

# TERMS AND CONDITIONS

## 1. Please check your reservation

If anything is incorrect, please contact us immediately. For verbal promises to be considered to be valid, they must be confirmed in writing. The reservation becomes valid for both parties as soon as the reservation has been confirmed by us. We will confirm the reservation by giving you a reservation number after you have paid the registration fee or the full rent (see point 2) or when you have confirmed the purchase with the relevant payment provider.

## 2. Payment

See the payment conditions for Walley.

The following applies for companies and municipalities: If you book 60 days or more before arrival, the registration fee is SEK 3,500 + the cost of possible rebooking and cancellation protection. The registration fee must be paid within 10 days of the booking date and is deducted from the rental cost. The rest of the rent must be received by us at least 60 days before the agreed arrival date. For bookings made between 59 and 15 days before arrival, the full rental cost must be paid within two days. For bookings made 14 days or less before arrival, the full rental cost must be paid at the time of booking. If you do not pay the registration fee on time, the booking is cancelled. If you fail to pay the rental cost, this is considered to constitute a cancellation on your part and the cancellation rules apply.

## 3. Payment for add-ons

See the payment conditions for Walley.

The following applies for companies and municipalities: The full cost of booked add-ons must be paid at least 30 days before arrival. For bookings made 30-14 days before arrival, payment for the add-ons must be made within two days. For bookings made 14 days or less before arrival, the full cost of the add-ons must be paid at the time of booking. Any add-ons that are not paid for on time are automatically cancelled without notification.

## 4. Cancellation/change of accommodation

Cancellation must be made verbally or in writing to the reservation team. For the cancellation to be valid, you must have received a cancellation confirmation. You are responsible for ensuring that you can receive the cancellation confirmation by email (see point 9). In the case of cancellation more than 20 days before arrival, a handling fee of SEK 795 per cabin/apartment is charged. In the case of cancellation 20 days or fewer before the agreed arrival date, a cancellation fee equal to the full rent is charged. A change of arrival day, departure day or switch to another accommodation must be made by no later than 20 days before arrival and is subject to a rebooking fee of SEK 595 per cabin/apartment, regardless of the type of change. After that, the change is treated as a cancellation and a new booking. Booked add-ons can be cancelled free of charge until the day before the first day of use. This includes all booked add-ons for the accommodation, such as final cleaning and bed linen, as well as winter activities such as ski equipment, ski school and lift passes.

## 5. Rebooking and cancellation protection

If you have bought our rebooking and cancellation protection, you can rebook free of charge until 20 days before arrival. You do not need to state a reason or provide a certificate. If your arrival is 20 days or less away, you can rebook if you have a valid reason (see below); this is subject to a handling fee of SEK 200. You must provide us with a certificate.

You can also cancel your booking free of charge until 20 days before arrival if you have rebooking and cancellation protection (the cost of the protection must be paid). You do not have to state a reason or provide a certificate. If there are 20 days or fewer left until arrival, you can cancel your booking and get a refund, subject to a SEK 200 handling fee (plus the cost of the protection). A valid reason and a certificate are required. It is possible to cancel until the check-in time on the day of arrival.

The protection covers the following cases, which must have still been unknown at the time of booking:

- death, serious illness or accident involving your spouse, partner, family member or fellow traveler.
- enlistment in the armed forces or civil defense forces.
- any other serious event beyond your control which you could not foresee at the time of the reservation and which makes it unreasonable to expect you to retain your booking, such as a major fire or flooding in your home.
- divorce or a serious incident at the workplace are also valid reasons.



You must be able to prove the reason with a certificate from a doctor, authority, insurance company or employer. The certificate shall be sent to the reservation team as soon as possible, at the latest within two weeks from the day of cancellation. Rebooking and cancellation protection must be taken out at the time of booking the accommodation and cannot be added later or canceled after payment has been made.

#### **6. Right of withdrawal**

The right of withdrawal under the Distance Selling Act applies if your booking does not include accommodation (the Package Travel Act applies to this). If you want to exercise your right of withdrawal, you must notify us of this within 14 days of placing your order. More detailed information is available [here](#).

#### **7. Taking care of the cabin/apartment**

The minimum age for entering into an agreement with Branäs Fritidscenter AB is 18. The age limit applies to everyone in the party.

Proof of identification is checked on arrival. Exceptions apply to children accompanied by a parent/guardian. You must take good care of the cabin/apartment and follow the rules, instructions and regulations that apply. The person making the reservation is fully responsible for any damage to the property and its furnishings caused by negligence by that person or any other member of the party. Between the hours of 11 pm and 7 am you must show the utmost respect to other guests and not disturb them. You may not use the cabin/apartment for any purpose other than what was agreed at the time of reservation and you may not allow more people to stay in the cabin/apartment than was stated at the time of booking. The rental agreement will be terminated with immediate effect if you or a member of your party causes damage to the property or if a member of your party is disruptive. You are obliged to comply with the rules regarding smoke and the ban on pets stated on the front of the confirmation. Failure to comply with this ban will result in a cleaning fee from SEK 6,000 being charged. You must clean the accommodation before departure and vacate the premises by the specified check-out time. It is possible to book a final cleaning. If you choose to do the cleaning yourself, the accommodation will be checked after you have checked out. If you do not carry out the cleaning, it will be done at your expense and you will be charged a fee from SEK 1,500, depending on the size of the accommodation. However, an ordered or mandatory cleaning does not include clearing up inside and outside, washing dishes or taking away garbage/empty bottles. We are not responsible for items that are left behind.

#### **8. Pets**

Pets are generally not allowed. If you intend to bring a pet, always ask if this is allowed when making the reservation.

#### **9. Guest's address details**

You are responsible for ensuring that you can be contacted so that important messages can be communicated via the email address and telephone number stated at the time of booking.

#### **10. Complaints**

Any complaints should be made immediately to customer service on [feedback@branas.se](mailto:feedback@branas.se) or on phone +46(0)54-13 26 00. In order to be considered, claims for refunds must be received by Branäs Fritidscenter AB within 14 days after the end of the visit and be notified in writing.

#### **11. War, natural disasters, strikes, etc.**

Branäs Fritidscenter AB has the right to withdraw from the rental agreement if the cabin/apartment cannot be made available due to acts of war, natural disasters, labor disputes, significant interruptions in water or energy supplies, fire or other similar major events that we cannot foresee or influence. In such cases, we will refund you as soon as possible, less a deduction for how much you have already used the cabin/apartment.

#### **12. Contradictory information**

If contradictory information should appear in information provided by Branäs Fritidscenter AB, the information sources apply in the following order: 1) Booking confirmation/specific conditions of the payment document 2) Website ([www.branas.se](http://www.branas.se)) 3) General terms and conditions 4) Other printed material. With reservation for possible printing errors.

#### **13. Personal data policy**

Branäs Fritidscenter AB, corporate ID number 556491-8075, is responsible for processing the personal data you register, such as your name, address, personal identification number, mobile phone and telephone number and email address. We process your personal data to enable us to manage your bookings and your account with us ("My Pages"), and to provide you with relevant information about your booking. We may also process your personal data to carry out market and customer analyses and for statistical purposes. Your personal data may also be disclosed to and processed by our parent company Branäsgruppen AB (corporate ID number 556694-



2107), its subsidiaries in the Branäs Group and our partners, for the above-mentioned purposes. Personal data is stored for the duration of an ongoing customer relationship and for a period thereafter, or in accordance with other applicable legislation. As a subscriber to our newsletter, we keep your personal data for as long as you are a subscriber with us. You can unsubscribe via a link provided in each mailing. You have the right to request in writing details of the personal data we have registered about you and how this data is used. You also have the right to request that we correct or delete inaccurate data about you. You also have the possibility to correct your data yourself via "My Pages". If you have any questions, you can contact the Branäs Group on +46 (0)54 13 26 00.

#### **14. Reservation of rights**

We reserve the right to change prices due to changes in currencies, taxes, etc. or printing errors. Maps and drawings are not intended to be detailed and exact, but only provide rough orientation. The stated distances are approximate.

#### **15. General terms and conditions**

In all other respects, we follow SRF's General Terms and Conditions for Leisure and Group Travel.

#### **16. Snow guarantee**

The snow guarantee is valid for the entire period that the facilities are open. You can choose to rebook to our other ski resort (Kungsberget), cancel or prematurely end your trip if we don't have at least two slopes open during your stay.

You can choose to rebook or cancel your trip at the latest at check-in time. If you want to prematurely end your trip, you can do this until 11 am on the day after arrival. When rebooking, the full amount paid is transferred to the new booking and any difference is paid by you as the guest. If the cost is lower, you are refunded the difference. If you cancel or prematurely end your trip, you will be refunded the amount you paid us for your skiing. In other words, for lift passes, ski rental, ski school and cabin rental including cancellation protection.

The guarantee applies to accommodation booked by Branäs Fritidscenter AB. The snow guarantee does not apply to currently closed lifts or slopes, as a result of technical problems or bad weather.

The snow guarantee applies to the following 11 slopes and 9 lifts:

Slopes: Sidvinden, Lilla Amundsbacken, Stora Amundsbacken, Lobacken, Säterbacken, Ekorrhbacken, Nedre

Långsvängen, Sydpolen 3, Nordpolen 2, Nordsjöbacken, Genvägen

Lifts: Motvinden, Amundsliften, Toppexpressen, Kotten, Loliften 1, Istappen, Björnbusan, Gondolliften, Sjöexpressen

#### **17. Miscellaneous**

The price of the accommodation does not include cleaning, bed linen, towels, toilet paper, washing-up liquid, etc. unless otherwise stated on the confirmation. Remember to bring everything you need for your stay. The cabins/apartments marked in the booking confirmation as agency properties are owned by somebody other than Branäs and are rented out by Branäs on behalf of the owner.

