

Booking terms and conditions

Bookings are made and accepted only on the following conditions:

1. *Contract and Booking*
 - a. The Contract of Letting is between the holidaymaker/guest ("the Guest") and owners of the accommodation hereinafter called "the Owner".
 - b. This agreement is made on the basis that the property ("the Property") is to be occupied by the Guests for a holiday and the Guests acknowledge that the tenancy granted by this agreement is not an assured tenancy and that no statutory periodic tenancy will arise when it ends.
 - c. Bookings cannot be accepted from persons under 18 years of age.
 - d. Any pets you intend to take with you should be declared at the time of booking and checked and authorized by the Owner.
 - e. No bookings are valid until confirmed by the Owner in writing.
 - f. Once a booking is confirmed it is not subject to change. If you choose to cancel see section 6 for details of the terms that would apply.
2. *Deposit*
 - a. A deposit of 15% of the cost of the holiday ("Deposit") must be paid within 10 days after the booking request.
3. *Balance Payment*
 - a. Once a booking is confirmed by the Owner, the Guest is responsible for the full balance of the cost of the holiday. This shall be paid not later than 60 days before the booking is due to commence.
4. *Guests' responsibilities and forfeiture*
 - a. The Guests shall keep the Property and all furniture, fixtures, fittings and effects in, on or at the Property in the same state of repair as at the commencement of the holiday, and shall leave the Property in the same state of cleanliness and general order in which it was found.
 - b. The Guest must report and pay to the Owner the cost of any damage or breakages made during their holiday occupancy. The Owner reserves the right to make a reasonable charge where guests have contravened an Owner's request for their Property to be smoke-free.
 - c. The Guests' right to occupy the Property may be forfeited without compensation if:
 - i. More people or pets than declared to the Owner at the time of booking or before the commencement of the holiday and/or the number the Property holds, attempt to take up occupation;
 - ii. Overnight guests are entertained without the Owner's express permission;
 - iii. Any activity is undertaken which is illegal, or may cause unreasonable damage, noise, behavior or disturbance; or
 - iv. Any of the Guests smoke in the house.
5. *Unavailability of Property*
 - a. In the event of the Property becoming unavailable (such as due to fire or flooding), the Owner will refund all monies paid, or a proportion in the case of curtailment.
6. *Cancellations*

In the event of cancellation, Guests may be due a partial refund which is dependent on when notice of cancellation is given to us before the holiday start date. The refund is calculated as follows:

 - More than 30 days notice – 85% refundable.
 - Less than 31 days notice – No refund due

If a refund is due it will be paid within 10 working days of cancellation.

7. *Pets (only dogs allowed)*

- a. Dogs are allowed with an additional charge per dog, for each full week. You will be informed of the charges at the time of Booking.
- b. Young dogs (e.g. puppies) must be declared to the Owner at the time of Booking and authorised by the Owner. If a young dog is taken to a Property without the consent of the Owner this could result in you being asked to leave without compensation. When booking online it is advised you check the acceptance of your pet by telephoning the Owner.
- c. The following dog terms apply:
 - i. Dogs must be under strict control at all times while in or at the Property;
 - ii. Any fouling must be cleared up without delay;
 - iii. The dog owner must bring the dog's bed or basket for sleeping in;
 - iv. Dogs must not be left alone in or at the Property or elsewhere at any time;
 - v. Dogs must not lie on beds or furnishings, and hair must be cleared up before departing;
 - vi. Dog owners must ensure that their pets are free from parasites and fleas before they occupy the Property. Failure to do so may incur subsequent charges;
 - vii. You will be liable for any damage caused by your and any Guests' dogs. Any damage is to be reported to the Owner (or their representative) immediately. Any additional cleaning required, that may incur an additional charge, will be at the Owner's discretion.
- d. If you break the terms of paragraph 7, the Owner (including their representative) may notify you that you have broken these terms and may cancel this Booking and ask that the Guests leave the Property before the end of the holiday period without compensation, or that they pay an additional reasonable charge.
- e. Pets, other than dogs, are not allowed

8. *Owner's access to Property*

- a. The Owner or their representative, shall be allowed access to the Property at any reasonable time during any holiday occupancy.

9. *Complaints procedure*

- a. In the event of there being cause for complaint concerning the Property, the matter shall be taken up with the Owner (or Owner's caretaker) at once. It is important that this is done whilst you are still at the Property so that an on-the-spot investigation can be made if necessary and remedial action taken if required.
- b. In no circumstances will compensation be considered for complaints raised after the holiday has ended, when the Guests have denied the Owner/caretaker the opportunity of investigating the complaint and endeavouring to remedy matters during the holiday. Please use the phone number +46-733 56 33 46 when contacting the Owner.

10. *Communication with you and data*

- a. The Owner may as part of a booking introduce Guests to the goods and/or services of third parties. The Owner shall not be treated as an agent for any such third parties, and any contract for the supply of such goods and/or services shall be between the provider and the Guest.
- b. **PRIVACY POLICY;** We'd like to assure you that we are committed to protecting the privacy of all our users. We will ensure that the information you provide us with is kept private and confidential, and we will only use it to provide the services you request.
- c. All electronic data transferred pursuant to these terms and conditions remains the property of the Owner and may not be replicated in part or whole without the Owner's prior written permission. Electronic data will not be preserved indefinitely by the Owner.

11. Legal

- a. Any dispute, claim or other matter which may arise in relation to your booking will be governed by Swedish law and you agree that any dispute will be dealt with exclusively by the courts of Sweden.

The Booking Conditions will apply to all confirmed bookings.