

## Booking conditions for cabins, caravans and campsites

### Who is responsible for the letting?

First Camp has 49 different campsites in Sweden. Below is a list of the companies that are agreement parties in relation to the relevant campsite where you have made your reservation.

#### First Camp Sverige AB

Corporate ID no.: 556618-9873, address: Erik Dahlbergsallén 15, SE-115 20 Stockholm, Sweden, e-mail: [info@firstcamp.se](mailto:info@firstcamp.se), tel: +46(0)770 101 200, is the agreement party for bookings and is responsible for rentals at the following destinations:

- **All 49 Swedish First Camp destinations**

The company above are referred to as "First Camp", "We", "Our", or "Us". Our destinations that are listed under company are referred to jointly as the "Destinations" and individually as a "Destination".

### 1. General rules

1.1 In order to book and stay at our Destinations without a guardian, you and everyone in your party must be at least 18 years. This does not apply to parent(s) traveling with children. Valid ID must be presented upon request.

1.2 Irrespective of the above, the age limit for certain Destinations may be higher than 18 during certain periods, and in such cases will be specified in conjunction with booking.

1.3 Accommodation that is booked with us is intended only for recreational purposes or for corporate guests. Permanent residency is not permitted at our Destinations.

1.4 We reserve the right to turn you and your party away from a Destination if the above requirements are not fulfilled. You will then lose your right to use the purchased accommodation or get a refund.

### 2. When does a booking become binding?

A binding agreement is concluded directly when you book, irrespective of the channel used for the booking (e.g. phone, e-mail, website or via our app) and irrespective of whether the booking is oral or written.

### 3. Booking fee

We do not charge a booking fee when you book via our website [www.firstcamp.se](http://www.firstcamp.se) and related pages ("Website") or via our app. For bookings made by other means than our Website or our app (e.g. by e-mail or phone) we charge a booking fee of SEK 100 per campsite/cabin unless otherwise agreed.

### 4. Right of withdrawal

The right of withdrawal according to the Swedish act on distance contracts and agreements outside business premises (2005:59) does not apply to agreements on accommodation and you can therefore not withdraw from an agreement to rent a cabin or campsite for tents, caravans or mobile homes. For changes to or cancellations of bookings that have been made, see items 5 and 6.

### 5. How do I change or cancel a booking made with Flex?

5.1 If, when you book, you use the "Flex" price option, you can reschedule or otherwise change your booking until 3 pm on the date before arrival.

5.2 If you have booked with the "Flex" option you also have the right to cancel your booking until 3 pm on the date before arrival and get a full refund on your booking after an administrative fee of SEK 100 has been deducted and, if applicable, a booking fee of SEK 100 per booked

campsite/cabin, if the booking was made via other means than the website or our app.

5.3 Confirmation of changed or cancelled bookings are sent to the e-mail address you gave when you booked.

### 6. How do I change or cancel a booking made without Flex?

If you have made a booking without using the "Flex" option you do not have the right to change your booking once it is made. If you cancel your booking without "Flex" you do not have the right to a refund. If you cancel a booking that you have not paid in full, you will be obligated to pay Us the outstanding amount according to item 8.3.

### 7. Payment

7.1 In collaboration with Klarna Bank AB (publ), Sveavägen 46, SE-111 34 Stockholm, Sweden, we offer the following payment options, where payment is made directly to Klarna:

- **Payment by credit card (Visa/Mastercard):** You can either pay the whole sum immediately when you book or pay 20% (minimum SEK 500) if the booking is made more than 45 days before arrival. You then pay the outstanding sum within 45 days before arrival. If the booking is made less than 45 days before arrival, payment must immediately be made in full.
- **Klarna checkout**
  - Bank account: Your account will be charged immediately after payment has been made.
  - Invoice 30 days: Payment period is 30 days from the booking date. [Conditions](#) for payment within 30 days.
  - 6-month instalments
  - Pay at the end of the following month
  - Monthly invoice
  - Swish

7.2 You will find more information about [Klarna](#) and can read its [terms of use](#).

7.3 In order to offer you a range of payment methods, we need to share your personal identity number, contact details and order details with the supplier of the respective payment service. We recommend that you read our confidentiality policy. Use of this information is regulated by the applicable data protection law and [Klarna's confidentiality policy](#).

### 8. What happens if you don't pay?

8.1 If you do not pay your booking within the prescribed period, a reminder will be sent to the e-mail address you gave when you booked. The booking will then be cancelled unless full payment is received by us by the due date specified on the reminder.

8.2 If an unpaid booking, which has not been made with the "Flex" option, is cancelled according to item 8.1, you will be obligated to pay the booking in full despite it being cancelled due to late or non payment. If you do not pay the booking as mentioned above we reserve the right to pass the matter to a debt collection company.

8.3 If you cancel a booking not made with the "Flex" option before having paid it in full, you will be obligated to pay the booking in full despite the cancellation. If you do not pay the booking in its entirety we reserve the right to refer the matter to a debt collection company.

### 9. Special rules for rented cabins

9.1 You can check in from 3 pm on the arrival date. You must check-out by 11 am on the departure date.

9.2 Unless otherwise specified on the booking confirmation, bed linen, towels, cleaning (including final cleaning), high chairs or childbeds are not included in the rental price.

### 10. Special rules for rental of campsites

10.1 You can check in to booked campsites from 1 pm on the arrival date. You must check-out by 12 noon on the departure date.

10.2 In addition to one car, we allow a maximum of one camping unit per booked site, (which means a maximum of one camping tent or one trailer, mobile home with awning or canopy).

#### **11. Special rules for seasonal guests**

These conditions also apply to seasonal guests (long-term residents at campsites) unless otherwise explicitly stated in the seasonal agreement. If the conditions of the seasonal agreement are in conflict with the conditions of this agreement, the conditions of the seasonal agreement shall take precedence.

#### **12. What happens if you discontinue your stay?**

If your term of residence has begun and you are required for some reason to discontinue your stay, you will not receive a refund, irrespective of whether or not you booked with Flex.

#### **13. What are your rights?**

13.1 We always do our utmost to live up to your expectations. If the booked accommodation nevertheless does not live up to your expectations, you should contact reception at the Destination concerned. Complaints must always be made promptly and as soon as the deficiency is discovered so that we have a chance to remedy the deficiency. If your complaint is not made within the correct period you will lose your right to complain. First Camp will process your complaint as quickly as possible after receiving it.

13.2 If we fail to reach an agreement due to your complaint, you can turn to the National Board for Consumer Disputes (ARN [www.arn.se](http://www.arn.se)) which performs impartial evaluations of disputes between consumers and businesses.

#### **14. What are your obligations?**

14.1 Once you have purchased the accommodation, you undertake to abide by the rules of conduct applying at the booked Destination from time to time and to follow our staff's instructions. One of the most important rules we have at our Destinations is that you and your party should, between 11 pm and 7 am, should show the greatest possible consideration to the other guests and not disturb them. If you or anyone in your party does not follow our staff's instructions or allocable rules of conduct, we reserve the right to expel you and your party from the Destination. You will then lose your right to use the purchased accommodation or get a refund.

14.2 If you, or anyone in your party, causes damage to the accommodation or to the Destination concerned, you will be charged for the costs from it. We also reserve the right, if damage occurs, to expel you and your party from the Destination. You will then lose your right to use the purchased accommodation or get a refund.

14.3 3 Smoking is prohibited in all cabins. As regards the prohibition against keeping pets in the accommodation you have booked, please refer to the Website for information. If you, or anyone in your party, violates the applicable prohibition, you will be charged a fee of SEK 3,000. If the remediation costs exceed this amount you will be charged the amount equivalent to the remediation costs.

14.5 You are responsible for returning all keys and pass cards that you received when you checked in. If you lose a key or pass card you will be charged for changing the lock.

14.6 You are not permitted to sub-let or lend accommodation rented by you to another party. Furthermore the number of people staying in your booked accommodation may not exceed the number in your booking, or according to a separate written agreement with Us. Upon violation of the above, we reserve the right to expel you and your party from the Destination. You will then lose your right to access the purchased accommodation or get a refund. If you sub-let in breach of the rules, we reserve the right to hold you responsible for any violations by the sub-tenant and their party of the conditions in force in the agreement between you and Us.

14.7 Cleaning is not included in the price of the accommodation. If you leave the cabin unclean on your departure, you will subsequently be charged for the cleaning.

#### **15. Force majeure**

Neither you nor First Camp will be held liable for deficiencies in fulfilling the agreement if it is due to any of the below mentioned grounds for release, which shall be communicated to the other party without delay. Grounds for release according to this item 15 are military emergencies, acts of nature, flooding, industrial disputes, prolonged disruptions to water or power supply, fire or other similar major event that neither you nor We were unable to foresee or influence. They also constitute grounds for release when a supplier to First Camp is affected by such circumstances. Grounds for release shall free the invoking party from damages and other penalties.

#### **16. Storage of personal data**

You approve our Privacy policy in conjunction with the booking. Read more at our website: <https://firstcamp.se/om-first-camp/integritetspolicy/>

#### **17. Miscellaneous**

17.1 We reserve the right to transfer our rights and obligations in our agreement to another company in our group. You may only transfer your rights and obligations in our agreement after receiving the written approval of First Camp.

17.2 Please note that there may be exceptions to the booking conditions at the various Destinations during certain events and periods. Information regarding relevant deviations will be attached to your booking confirmation and can also be read about at the respective Destination's website.