BOOKINGTERMS AND CONDITIONS

Who is responsible for the reservation?
First Camp Sverige AB
VAT no:556894-6551
Box 11132, 404 23 GÖTEBORG

Note that First Camp Sverige AB (556894-6551) and Nordic Camping & Resort AB (556618-9873) are now part of the same Group. Sales of accommodation at all the Group's destinations are made via common sales channels such as, for example. www.firstcamp.se and First Camps Contact Center.

This is a destination where you as a guest must be 18 years of age, unless accompanied by a parent or guardian. All accommodations are for recreational or business purposes, not permanent living. To rent a cabin or a camping pitch you must submit the correct personal data and a valid residential address.

Cabins are available from **3** pm on the day of arrival until **11 am on the day of departure**. Bed linen, towel and cleaning service upon departure is not included in the rental price unless else is agreed upon.

Camping pitches are available from **1 pm on the day of arrival** until **11 am on the day of departure**.

When is the reservation binding? When you have taken part of the reservation confirmation, booking terms and conditions, and paid all or part of your reservation.

Seasonal accommodation: Seasonal accommodation means long-term accommodation on a campsite for a longer period. For this type of accommodation, the seasonal Agreement is in force at any given time, which is then drawn up for the bookings in question, applies. Information about this can be obtained from each campsite.

Payment Options
In cooperation with Klarna Bank AB (publ), Sveavägen 46, 111 34 Stockholm, Sweden, we offer you the following payment methods. Payment is to be made to Klarna.

- Card payment (Visa / Mastercard): You can pay the full amount at the time of booking or choose to pay 20% (at least SEK 500) if the booking is more than 45 days before arrival. You pay the remaining amount no later than 45 days before arrival. If the booking is less than 45 days before arrival, the full amount is to be paid at once.
- **Pay in [14] days:** The payment period is 14 days from shipment of the goods or tickets/ availability date of the service. You can find the complete terms and conditions for the markets where this payment method is available here: United Kingdom, Germany, Sweden, Norway , Denmark, Finland, Austria and the Netherlands.
- **Slice it:** With the financing service from Klarna you can pay your purchase in flexible or fixed monthly instalments according to the conditions stated in the checkout. The instalment payment is due at the end of each month after submission of a separate monthly invoice by Klarna. Further information regarding Slice It including terms and conditions and Standard European Consumer Credit Information you can find here for the markets where this payment method is available: Austria, the United Kingdom, Germany, Sweden, Norway, Denmark and Finland.
- **Direct banking:** Available in Germany, Austria and the Netherlands. Your account will be debited directly after placement of your order.
- **Direct Debit:** Available in Germany, Sweden, Austria, and the Netherlands. Your account will be debited after shipment of the goods or tickets/ availability date of the service or in case of a subscription in accordance with the timelines communicated. You will be notified about the date(s) by email.
- **Card Payments:** The amount will be reserved on your card and will be debited after shipment of the goods or tickets/ availability date of the service. In case of subscription the amount will be debited in accordance with the timelines communicated.

The payment methods Pay in [14] days, Slice It and direct debit are only available in case of a positive credit assessment. For this purpose, during the order process and handling of your purchase, we forward your data for an address and credit check to Klarna. We can only offer you the payment methods available based on the result of the credit check. General information about Klarna and the user terms per country can be found on klarna.com. Your personal data is handled in accordance with applicable data protection law and in accordance with the information in Klarnas privacy statement.

What if I want to change my booking? If you choose the Flex option when booking, you have the possibility to change your booking until 3 pm on the day prior to your arrival. If you have not chosen the Flex option, you will not be able to change your booking after it is made.

What if I cancel without having the Flex pricing alternative?
You may cancel verbally, via telephone or by e-mail. We will then send you a cancellation confirmation in writing. Since you did not choose the Flex option, we retain 100% of the rental sum.

What if I cancel with the Flex pricing alternative?
Upon booking, you may choose the Flex pricing alternative. With this pricing alternative, you may cancel up until 3 pm on the day prior to your arrival and have your entire booking cost refunded, minus an administrative fee of SEK 100 and a booking fee of SEK 100 if the reservation is made via phone or mail..

What if I want to interrupt my stay? If you have started your stay and for some reason must cancel, no money will be refunded regardless of whether you booked Flex or Base.

What happens if I do not pay? If you do not pay your reservation on time, a reminder will be sent, cancellation must be made via email to the destination. A cancellation confirmation will be sent to you. When the Basic price is chosen, you have entered into an agreement with us and the full amount must be paid, even in the event of cancellation.

What are my rights? If we do not provide the cabin or camping pitch in the promised condition, and if we are not able to offer you another similar cabin or camping pitch, you have the right to terminate the lease. The full rental cost will be refunded. You can also request that we compensate with a lower rent.
If you have a complaint, it must be presented to us as soon as possible after check-in. Problems that may occur must be notified immediately, so we get a chance to correct it.

What are my obligations? You are responsible for the cabin or camping pitch during your visit. You are to care for the cabin or camping pitch and follow the rules and regulations that apply at the campsite. You are responsible for any damages that may occur relating to the cabin or camping pitch during your stay. You may not allow any more people to stay overnight in the cabin or camping pitch than stated when the reservation was made. You are responsible for returning all keys to the cabins, keycards to the barrier and showers upon departure. Otherwise, you will be charged the full amount to change the locks. If the cabin hasn´t been properly cleaned, you will be charged for the cost of cleaning service afterwards.

Can the agreement be terminated?
The agreement ends with immediate effect if:
– You or someone in your party behaves in a disturbing manner
– You or someone in your party causes damage
– If the cabin or camping pitch isn´t used for its intended purpose.
If the agreement terminates due to any of the above circumstances, you and your party are expected to vacate the premises. You will not be entitled to a refund of any part of the rent.

What happens if we do not agree? Let us know of any complaints or uncertainties. Keep in mind that your ability to obtain the proper solution decreases if you delay in contacting us. If we do not agree, you can contact the consumer advisor in your municipality or the Consumer Complaints.