



BOOKING CONDITIONS

What are the conditions when I book a room, cabin or camping pitch?

These general terms and conditions apply both when you book accommodation such as overnight stays at a camping or cottage site and when you book packages with overnight stays and other arrangements provided on www.langasjonas.com. Bookings include both online bookings and bookings by telephone and e-mail.

Who is responsible?

Långasjönäs Camping & Stugby AB, Långasjönäsvägen 49, 37491 Asarum, is responsible for the booking system. Organization number 556749-6301. Långasjönäs Camping & Stugby AB is also responsible for your booking, both in terms of your stay and other products/services. Any complaints about your booking should be directed to Långasjönäs Camping & Stugby AB.

Age limit for booking

To book/enter into an agreement with us, you must be at least 18 years old. Identification may be required at check-in. For young people under the age of 18, bookings can only be made in consultation with and with the express permission of parents/guardians and the owner or reception manager.

When does my booking become binding?

Online booking via the Långasjönäs website:

Your booking becomes binding once you have booked online, regardless of whether you have booked with (advance) payment or via invoice. Always check that your booking matches what you have booked.

Bookings by e-mail and telephone:

Your booking becomes binding once we have sent you a confirmation by e-mail (or regular mail if you don't have an e-mail address). Your booking will normally be confirmed within 24 hours. If you have not received a confirmation in your inbox, please check your spam and/or contact us - preferably via the contact form on the website.

Even if you have not received a confirmation in your e-mail or mailbox, this does not mean that you can cancel free of charge. Your booking is binding when a booking confirmation is sent from us, which for various reasons may not have reached you. If your e-mail address or postal address, which you have provided to us, is incorrect or for any other reason doesn't work, this is not a reason for free cancellation.

Always check that your booking matches what you have booked.

Booking via Online Travel Agencies (OTA)

Examples of OTA's are: Pincamp, Natuurhuisje.nl, Booking.com, Hotels.com, Expedia, SCR, Visit Blekinge, etc.

Your booking becomes binding once you have booked via one of these OTAs and their booking conditions apply. However, here we also apply a 24-hour right of withdrawal, within which time your booking can be cancelled free of charge. Always check that your booking matches what you have booked.

General Information:

Even when the booking conditions above are used as basic conditions, there is always the possibility to contact us for specific situations.

Open purchase for 24 hours

You always have a 24-hour open purchase period. Refunds on bookings referring to open purchase are made directly via:

- 1) Långasjönäs Camping & Stugby: For bookings made directly with us. This applies to ~~both~~ bookings via e-mail, telephone or online bookings via the website www.langasjonas.com.
- 2) Our partners: for bookings made via one of our partners, such as Pincamp, Natuurhuisje.nl, Booking.com, Expedia, Hotels.com, Visit Blekinge, Camping.se, etc., cancellations must be made directly via them.

Method of payment

Payment by credit/debit card:

Online payments can be made with both VISA and Mastercard. Debit and credit cards.

Payment by invoice in SEK or EURO

You can also choose to pay by invoice. An invoice will be sent to your email and you pay the booking amount by the due date.

When should I pay?

If the total amount does not exceed 1500 SEK incl. VAT, we charge the full amount directly.

Is your arrival date within the next 60 days?

Then the invoice is to be paid in full by the due date on the invoice.

Is your arrival date more than 60 days away?

Then you will first receive a deposit invoice for 30% of the total booking amount. This invoice must be paid according to the due date on the invoice. The invoice for the remaining amount will be sent approximately 60 days before arrival.

When you have received a deposit invoice, but prefer to pay the full amount immediately, you can choose to pay the full amount instead (the full amount can be seen in the booking confirmation). Once we have received your payment, you will receive a confirmation of your payment.

If you booked via an OTA (Booking.com, Hotels.com, etc.), please refer to their booking conditions.

Is your arrival date within the next 40 days?

You must pay the full amount within 10 days.

Is your arrival date within the next 10 days?

You must pay the full amount within 3 days.

What happens if you don't pay by the due date?

If we don't receive your payment on time, the following will happen:

Payment reminder 1

A payment reminder will be sent to the email address you have provided. Payment must be made by the due date of this payment reminder (10 days standard).

Payment reminder 2

We will send a reminder to the mobile phone number you have provided, via SMS, and a copy to the email address you have provided.

If payment has still not reached us within 5 days of reminder 2, your invoice will be transferred to our collection agency Marginalen Core, who then will collect the overdue amount from you. This involves additional costs for you.

What happens to my booking when I have not paid my booking by the due date?

Your booking will be kept, even after we have sent the first reminder.

Your booking will be kept up to a maximum of 5 days after we have sent the second reminder.

If you have still not paid your booking fee after the second reminder, we may decide to remove your booking, in which case we will confirm this by email. In other words, as long as we have not sent you a confirmation that your booking has been cancelled, it will remain.

Even when we have deleted your booking due to an unpaid invoice, your payment obligation under these booking conditions remains.

What if I want to change or cancel my booking?

You can request a change to your booking by sending a message via the contact form on the website.

Depending on availability, the change may or may not be allowed.

If you wish to cancel, this can only be done by sending a message via the cancellation form. The booking is considered cancelled when you have received confirmation of cancellation from Långasjönäs Camping & Stugby AB. After you have filled in the cancellation form you will receive an auto-reply confirming your cancellation. The time stamp on the e-mail will be used as the basis for determining the cancellation fee or possible refund.

If you have booked via OTA, the change and cancellation policy of OTA applies.

Cancellation fee (without cancellation insurance)

For cancellations without cancellation insurance, the following cancellation fee will be charged:

✓ For cancellations 40 days or more before arrival: 30% of the booking price (registration fee)

✓ In case of cancellation 39-12 days before the arrival date: 50% of the total price

✓ In case of cancellation 11-2 days before the arrival date: 75% of the total price

✓ In case of cancellation 1-0 days before arrival date: 100% of the total price

Cancellation fee: 150 SEK

Cancellation insurance conditions

You can protect yourself against the cancellation fee by taking out a cancellation insurance.

Cancellation insurance can only be taken out at the time of booking. The cancellation insurance is valid per unit. With cancellation insurance, you can cancel up to 24 hours before the arrival date, provided that one of the events listed below has occurred:

1. death, illness or accident of a serious nature suffered by you, your spouse, your partner, your or your spouse's/partner's parents, children, siblings or fellow traveler, there is any other serious event beyond your control, such as a major fire or flood in your home, your car breaks down, a car accident or any other type of event which means that it is unreasonable to expect you to stand by your booking.
2. You must be able to prove your incapacity with a certificate from a doctor, authority, insurance company, or other type of proof (photos, statement, invoice or similar) and notify Långasjönäs Camping & Holiday Village as soon as possible when one of these events has occurred via the cancellation form on the website. Certificates received later than seven (7) days after the cancellation date will not be considered.

In case of cancellation, you will be refunded for the total amount of your booking fee minus the actual costs of the cancellation insurance and an administrative fee of 150 SEK. The booking is considered cancelled when you receive an e-mail confirmation from Långasjönäs Camping & Stugby AB.

Events that fall under the term "force majeure" are not insured, such as war, riots, strikes, power outages, unexpected legislation, lock-down and the like.

Pets

Dogs are allowed on the campsite, as well as in all our cottages. Dogs must be kept on a lead when outside. Dogs are also allowed to swim anywhere in the lake, except by the communal beach. Cats are by principle allowed, but explicit permission must be given by the reception manager or the owner. For other pets it is always necessary to contact the reception manager or the owner first.

Nature and surroundings

In and around the holiday homes you can expect some presence of insects and mice depending on the season. Cobwebs may be present indoors and ants may be present on the house grounds. The camping cannot be held responsible for this. There is pesticide against mice under each cottage and this helps quite well, but not conclusively to avoid mice occasionally entering the cottage. We do all we can to control insects and pests, but we cannot do much more than that.

When you book a cabin in the countryside, you must accept the presence of insects and pests and it is therefore not appropriate to demand any form of compensation. However, we always try to resolve the

situation as best we can, within reason, and in some cases the campsite owner may decide to provide some form of compensation anyway.

Wasps

In the event of major insect infestations, such as wasps, reception must be notified immediately so that staff can assist in controlling these insects. Usually the caretaker can solve the problem. In the case of larger wasp nests or wasp nests that are difficult to reach, we will call Anticimex, who then will fix the problem.

Mice

Mice in particular, are perceived as unpleasant. They are nocturnal animals that move about in the middle of the night and sometimes even move around the cottages. The only way to control them is by setting mousetraps. If you have problems with mice, you need to contact the reception. For those who don't have major problems with setting mousetraps themselves, you can have some to set in kitchen doors and/or other places in the cottage. If you would rather have us set mousetraps instead, we will arrange that.

To avoid problems with mice, it is important not to put food items under the kitchen counter or in other places where mice may have access to these items. Make sure you dispose of food waste and other rubbish in the evening, so that nothing edible is left under the kitchen counter or in other places where mice can get to it.

Ants

Ants can also get into the cottage. This problem can usually be solved by using ant boxes with pesticide, which are available at the reception. For bigger problems, you can contact the reception and the caretaker will bring ant powder.

Checking in and out camping

We handle the following check-in and check-out times:

Check-in: 12.00 (noon)

Check-out: 12.00 (noon)

Check-in and check-out cottages

We handle the following check-in and check-out times:

Check-in: 15.00 p.m

Check-out: 11.00 a.m.

When you check in to your cabin, everything should be in order and your cabin should be clean and tidy.

We ask you to check that your cabin is clean, tidy and that everything is in order and meets your expectations when you check in. If for any reason you are not satisfied, please contact the reception immediately so that we can rectify the situation. It is therefore not possible to complain about, for example, poor cleaning afterwards, when we have not had the chance to check this.

Camping Key Europe

If you have Camping Key Europe, you are covered by accident insurance to protect you and your family while staying at the campsite. You are otherwise responsible for ensuring that you have adequate insurance cover during your stay.

Safety distance

The distance between two camping units or between a camping unit and a tent shall be at least 4 meters. A camping unit is a caravan or motorhome including any awning (or similar). The camping unit must be placed at least 2 meters from the boundary of the site, both sideways and behind. It is your responsibility as a camper to ensure that the distances to your neighbors are maintained. If this is not respected, the entire camping unit must be moved so that the 2 meter limit to the site boundary is respected.

Personal Data Act

Långasjönäs Camping & Stugby is responsible for processing the personal data you provide in connection with renting a pitch/cottage with us. Långasjönäs Camping & Stugby AB will process your personal data in order to administer the booking and payment, and to otherwise be able to fulfill Långasjönäs Camping & Stugby's obligations and safeguard rights under the agreements entered into with you. The data may be disclosed to debt collection agencies, authorities/courts for collection, determination and fulfillment of your contractual obligations.

Your personal data will be stored for 24 months after the end of the contractual relationship. This period is restarted when a new booking is made with the same personal data.

For more information about our cookie policy and practices under the General Data Protection Regulation (GDPR) please refer to our Privacy Policy available on the website.

For questions, please contact Långasjönäs Camping & Stugby, Långasjönäsvägen 30, 37491 Asarum, T:0454-320691, E: info@langasjonas.com

Cleaning

At Långasjönäs Camping & Stugby we are committed to ensuring that our cottages are cleaned to a consistently high standard. If you as a customer feel that your cottage doesn't meet your expectations, please let us know. When you check out, you should leave the cottage as you would like to find it, so that the next guest can start their holiday in a nice and clean cottage.

When you have not booked final cleaning, with your booking, but have chosen to clean yourself, you are expected to clean the cottage according to the cleaning guidelines available in each cottage (hanging on the wall) and on the website. All cottages will be thoroughly checked after check-out. If the cottage is not cleaned or not cleaned well enough, we will charge a cleaning fee.

By making a booking (online, by phone or by email) you accept our booking conditions and the risks of cleaning yourself, which means that if your cleaning is not approved (or only partially approved) you will receive an invoice for this extra cleaning.

The amount of the invoice will depend on how much extra work our cleaning team needs to put in to clean your cottage.

We will take pictures as evidence in case we discover damage or if we find that the cleaning has not been done according to the guidelines.

If we send you such an invoice, we will always state why you are receiving this invoice for extra cleaning and we will also state the time it took our cleaning team to clean the cottage. For every minute started, we will invoice 25 SEK for cleaning + a fixed fee of 200 SEK.

If you want to dispute the invoice you received, you can always contact us and we will be happy to listen to your arguments. Our goal is to always try to come to an agreement. If there are reasonable arguments that justify a change in the invoice, we will change the invoice (or even delete it). If there are no reasonable arguments to justify a change in the invoice amount, the invoice will remain as it is and must be paid.

When there is a disagreement about the cleaning fee

By accepting these booking conditions, you agree to the above cleaning rules. Should you for any reason disagree with our assessment of unauthorized cleaning and associated costs and a disagreement arises, the cleaning team's judgement on which cleaning charge should be invoiced will apply. This assessment cannot be disputed and by booking a cottage with us, you accept our assessment of the cleaning charge.

If you clean according to a routine list, you do not need to worry about being invoiced for extra cleaning.

However, when you are not confident in your own ability to clean properly, we advise you to order final cleaning instead. Please book final cleaning together with your booking, as we can only accept a certain number of final cleanings per day.

The above strict rules have had to be added to the booking conditions in order to guarantee a facility with well-cleaned cottages and satisfied guests, as well as to allow our cleaning team time to do the cleaning work. We hope for your understanding.

Cleaning products // Consumables

Cleaning products are provided in each cottage, as well as cleaning equipment, such as vacuum cleaners, swiffer, bucket and such. If you run out of cleaning products or have problems with your cleaning equipment, please contact the reception for assistance. Extra vacuum cleaner bags and swiffer cloths are available in each cottage.

The cottage rental doesn't include: toilet paper, washing-up liquid, soap, dishcloth, paper towel, etc. Remember to bring what you need for your stay.

What happens if something goes wrong?

If what you have booked is not provided in the promised conditions or at the right time, and you are not offered the corresponding booked item, you have the right to cancel free of charge. In this case, you will be reimbursed the full price of the booking. Furthermore, you will be reimbursed for proven reasonable costs incurred as a result of Långasjönäs Camping & Stugby AB's breach of its obligations as described above. From these costs any benefit you have had from using another cottage, camping site, etc. than the booked shall be deducted. Instead of cancelling, you can demand a reduction in the price of your booking.

Complaints about your booking must be made to Långasjönäs Camping & Stugby within one (1) day of the date of arrival. Errors that occur during your stay must be reported immediately to Långasjönäs

Camping & Stugby AB so that they can rectify the error. The same applies when you consider your cottage to be insufficiently cleaned or when you have other objections. If you fail to report a fault, you cannot claim compensation.

If you have received compensation but are not satisfied with it, you must notify Långasjönäs Camping & Stugby AB Långasjönäsvägen 30, 37491 Asarum or via the contact form in writing within ten (10) days of your departure.

What are my obligations?

You are obliged to check the booking confirmation yourself as soon as you receive it. Any inaccuracies must be pointed out immediately. Assurances made by the booking staff that are of material importance to you must be noted in the booking confirmation in order to be invoked. You must comply with the rules and instructions applicable to your booking. Information on the applicable rules of procedure is available on the website. An overview of your obligations as a guest:

- 1) You must take good care of the cottage/camping site and comply with the rules, instructions and regulations in force.
- 2) You are responsible for any damage caused to the property/camping site and its furnishings by you or someone else in your party being negligent.
- 3) You may not use the cottage/camping site for any purpose other than what agreed upon at the time of booking (usually leisure purposes).
- 4) You may not transfer the cottage/camping site to another person or allow more people to stay in the cottage/camping site than you stated at the time of booking.
- 5) Violation of the smoking ban in the cottage entails a clean-up charge of 8,000 SEK for you as a tenant.
- 6) You are responsible for returning all keys to your cottage/camping site upon departure, otherwise you will be charged 550 SEK for a new key, per key.

Key cards that break may be exchanged for a new one at no extra charge.

7) The agreement will terminate with immediate effect if you or anyone in your party is disruptive or cause damage or if the cottage/site is used for an unintended purpose. If the contract is terminated due to the above mentioned causes, you and your party must move out of the cottage/camping site and you are not entitled to recover any part of the rent.

8) In addition to the usual rules of order, the following also applies:

✓ Peace and quiet shall prevail between 10.00 pm and 8.00 am.

✓ Only 1 car per camping site/cottage (except for cottages C01-C04 where no car is allowed, the car is parked in the central car park at all times)

✓ Placing fixed devices such as fences and paving is not allowed

✓ Windbreaks made of fabric may be used, however, these must be placed so as not to obstruct the view at intersections, at least 1 meter from the corner of the camping site and a maximum of 80 cm high.

What happens if the organizer and I don't agree?

In the first instance, you should contact Långasjönäs Camping & Stugby AB with any complaints. If you don't agree with Långasjönäs Camping & Stugby AB, you can turn to the General Complaints Board.