

# Our Booking Terms and Conditions

## Booking and Confirmation:

When the booking deposit or the entire accommodation cost is paid, the guest accepts the booking conditions, making it binding. It is the guest's responsibility to verify that all information provided at the time of booking is correct, including arrival and departure dates on the booking confirmation.

## Arrival and Departure:

Guests can check in from 3:00 PM on the agreed arrival day. On the departure day, guests must check out by 11:00 AM. For guests staying in apartments with pre-booked departure cleaning, check-out is no later than 10:00 AM. Please inform us of late arrivals after 6:00 PM.

## Cancellation Policy:

Guests can cancel their stay up to 7 days before arrival and receive a 100% refund of the pre-paid deposit without providing a reason. Cancellations made less than 7 days before arrival will not be refunded. If the guest has purchased cancellation insurance from Klövsjöfjäll AB and can provide a medical certificate, cancellations can be made until the arrival day, and 100% of the deposit will be refunded (with a deduction for the cancellation insurance). Cancellation insurance costs 500 SEK per room and must be purchased at the time of booking. Cancellation can be made orally or in writing to Klövsjöfjäll AB.

## Insurance Coverage:

The insurance covers:

- Death, illness, or serious accidents affecting yourself, your travel companion, spouse, cohabitant, parents, children, or siblings.

## Guest Rights:

If a guest has any complaints, they must be reported as soon as possible, no later than 11:00 AM the day after arrival. Any issues that arise during the stay must be reported within a reasonable time so that we can rectify them. Otherwise, the guest's right to complain about the issue may be forfeited.

## Guest Responsibilities:

At least one adult (at least 18 years old) must stay in our rooms/apartments for the entire duration of the stay. Guests must take good care of the accommodation and follow the rules, instructions, and regulations in place. Between 11:00 PM and 7:00 AM, guests must be considerate and keep noise to a minimum. Guests are fully responsible and financially liable for any damage to the accommodation and its furnishings resulting from the guest's or anyone in their party's negligence. If departure cleaning has not been booked, the guest must clean the accommodation before departure according to the provided cleaning instructions. Failure to do so will result in Klövsjöfjäll AB charging the regular cleaning fee plus a 1500 SEK administration fee. All keys to the accommodation must be returned upon departure, or a charge of 100 SEK per key will be applied. Guests are responsible for washing dishes, disposing of garbage, and returning items to their proper place before departure.

## Smoking:

The entire hotel and all apartments are non-smoking. Smoking is only allowed in the designated smoking area in the courtyard. Violation of this prohibition will result in a cleaning fee of at least 1500 SEK for the guest.

## Pets:

Some apartments allow pets. Please inform us at the time of booking if you wish to bring a pet. The entire hotel is pet-free. Violation of this prohibition will result in a cleaning fee of at least 1500 SEK for the guest.

## Other Information:

- Hotel Rooms: We do not offer extra beds in our accommodations. Only children under 2 years old can share a bed with a parent. Maximum 2 persons per room; please inform us if you are more than 2 persons. We reserve the right to deny accommodation if there are more than 2 persons in the same room. At least 1 person over 18 years old per room. No child rooms are allowed.
- Apartments: Only as many persons as there are beds in the apartment are allowed. Renting a crib is possible; please contact us before arrival.
- In the event of any disruptions with Wi-Fi, no compensation will be provided.
- Klövsjöfjäll reserves the right to deny accommodation for late arrivals due to unforeseen events related to or affecting the accommodation. Delays regarding check-in times will not be compensated.

## Contact Information:

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HOTELL & KONFERENS



# Klövsjöfjäll