

Payment & travel conditions

GENERAL CONDITIONS

These general conditions apply between Höga Kusten Turism AB and the customer who themselves or via a third party reaches an agreement with Höga Kusten Turism AB in accordance with the confirmation provided. The agreement can apply to accommodation, transportation, purchase of other products and services, or a combination of these.

Where does responsibility lie?

The agent responsible is Höga Kusten Turism AB, Skuleberget, 870 33 Docksta Sweden, Phone no: +46 613 10850 org.nr: 556797-4141.

When does my booking become binding?

The booking is binding on the part of both Höga Kusten Turism AB and yourself from the time you receive confirmation from Höga Kusten Turism AB and you, prior to the due date, pay the required sum.

How much, when and to whom shall I pay?

You pay the published price for the booking. The whole amount for the booking is to be paid directly online on www.hogakusten.com. When you book by phone at Höga Kusten Turism the payment is made online through a link to given email, where the whole amount must be paid directly or before given last payment day. On bookings made at place on one of our tourist information offices payment must be done directly by credit card or cash. For payment against invoice contact Höga Kusten Turism AB tel. +46 613-108 50

What happens if I fail to pay in time?

The booking will be cancelled if Höga Kusten Turism hasn't received the payment before given last payment day, given on your booking confirmation. If you do not pay in time Höga Kusten Turism will consider it as a cancellation at which the rules for cancellation apply.

What should I do if I wish to cancel a booking?

You can cancel the booking verbally or in writing through Höga Kusten Turism AB, tel: 0613-108 50 or e-mail: info@hogakusten.com. Cancellation only applies after you have received confirmation of a booking from Höga Kusten Turism AB. If other cancellation conditions apply, refer to the Special Conditions below. Cancellation fees are applied in accordance with the Special Conditions. NOTE! Changes to arrival or departure times are taken as a rebooking and entail an extra cost of SEK 150. Payment for Event tickets is not refundable.

What is the situation if I just want to change something?

If it is possible to change aspects of the booking, this is done against payment according to the Special Conditions. This entails a change fee of SEK 150.

But what if something happens to me?

You can protect yourself against cancellation fees by buying cancellation insurance. The price is 295 SEK for each booking. Can only be arranged when booking. Cancellation insurance applies to all those named in the booking. For cancellation insurance to be valid, a doctor's certificate must be presented. If the customer chooses to use the cancellation insurance, the booking is cancelled for all those included. No partial reimbursement is made if the other members of the party choose to make the trip. No reimbursement is made for event tickets.

With cancellation insurance, you can cancel up to 24 hours before departure. In this case the only cost is an administration fee of 5 % of the booking price, maximum fee SEK 200, in the case of the following (no payment is refunded for cancellation within 24 hrs of departure):

- a. Death, illness or accident of a serious nature concerning yourself, your wife, husband, partner, or the grandparents, children, siblings of these, or a travelling companion.
- b. Summons by the armed forces or civil protection services.
- c. The occurrence of another serious circumstance that is beyond your control, for example, extensive fire or flooding in your home, which makes it unreasonable to expect you to fulfill your booking. You must be able to verify your reason with written notification from a doctor, authority or insurance company. Notification that is received by us more than seven days after the cancellation date is not accepted. Fees for cancellation insurance, change and booking are not refundable.

What happens if something goes wrong?

If all or parts of your booking cannot be provided in line with the booking confirmation, and if no alternative can be arranged that sufficiently matches your booking to make it acceptable to you, for example hotel or cottage of the same standard, you have the right to cancel. Your full payment is then refunded, apart from the value of any parts of the booking you may have already taken advantage of. If a transportation service or event that is included in the booking is cancelled at short notice, refund only applies to the cancelled event/transportation service. Any complaints or claims must be received by us not more than three days after your arrival day. Shortcomings that arise during your stay must be reported to us immediately. Any such should initially be reported to the accommodation proprietor. If you have not reported any possible shortcomings during your stay, and thus have not given the proprietor the opportunity to correct them, you cannot claim compensation afterwards. If you are not satisfied with the compensation provided, notice of this must be received by us in writing within 60 days of your departure.

What happens if the agent and I fail to reach agreement?

Contact us directly with any possible complaints. If we fail to reach agreement, you can take your case to Allmänna Reklamationsnämnden (National Board for Consumer Complaints). This comprises an impartial chairperson and representatives from travel and consumer organisations. The address of the Board is: Box 174, 101 23 Stockholm

As the agent, we are obliged to ensure that:

- You receive written confirmation of your booking.
- You receive documentation and other information in good time.
- Purchased items agree with the description of them. We are not accountable for promises the proprietor or their contact person may have made to you directly without our knowledge. (If you have reached agreement on something that is not covered by the agent's agreement, ensure that you receive written and signed confirmation of this from the proprietor or their contact person).
- You are informed of any significant changes that affect your booking.
- If you are not satisfied with all or parts of the booking arrangement, contact us.

What are my obligations?

- It is your responsibility to check the booking confirmation as soon as you receive it. Any possible errors must be reported to us immediately. Any promises made by booking personnel that are important for you must be included in the documentation as confirmation of this.
- You must follow the rules and regulations, directions and agreements that apply to the accommodation, activity etc. NOTE! If you have booked accommodation, remember that it is often private property you are renting. You are accountable for any damage caused to the property or included equipment, through the carelessness of you or somebody in your company. You may not use the property for any purpose other than that agreed to in the booking (normally recreation), and you may not permit a greater number of people to overnight in the property or on its grounds than is agreed to in the booking. All those using a property must be entered in the booking; we assume the presence of just one child under the age of two not occupying a bed if no other information is given.
- If complaints about disturbance are received by the proprietor, he/she has the right to evict the guest party immediately if correction does not occur directly after notification. The same rules apply if more than the agreed number of people stay on the property. Reimbursement for the remainder of the rental period is not applicable in any of these cases, but you, as a guest, are obliged to reimburse the proprietor for costs resulting from the above.
- If you have any complaints regarding the property, you must initially contact the proprietor so that they can be settled during your stay.
- If you suffer from any form of allergy, you must inform on this when booking so that the agent has the opportunity to find you suitable accommodation. NOTE! The description of the property states that pets and smoking are not permitted. However, we cannot guarantee that this ruling has not been broken shortly before your arrival. Guests who break the pet/smoking rule will be debited an extra SEK 6000.
- If no other agreement has been reached, you must clean the property before departure. If you leave without cleaning, an extra cost of minimally SEK 1000 will be debited.
- We reserve the right to accommodate changes in legislation and prices that are beyond our control.

OTHER

The applicable check in and out times are given in the confirmation. Unless otherwise stated in the confirmation, the price for the accommodation does not include cleaning, bed linen, towels, cot/high chair, toilet paper etc. Remember to take what you need for your stay!

PERSONAL DATA ACT (PUL)

Through payment, you allow Höga Kusten Turism AB access to your personal data. Höga Kusten Turism AB requires this to enable normal guest administration, to ensure availability of reliable information in the event of an accident, to meet cancellation insurance conditions and to administer processes surrounding any possible damage. The information can also be used to inform you about insurance and payment services as well as travel related offers. The guest may also be contacted in connection with market investigations.

SPECIAL CONDITIONS

Publisher and agent: Höga Kusten Turism AB

Minimum booking age

The minimum age for arranging a booking/agreement with us is 18. With larger groups, at least two members must be 18 years of age, if no higher age limit is stipulated in the accommodation information. Verification is confirmed on your arrival. If the age limit requirement is not met, access to the accommodation will be refused.

With larger arrangements, other age limits may apply; such information will be given at the time of booking.

Cancellation costs

(When cancellation insurance is not arranged or is not valid).

Hotel and other accommodation, besides private cottages, cabins and apartments.

You may cancel your reservation without charge until 16:00 the day before arrival. For cancellations made after this time, your credit card will be charged with a cancellation fee equivalent to full payment of booking.

Activities

You may cancel your reservation without charge until 16:00 two days prior the day of arrival. For cancellations made after this time, your credit card will be charged with a cancellation fee equivalent to full payment of booking.

Private cottages, cabins and apartments

30-22 days prior to arrival: 10% of booking price

21-15 days prior to arrival: 25% of booking price

14-8 days prior to arrival: 50% of booking price

7-0 days prior to arrival: 100% of booking price

Packages

The subtotal for accommodation and activities are refundable according to the cancellation policy above. Event tickets are non-refundable

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Fees for cancellation insurance, change, invoicing and booking are not reimbursed.

Change cost

SEK 150 per booking and occasion. Costs in addition to this may apply for changes to travel tickets.

Booking fee, interest on overdue payment

We charge a booking fee of SEK 100 at our sales locations. There is no booking fee for bookings made via the Internet. Late payment of registration fee/final payment can result in

cancellation of the booking. With payment after the due date, interest on overdue payment and a reminder fee are charged.

Invoicing fee

We charge a fee of SEK 125 for payment against an invoice. There is no charge for payment against an e-mail invoice. Payment against an invoice is only possible for bookings via Höga Kusten Turism tel. 0613-108 50.

Force Majeure

In cases where provisions cannot be made for reasons beyond the control of the agent and which the agent could not be expected to foresee when the booking was made and for which the consequences could not reasonably have been avoided or overcome by the agent, the agent is relinquished from payment of damages or from other repercussions. The same also applies if cancellation is caused by an entity engaged by the agent or by some other previous phase.

We reserve the right to accommodate changes in legislation and to prices that are beyond our control.

Welcome to Höga Kusten!