

## GENERAL TERMS OF AGREEMENT FOR HARGE BAD & CAMPING AB

### 1 General

These general terms and conditions, together with orderly rules, regulate the conditions between consumption and Harge Fritid AB regarding the letting of a parking space for tents, caravans and motorhomes and the rental of cottages at Harge Bad & Camping in Askersund. For stays longer than thirty days, instead, "Agreement Seasons Camping" developed by the trade association SCR Svensk Camping.

Harge Fritid AB is named below in some form of "we" and the consumer in some form of "you".

### 2 Age-limit

To book / enter into an agreement with us, you must have turned 20 years of age. Identification may occur on arrival. Fulfillment of age limit is a requirement for access to the installation site.

### 3 Booking

Booking can be done through our online booking system via our website [www.hargefritid.se](http://www.hargefritid.se) as well as by e-mail or telephone.

You will receive a written booking confirmation of your booking. The booking confirmation contains important information regarding your booking. Check that the contents of the booking confirmation match what you booked. If you find inaccuracies in the confirmation, please inform us as soon as possible.

Once you have paid your booking, the same is binding.

### 4 Payment

When booking online, the entire booking sum must be paid directly. All prices stated in Harge Bad & Camping's online booking system are in SEK including VAT. The prices that apply at any given time are listed on the Harge Bad & Campings website, [www.hargefritid.se](http://www.hargefritid.se), under the tab "Prices".

In case of differences between prices stated in the online booking system and under the tab "Prices" on the website, the prices on the website shall prevail. We reserve the right to adjust the price of a booking to conform to the current price. If booking has already been made at a lower price, you have the right to cancel the agreement and get the money back.

When booking by e-mail or telephone, we charge an administrative fee of SEK 100. When booking by e-mail or telephone, the registration fee of 10% of the total booking amount must be received by us within 10 days from the time you received the booking confirmation. The remaining amount must reach us no later than 40 days before arrival. If payment is not made in a timely manner, we reserve the right to cancel the accommodation, whereby the rules for cancellation apply. [The registration fee is not refundable.

We accept payment via Visa, Mastercard, Maestro and Electron. We do not apply any additional fees when you pay by card. All card data is securely handled by our payment exchange, which is certified according to PCI-DSS.

## **5 Change and transfer of booking**

Change of arrival and departure can be made up to 7 days before arrival and only as far as possible with us. Any change to the original booking that is less than 7 days prior to arrival is considered a cancellation, with the rules for cancellation being valid instead.

## **6 Cancellation**

Cancellations can only be made by phone or e-mail. For cancellation the following conditions apply. Separate rules apply if you have cancellation insurance (see below).

- If cancellation is made 40 days or earlier before arrival, you must pay 10% of the total value of the booking.
- If cancellation is made 39 - 8 days before arrival, you must pay 25% of the total value of the booking.
- Cancellations 7 - 2 days prior to arrival, you must pay 75% of the total value of the booking.
- If cancelled later than 48 hours before arrival, or if you cancel your current stay, no refund is made and we have the right to charge for any agreed amount that has not been paid.

### Cancellation

At the time of booking you can purchase a cancellation insurance that applies in combination with the following conditions. The cancellation insurance costs SEK 199.

The cancellation insurance means that you can cancel until the agreed arrival date. However, cancellation must occur as soon as you know that you will not be able to complete the agreement due to any of the events below. The cancellation insurance also gives you the right to cancel the current stay and recover the amount corresponding to the part of the stay you have not been able to use if any of the points below occur.

Valid reasons for using the cancellation insurance are:

1. in the case of death, illness or accident of a serious nature that has affected yourself, spouse, cohabiting, your parents, children, siblings or fellow travelers,
2. that there is any other serious event outside your control, e.g. extensive fire or flood in your home, which means that it is not reasonable to request that you stick to your booking,
3. When summoning the Defense Forces or the Civil Defense
4. If you are unable to complete your booking due to unemployment or new employment.

Your impediment must be substantiated by relevant certificates, from e.g. doctor or insurance company. The certificate must be received by us no later than 30 days after the cancellation date.

In case of cancellation, costs for cancellation insurance, change and booking fees are not refunded.

## **7 Arrival / Departure**

On the day of arrival, you will have access to the campsite / cottage at 3 pm. Check-out cottages must be done no later than 12 am on the day of departure and 2 pm for campsite.

In the event that is beyond our control, we reserve the right to move you to equivalent accommodation.

## **8 Cancelled stay**

If, for any reason, you must / wish to cancel your stay in advance, no refund will be made.

## **9 Your rights**

We reserve the right to move to equivalent accommodation. If we cannot offer you an equivalent accommodation, you have the right to terminate the agreement or get a price reduction.

In the event of our breach of contract, serious disruption or if the service otherwise deviates from information we have provided or what you have reasonably expected, you have the right to demand remedial action, price reduction or cancellation. Breach of contract or other deficiency in the service due to reasons beyond our control do not entitle to any compensation under this agreement, see further under section "Our limitation of liability" below.

## **10 Your obligations**

During the stay at the campsite, prescriptions drawn up by the Swedish Consumer Agency and the SCR Svensk Camping Association apply, see Appendix 1.

Violation of the regulations of the campsite, or breach of the agreement in general, may lead to the agreement being terminated with immediate effect.

## **11 Our limitation of liability**

In case the stay cannot be carried out due to an obstacle outside our control and which we reasonably could not have expected to have when the agreement was entered into and whose consequences we could not reasonably have avoided or overcome, we are free from liability for damages or other penalties. The same applies if the shortage is due to a subcontractor to us.

## **12 Complaints**

Complaints must be made in writing in order for sanctions to be enforced.

### **13 Return Policy**

The right of withdrawal according to law (2005: 59) on distance contracts and agreements outside business premises is the exception to agreements on accommodation, accommodation or leisure activity and thus you cannot regret an agreement for renting a parking space for tents, caravans and motorhomes with the support of said law.

### **14 Dispute**

If we cannot agree on a question concerning this agreement, you can turn to the Public Advisory Board ("ARN"). We will follow ARN's recommendation.

Address to ARN

General Complaints Board

Box 174

101 23 Stockholm

[www.arn.se](http://www.arn.se)

You are also free to have the dispute reviewed by a public court.

### **15 Data Processing**

When you book a stay with us, you agree that, in accordance with applicable law, we process the personal information you provide to us.

We collect, store and process your information in order to carry out and administer your booking and for future requirements and to provide you with our service. The treatment is necessary to fulfill the conclusion of this agreement and to subsequently fulfill the agreement.

We may store information about your title, your name, your gender, your e-mail address, postal address, delivery address (if other than the postal address), your phone number and mobile number.

We will use the information you give us to handle your booking and to provide you with the service and information we offer on our website and as you wish. Provided that you have given your consent, we may also use your personal data for marketing our business.

We will store your personal information for a period of 3 years from the time the agreement is completed.

You have the right to receive, once a year, free of charge, after written request, which information has been registered, information on how these are used, where the data has been collected and to receive information about any recipients to whom the information has been submitted. You also have the right to request rectification or deletion of personal data or limitation of treatment that concerns you. You can also object to the processing of your personal data as well as make any complaints regarding the personal data processing to the Data Inspectorate.

**16 Contact**

Harge Fritid AB is your contracting party and also the personal data controller.  
You reach the company

Address:

Harge Fritid AB

Hargebadsvägen 89

696 94 Hammar

Phone:

0583 - 77 01 23

### Police regulations

The following order rules are for Your and the other guests' enjoyment. We hope these will make you enjoy a pleasant stay at our campsite.

1. Register at reception immediately upon arrival. At the same time leave your Camping Key Europe \*. Groups are reported by the group leader. If you have extra tents, boats, etc., please report directly to the application.
2. Occasional visitors are requested to park their vehicle in the parking area outside the area or in designated area within the area. Camping hosts have the right to charge a fee from temporary visitors. See separate price list.
3. Camping hosts and other staff are responsible for peace and order, and help if problems arise.
4. All tent equipment of normal type and size may be used. However, it is not allowed to set up so-called tent house of permanent character. Caravans must be registered for use on motor vehicles.
5. Own fixed devices at tents or caravans, such as fences and protective walls, are not allowed. Ask if you are in doubt about what you are entitled to do. Ensure that LPG and electrical equipment are tested and approved in accordance with applicable regulations.
6. Do not disturb the peace of the campsite with motorized vehicles more than absolutely necessary. Drive in walking speed and as short distances as possible.
7. A general rule at campsites is to show consideration. Disturbing behavior is not allowed. Between 9 am 23.00 and 07.00 it should be quiet at the campsite.
8. Help the children find places that are suitable for play and ball games. In most places there are special playgrounds and ball plans prepared. Throwing or kicking ball among the tents and caravans is not allowed.
9. Dog owners are requested to show the greatest possible consideration to other guests. Keep the dog in a short leash and tear it outside the area.
10. Sales at and within the campsite may only occur with the condition of the camping host.
11. Help us keep the campsite clean and rubbish-free. Use the garbage containers located in the area. Remember not to throw glowing charcoal or other flammable objects in our waste containers.
12. Leave the common areas (toilets, laundry and shower rooms, kitchens and dishes) in the same condition as you wish to find them.
13. Car wash not allowed in the area.
- 14 Departure. Cottages must be vacated and cleaned before 12 am, for the camping site is valid no later than 2 pm on the day of departure. This with regard to new guests. We are grateful for the notice of departure day in good time, especially during peak season.
15. Camping hosts or staff are not responsible for damage to or loss of camping guests' possessions. Anyone who damages buildings, materials or guests' property may be liable for compensation.
16. We assume that all campers take into account each other and help keep order. The staff have an obligation to act in cases where any guest does not respect these rules.
17. Be careful about nature - it needs your protection.