

GENERAL TERMS

General booking terms for Destination Funäsfjällen

These general terms apply to agreements made with Destination Funäsfjällen and any party, self or other party, mentioned in the confirmation (guest). The agreement applies to accommodations, travel, activities and other bought products and services, or a combination of these (arrangements). All prices are in Swedish Kroner (SEK) and include VAT.

Who is responsible?

Destination Funäsfjällen AB is the liable intermediary.
Rörosvägen 30, S-840 95 Funäsdalen, Sweden, Telephone: +46 684 155 80
Business ID number: 556169-2855. VAT number SE556169285501

When does my booking become binding?

It is the responsibility of the guest to check the booking confirmation to assure that the arrival and departure dates are correct. Booking is legally binding for the guest as well as the booked object as soon as the registration fee or the rent is fully paid.

Service fee

An additional service fee will be added to bookings made by telephone or mail. The fee is 150 SEK for accommodations and 50 SEK for booking of only one activity.

When is payment due?

You should pay the fee stated on the invoice for your booking, plus any additional costs as cancellation fee and service fee. Payment is due on the date indicated on the invoice.

A registration fee of 1 000 SEK is paid at the time of the booking.
Final payment is due 40 days prior to arrival, or if booking is made less than 40 days before arrival, full payment is due at the time of booking.

Cost for changing the booking

It is possible to change the booking up to 41 days prior to arrival for a fee. The cost of changing a booking is 200 SEK per booking and occasion. Transfer of accommodations can be made prior to departure date. Notify the intermediary/booking.
Please be aware the changing arrival or departure date is a change of booking.

What happens if I don't pay on time?

Your booking will be canceled if you do not pay the registration fee on time. Please note that you will not receive any payment reminder. If you miss to send final payment in time, your booking will be regarded as cancelled by you.

How do I cancel my booking?

You can cancel by calling +46 684 15580, by e-mailing Destination Funäsfjällen at info@funasfjallen.se, or by letter. Cancellations should be made to Destination Funäsfjällen AB. Cancellations made to any other party is invalid. You are responsible to make sure the information is received by the right party. Cancellations can be made no later than 24 hours prior to arrival.

Cancellation with cancellation cover

You can buy cancellation cover for a fee of 350 SEK at the time of booking. You can cancel your booking prior to and including the day before confirmed arrival date, for a cancellation fee of 350 SEK, plus the cost of the cancellation cover. The conditions for cancelling is that you or someone of your travel companions meet one of the following criteria

- Acute illness, accident or death
- Drafted to the armed forces or civil defense
- Severe damage to house, such as fire, flooding or similar serious incident

You have to be able to prove your impediment by showing an attest from a doctor, authority or insurance agency. We shall have the attest no later than one week after cancellation.

Cancellation without cancellation cover

We will keep the registration fee on cancellations made prior to 40 days before arrival. No refund is made on cancellations made 40 days prior to arrival and up to and including arrival date. Other fees already paid are not refunded.

Destination Funäsfjällen shall receive cancellations no later than 24 hours prior to the travel date.

What are my rights?

If the booked accommodations are not according to promised condition, or delivered at the promised time, and we cannot offer you an equivalent alternative. Then you have the right to terminate the agreement and receive a refund, with a deduction of what has already been used.

We are as an intermediary under the obligation to make sure that

- You receive a written confirmation of your booking
- That bought product/service is according to description. We are not responsible for any promises, that the owner or the owners contact person has made directly to you without our knowledge
- That you are informed of any essential changes made concerning your booking
- That you have access to your accommodations by 3 pm on agreed arrival date, until 11 am on departure date, if nothing else has been confirmed on you booking. Deviations might occur depending on your choice of accommodations.

What are my obligations as the traveler?

You have to take care of rented product/accommodation and follow the set rules. You are responsible for any damage made on premises and its inventory by negligent behavior by you or your guests.

You are not to use the accommodations for anything but the agreed upon use as stipulated in the booking. You are not allowed to let any more people stay overnight than stipulated in the booking.

In self-catering accommodations, cleaning is not included. You are responsible for proper cleaning before departure. You will be charged a cleaning fee of between 2000 – 5000 SEK for failing to clean, or inferior cleaning.

You will be charged a fee of between 2000 – 5000 SEK for smoking or having pets when not permitted.

Minimum age requirement for at least one person in the travelling party is 18 years of age.

Miscellaneous

Cabins and apartments are equipped for self-catering. The following is not included if not agreed upon at the time of booking and is written on the booking confirmation. Cleaning, bed linens, towels, toilet paper, paper towels, cot and high chair.

Snow warranty

During pre-season at least 3 km of trails for cross-country skiing should be skiable. During season at least 5 pistes or 20 km of trails for cross-country skiing should be skiable. We will refund the cost for unused days on bought ski passes/trail passes and accommodations booked by Destination Funäsfjällen AB if we cannot deliver accordingly.

We refer to our website for current dates for pre-season and season.

www.funasfjallen.se

What happens if we do not reach an agreement?

You should address any complaints about the cabin/apartment to us as soon as possible, at the latest 5 pm on the day after arrival. Any error or damages that occur during your visit should immediately be reported to the resort/hotel or your cabin host, so they will have a chance to correct the problem.

We need to get a written complaint for our records. If we are not able to reach an agreement, you can contact Allmänna Reklamationsnämnden (General Complaints Department). It consists of an impartial chairman and representative for four operators and consumers. The address to the committee is Box 523, S-161 15 Vällingby, Sweden.