happens if we do not agree?*

You should first turn to Långasjönäs Camping & Stugby AB with any complaints. If you and Långasjönäs Camping & Stugby AB can't come to a mutual agreement, you can turn to the National Board for Consumer Complaints.

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