Booking Terms and Conditions – Spa & Relaxation Area

First Camp Kronocamping - Lidköping (Company registration number: 556483-4876).

We look forward to welcoming you to our spa and relaxation facilities! Below you'll find our booking terms and conditions. Please take a moment to read them before making your reservation.

Opening Hours & Booking Sessions

- All visits must be booked in advance.

Available sessions:

09.00-11.00
12.00-14.00
15.00-17.00
18.00-21.00 (Exclusive private booking of the entire relaxation area, including the lounge)

Booking & Payment

- Your booking becomes binding once you have read and accepted these terms and conditions, received your booking confirmation, and completed your payment.
- Full payment is required at the time of booking.

Cancellation Policy

- Regular Sessions: Free cancellation up to 24 hours before your scheduled arrival. Cancellations made after this time will be charged the full booking amount.
- Exclusive Private Bookings (18:00–21:00): Free cancellation up to 48 hours before your scheduled arrival. Cancellations made after this time will be charged the full booking amount.

Your Responsibilities as a Guest

- Please review your booking confirmation carefully to ensure that the date and time are correct.
- For everyone's comfort and safety, we ask that you follow our facility rules throughout your visit.
- Glass-free environment: Glassware and glass bottles are strictly prohibited in the spa and relaxation area.
- If broken glass is found anywhere in the facilities, a fee of SEK 6,000 will be charged.
- If glass is found in the pool, a fee of SEK 10,000 will be charged.

Special Conditions

- In the event of circumstances beyond our control, such as natural disasters, acts of war, strikes, prolonged interruptions to water or energy supplies, fires, or similar events, both you and First Camp Kronocamping have the right to terminate the booking agreement.
- In such cases, any payments made will be refunded, less the value of any services or facilities you have already used.

Feedback & Complaints

- We want you to enjoy your visit! If you have any concerns or complaints, please contact us as soon as possible so we have the opportunity to resolve the issue. Delaying your complaint may limit our ability to put things right.
- If we are unable to reach an agreement, you may refer the matter to the Swedish National Board for Consumer Disputes (Allmänna Reklamationsnämnden, ARN).

Personal Data & Privacy (GDPR)

- First Camp Kronocamping – Lidköping is responsible for the personal information you provide when making a booking.
- Your information is used to manage your reservation and payment. With your consent, we may also use it for marketing purposes, such as sending newsletters.
- You have the right to access and correct your personal data, as well as request restrictions on how it is used.

Contact Information:

If you have any questions, please don't hesitate to get in touch.

- Läckögatan 22, 531 60 Lidköping, Sweden
- Phone: +46 (510) 268 04
- Email: kronocamping@firstcamp.se

Additional Information

- We reserve the right to make price adjustments and corrections to printing errors, as well as changes due to circumstances not yet known to us.