

Booking & Payment Terms, Groups & Conferences

1. Responsibility for the Booking

The person making the group reservation is considered the "guest" and guarantees that they are authorized to represent the parties involved. The person responsible for the group must be over 18 years old and bears full responsibility before and during the stay, both financially and for any potential damages or costs incurred by the group. Valid identification must be presented upon request.

2. When is the reservation binding?

As soon as the guest confirms the quote, requests a booking, or signs an agreement.

3. Payment & Deposit

Credit checks are conducted via CreditSafe. We offer alternative payment solutions through direct invoicing and/or Klarna.

First Camp requires prepayment. For group bookings with a shared invoice, a deposit of 20% or at least SEK 1,000 must be paid within 7 days. The final payment is due no later than 30 days before arrival unless otherwise agreed. For individual group bookings, such as those with a discount code, 20% or at least SEK 500 is due, with the balance due 45 days before arrival. In the event of a missed deposit and/or late final payment, First Camp reserves the right to cancel the entire booking. Any deposit paid is non-refundable.

4. Cancellation Policy for Cabins/Camping Pitch (hereafter referred to as C/CP), Packages, Meals, and Individual Bookings with a Discount Code.

Refund Percentage	1-10 C/CP	11-20 C/CP	>21 C/CP	Packages*, Meals**, Discount Code***
100%	30 days	60 days	120 days	45 days
50%	14 days	30 days	60 days	14 days
0%	<14 days	<30 days	<60 days	<14 days

*Packages, such as at First Camp Skara Sommarland; **Booked meals; ***Individual bookings with a discount code.

Cancellations must be made in writing to the destination a minimum number of days before the arrival date as specified in the table above. This applies unless otherwise agreed in writing at the time of booking. If the booking was made with a discount/booking code, this must be provided. For cancellations of group bookings with a shared invoice, a fee of SEK 500 applies.

5. Reduction in Number of Cabins/Camping Pitch (hereafter referred to as C/CP), *Packages, and **Meals. Individual bookings and groups with a discount code cannot use a reduction in number. The reduction must always be made in writing to the destination.

It is possible to reduce the number of C/CP, packages* and meals** (here called P/M) 14-7 days before arrival at no cost, unless otherwise agreed. Note: The booking must contain at least 5 C/CP.			
No of C/CP	Possible to cancel	No of P/M	Possible to cancel
5 – 10	1 C/CP	1 – 10	1 P/M
11 – 20	2 C/CP	11 – 30	2 P/M
More than 21	3 C/CP	More than 31	3 P/M

6. Privacy Policy

To offer various payment options, we need to share your personal, 2026-08-28

contact, and order information with the respective payment service provider. We recommend that you read our privacy policy. The use of this information is regulated in accordance with applicable data protection laws and Klarna's privacy policy.

7. Storage of Personal Data

By making a booking, you accept our privacy policy. Read more about it on our website: [Click here to learn more.](#)

8. Participant Lists and Meals

No later than 14 days before arrival, please email the following to the destination to ensure proper delivery:

- **A participant list organized by cabin**
- **Meal details, including any timing requests**
- **Special dietary requirements noted per person**
- **Requests for linen/towel sets and/or departure cleaning**

9. Who is Responsible for the Rental?

United Camping Holding AB, registration no.: 559082-2523 (First Camp), owns the camping destinations. For bookings, the company that owns and operates the specific destination relevant to your booking (as shown in your booking confirmation) is the contracting party for your stay. "First Camp" is referred to as "we," "our," or "us." Our destinations are collectively referred to as "destinations," and individually as "a destination."

10. Rules & Responsibilities

First Camp is not responsible for valuables left in cabins, hotel rooms or at our camp sites. The "guest" is responsible for the payment of any damages caused to First Camp property. These costs may include, for example:

- Lost key/key card/barrier card
- Security call-out fees if the guest is responsible for the call-out
- Sleeping in the bed without bedlinen
- Destroying the cabin and things in the cabin
- Cabin cleaning if not completed as instructed
- Extraordinary cleaning/sanitation, such as for smoking or extreme mess in the cabin

All our rooms and cabins are non-smoking.

If First Camp's Rules & Conduct are violated, First Camp reserves the right to terminate the agreement immediately.

11. Disputes

If anything during your stay does not meet the agreed standards, you should contact the reception immediately to allow for the issue to be resolved. Any complaints or grievances should be made as soon as the issue is detected. Failure to report in time may result in a loss of the right to claim.

12. Subletting

Subletting to a third party is not permitted unless agreed upon in writing.

13. Other

If any situation occurs at the destination that falls under Force Majeure, either party may terminate the agreement/reservation in writing without incurring cancellation or other costs.

The campground reserves the right to terminate this contract at any time if it is deemed that First Camp's reputation and/or safety may be negatively affected. In addition to these rules and terms, First Camp applies VISITA's general terms for conferences and group bookings.