

Booking terms Grännäs Camping & Stugby

Other booking terms can apply when booking online via other channels.



Age limit for booking

You must be at least 18 years old in order to book or sign a contract with us. Identification may be required upon check in.

Booking/payment

Reservations exceeding SEK1000 will be invoiced in advance. The reservation is official after the payment of this booking deposit (30% of the total amount). The rest amount can be paid at arrival unless otherwise agreed. If the deposit invoice is not paid within the time required, we have the right to cancel your booking and the cancellation rules will apply.

Reservations exceeding SEK1000 and arrival within 6 weeks will be invoiced 100% in advance. The reservation is official after the payment. If the invoice is not paid within the time required, we have the right to cancel your booking and the cancellation rules will apply.

Cancellation

You can cancel by email (avbokning@grannascamping.se). Cancellation directed to anyone else will not be deemed valid.

- cancelling more than 40 days before the arrival date you will not pay any more than a service fee of SEK 200 and we will return your (deposit) amount by bank.
- cancelling the booking between 39 and 12 days before the arrival date, we'll keep 25% of the (deposit) invoice amount plus a service fee of SEK 200 and we will return the rest amount by bank.
- cancelling the booking between 11 and 2 days before the arrival date, we'll keep 75% of the (deposit) invoice amount plus a service fee of SEK 200 and we will return the rest amount by bank.
- cancelling the booking on the arrival date or one day before, we will keep the total amount of the (deposit) invoice.

If you have not cancelled, and you do not come to claim the booked accommodations, the camping facility will be entitled to charge you the entire amount of the rental. Changes to different period or accommodation will be deemed to be a cancellation and new booking

Departure earlier than planned

If you choose to leave earlier than planned, no money will be refunded unless otherwise agreed with us.

Cancellation insurance

You can protect yourself against cancellation costs by buying cancellation insurance at a cost of SEK 249 per booking. Cancellation insurance may be ordered only in conjunction with booking, and will allow you to cancel up to 24 hours before the date of arrival at no cost when any of the following conditions are satisfied:

Death, sickness or serious accident affecting you, your husband/wife, cohabitant, the parents of your husband, wife or cohabitant, children, siblings or travelling companion

Other serious events beyond your control, such as extensive fire or flooding of your home, which would render it unreasonable to demand that you honour your booking. * Draft notices for induction into the armed forces or civil defence. You must be able to substantiate your impediment by a certified statement from a doctor, government agency or insurance company, for example. Certificates received more than seven (7) days after the date of cancellation will not be considered. The fee for the cancellation insurance and any booking fee will not be refunded in the event of cancellation.

Check-in and check-out times

Cabin check-in is at 15.00 and check-out kl. 11.00 unless otherwise agreed. For a campingspot we apply a check-in/out of 15.00. If the cottage or site is not vacated in time, you will be charged for any additional costs that arise from the inability of the next guest to check in at the proper time.

Rules of conduct

The SCR Rules of Conduct apply at this camping facility. There may be local additions regarding objects to be placed on sites, automobile parking, running electric cables, sewage tanks, and other matters, based on government agency requirements.

Violation of the rules of conduct may lead to a guest being excluded from the premises.

Insurance

You yourself have the protection you consider necessary, such as liability, accident and travel insurance. If you are checked with a valid Camping Key Europe, special insurance applies in case of an accident on site.

Camping site responsibility

The campsite is responsible for damage caused to you by proven negligence by the camping host or by this employee in the context of their service obligations.

The campsite is not responsible for any damage suffered by third parties or other guests. Nor for damage that is done outside the campsite's control.

Complaints and refunds

If the leased accommodations do not comply with the description promised, this should be reported to us within 2 hours of your arrival so that we will be able to remedy the situation. We urge you to report any defects arising during your stay, without delay.