

Booking conditions

Who is responsible for rentals?

United Camping Holding AB, org.nr: 559082-2523 (First Camp) owns several destinations. The company that owns and manages the destination, where you have booked your accommodation, (the company is stated in your booking confirmation) is the contracting party for your stay. The company is referred to as "First Camp," "we," "ours" or "us." Our destinations are collectively referred to as "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 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 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 day before arrival and receive a full refund on your booking minus any booking fees. No changes can be made, and no refunds will be made on your booking after 3pm the day before arrival or during your stay.

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.

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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 do not 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), highchairs 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 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) which performs impartial evaluations of disputes between consumers and businesses.

14. What are your obligations?

14.1 You undertake, with the purchase of accommodation, to follow us at any time valid rules of comfort and order at the Destination the booking refers to and to follow the instructions of our staff. One of the most important comfort and order rules we have at our Destinations is that you and your party must observe the greatest consideration and silence towards other guests (see Website). If you, or someone in your party, does not follow the instructions of our staff or the applicable welfare and order rules, we reserve the right to reject you and your party from the Destination. You then lose your right to use the purchased accommodation or get back what you paid.

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 Smoking is prohibited in cabins, rooms, glamping tents and common facilities. Whether there is a ban on pets for the accommodation you have booked is shown on the Website. If you, or someone in your party, violates the applicable prohibition, you will be charged a fee. If the cost of remediation exceeds such amount, you will be charged an amount equal to the cost of remediation. You are also charged for lost revenue for the days that the accommodation is not in a condition to be rented out to new guests.

14.4 If you or someone in your party, through a proven violation of the Destination's comfort rules or booking villas, causes a security guard to be called out, a fee will be charged.

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://en.firstcamp.se/about-first-camp/policy/privacy-policy>

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.