



## GENERAL BOOKING TERMS FOR IDRE HIMMELFJÄLL RESORT AB

These conditions apply between Idre Himmelfjäll Resort AB (in the following text referred to "IHRAB" or "we") and the one who himself or through another person books accommodation at IHRAB's (in the following text referred to as "guest" or "you"). The booking/reservation may apply to accommodation in cottages/apartments and other products/services, alternatively a combination of these (so-called packages).

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### 1. RESPONSIBILITY

Responsible lessor/organizer is Idre Himmelfjäll Resort AB, Box 127, 797 02 Idre, phone +46 (0)253-402 00, organization no. 556192-9240, VAT no SE556192924001.

### 2. PRIVATE BOOKINGS

To book accommodation at IHRAB, you must be at least 20 years of age. Identification takes place at arrival. Deviating age regulations may occur during certain periods. Meeting the age limit is a requirement to gain access to the accommodation. Minor guests who travel without a guardian's company, must have the guardian's written approval. If the age limit is not met, we have right to cancel the accommodation booking.

### 3. GROUP BOOKINGS

A group is an association, an organization, a school or a company consisting of at least 20 persons (not families). The booking must be made by an authorized/contact person (who must be at least 25 years of age) and the booking must be done in the association's, organization's, school or company name. Organization number and contact person must be stated at the time of booking.

### 4. ACCOMMODATION BOOKINGS

All prices are stated in Swedish kronor (SEK). The basic price includes rent of cottage/apartment, electricity, water and beds incl. blankets and pillows. (not sheets and towels). Variation in description/furnishings and bedrooms without windows may occur. Snow shoveling of any balconies/patios is taken care of by the guest. Booked cabin/apartment may not be used for other than holiday, unless otherwise is agreed with IHRAB at the time of booking. In that case the agreement shall be written.

The number of people in the accommodation must not exceed the number of beds in the accommodation. No discounts for children or extra beds in the cottage/apartment will be given. IHRAB reserves the right to change the accommodation to an equivalent or upgrade, until the day of arrival without notify. Different discounts or offers cannot be combined.

The accommodation is available from 16.30 on the agreed day of arrival. Until 10.00 on the agreed departure day, unless otherwise agreed.

Maps and distances provide only an approximate representation of location and space.

Please observe! Our smoke and pet-free accommodations are not allergy-free.

### Additional products

Bedlinen, towels, cot/chair, departure-cleaning, pet fee, ski pass, ski rental, ski school or activities are not included in an accommodation booking but can be added in subject to availability. See more info below: 5. Booking of extra products/event.

Dishwasher tablets are normally not included but may remain after previous guest. Cleaning agents and 1 toilet paper roll are included at arrival in the accommodation. The square meter indications refer to the exterior dimensions of the cottage/apartment.





## 5. BOOKING OF EXTRA PRODUCTS/ EVENTS

Bookings of cot/highchair, ski equipment, firewood and bed linen can be made up to 3 days before arrival in subject to availability. All pre-booking of extra products/ arrangements must be paid for before arrival. See more information in: 9. Payment. Departure cleaning is booked in subject to availability.

## 6. PACKAGES

When booking a so-called package, arranged by IHRAB, it is not possible to cancel or change individual products in the package.

To cancel a package, see text section about "Cancellation". For groups and conference arrangements where meals and/or activities included, we refer to Visita's general terms and conditions.

## 7. UNSPECIFIED BOOKINGS

With unspecified booking means that the accommodation is assigned at check-in. The accommodation is adapted to the number of guests stated and paid for at the time of booking. When a booking is made for more than 8 persons beds can be distributed among several accommodations. Place in extra bed may occur. The accommodation has toilet/shower, TV and cooking facilities. In case of special requests regarding the accommodation or the accommodation location, we recommend that you book a specified accommodation.

## 8. THE BOOKING BECOMES OFFICIAL

The booking becomes official immediately at the time of booking and you pay with credit card thru Klarna's payment service. You undertake to pay according to the agreements you have with Klarna. IHRAB will send a Confirmation/ Invoice please NOTE that it says: 0 SEK left to pay then this one is merely a confirmation. Please observe! IHRAB do not send any confirmation that payment has been received.

## 9. PAYMENT

IHRAB has entrusted the invoicing and payment to Klarna. Payment takes place via Klarna directly at the time of booking. You can choose to pay everything by debit or credit card. To split the payment, you must be a Swedish citizen. In order gain access to the accommodation, 100% of the total booking amount must be paid.

When paying from abroad, the guest must pay any fees in the home country and/or in Sweden. IHRAB must have received full payment for the booking in SEK.

The payment options available to each guest are provided by Klarna.

For payments from countries outside Sweden, only direct card payments via Klarna are accepted.

## 10. CHANGE OF BOOKING

Changes of an accommodation booking are only permitted if you have added a cancellation protection. A change can be made up to 40 days before arrival against a rebooking fee of 1.000 SEK.

Changes of an accommodation bookings can be made subject to space, ability and change to another accommodation for the same number of days during the same season. The booking can be changed free of charge to apply another person. Change of additional orders - see point 12. Cancellation.

## 11. CANCELLATION PROTECTION

IHRAB offer a purchase of cancellation protection. This protects you as a guest in case of a cancellation. The cost of the cancellation protection is 400 SEK per cottages/ apartment. For group bookings/ arrangements and unspecified trips, where price/person applies, a personal cancellation cover can be purchased for 100 SEK/person.

Cancellation protection can only be ordered at the time of booking of accommodation and applies to: Death, illness or accident that may occur for you, your spouse, partner, family or fellow traveler. Medical certificate is required.

Call-up to the armed forces or civil defense, against a copy of authority decision. Serious event beyond your control, which could not be foreseen at the time of booking, and which means that it is not reasonable for you to go on your trip: For example extensive fire or flood in your home, divorce or dismissal from your job, against certificate. For a refund, read further under 12. "Cancellation".

## 12. CANCELLATION

You can cancel your accommodation by contacting IHRAB's booking department at bokning@idrehimmelfjall.se or phone +46 (0)253-402 00. You are responsible that the cancellation reaching us. When IHRAB have received your cancellation, we will send you a confirmation. We only accept cancellations by the guest who made the reservation. When canceling we need the following information: name, booking number and arrival date.

Provided that rules under point 11 are met following applies: Cancellation can be made until 12.00 the day before arrival.





In case of cancellation when there are 41 days or more remaining, IHRAB keeps the fee for the cancellation protection 400 SEK and an administration fee of 500 SEK per cottage/apartment.

In case of cancellation when it is 40 days or closer to arrival it also requires a medical certificate for someone in the party, in order for cancellation to be refunded.

IHRAB then keeps the fee for the cancellation protection 400 SEK and an administration cost of 500 SEK, the rest is refunded.

#### **For personal cancellation protection:**

IHRAB retains the fee for cancellation protection and an administration fee of 200SEK/person.

In case of cancellation/change of pre-ordered food, activities, ski school and ski rental the fee is 100 SEK/booked item. Cancellation of extra items can be made up to 4 days before start day. Cancellation of extra items with 3 days before start day, full price will be charged.

If cancellation protection for accommodation has not been purchased following applies:

If cancellation protection is not purchased, IHRAB keeps 100% of the payment. (It is not refundable). The guest is then referred to any own travel insurance.

### **13. CANCELLATION WHEN THE VISIT HAS STARTED**

If you decide to cancel your stay, when it has already started. The accommodation is non-refundable.

Ski rental is only refundable if you can provide a medical certificate and only the remaining rental period is refunded. You will be refunded from the day the ski equipment is returned and you provide a medical certificate.

Ski equipment booked in a package can only be canceled in accordance with the cancellation rules, which applies to accommodation as above.

When canceling a ski school/activity that has already started, you will be refunded for the remaining time of the ski school/activity if medical certificate is provided. Valid from the day the doctor's certificate is printed and IHRAB has been notified.

Ski and track passes can only be refunded if you can provide a medical certificate and only of the time remaining on your ski/track-pass. You will be refunded from the day medical

certificate and ski/track-pass are returned to the nearest sales point.

Ski/track pass booked in a package can only be canceled in accordance with the cancellation rules, which applies to accommodation as above.

When canceling pre-ordered food later than 4 days before start day, full price is charged.

### **14. FORCE MAJEURE**

Both parties have the right to withdraw from the agreement if the accommodation can't be provided due to acts of war, natural disasters, labor market conflict, longer interruptions in water or energy supply, fire or other similar major events, which neither IHRAB nor you could foresee or influence. In such cases, IHRAB is obliged to repay that amount which the guest paid, with a deduction for any days used of the cottage/apartment and used additional products.

### **15. RECLAIM**

If the accommodation provided is not in the agreed condition and we cannot remedy/fix this or offer you equivalent accommodation, you have the right to terminate the agreement.

If you have complaints about the accommodation, you must present them to IHRAB as soon as possible, but no later than 12:00 the day after arrival. If errors should appear during your stay, you must notify IHRAB immediately so that we can correct them.

If you as a guest have not reported any faults or issues to the relevant staff on-site during your stay, and Idre Himmel fjäll has been given the opportunity to rectify the situation, you as a guest are not entitled to any price reduction or compensation.

If we cannot agree, IHRAB refer to Visita's Responsibility Board. <http://www.visita.se/globalassets/mitt-fo-retag/ansvarsnamnden/infoblad-ansvarsnamnden-gast.pdf>, The General Claims Board (ARN) (<https://www.arn.se/>) or general court.

### **16. CLEANING**

If you have any complaints regarding the cleaning contact the housekeeping service immediately or latest at 12 pm day after arrival. Phone number is available in your accommodation. Observ! Do not clean yourself.

If you have ordered departure cleaning check-out time is latest 10.00 am. Leave the keys in box outside the reception.





You must empty your rubbish at the garbage stations, wash the dishes, fold all beddings and empty the ashes from the stove. Any rented linen sets/towels are placed inside the front door.

If you clean yourself, check-out is latest 11.00 am. You will find cleaning instructions together with a protocol in your arrival envelope. The signed protocol and keys must be returned in the reception upon check-out. If you check out before the reception opens, keys and protocol is returned in the arrival box outside the entrance.

### 17. KEYS

Keys to booked accommodation are handed out at the reception or in the arrival box outside the Reception at the northern entrance of Idre Himmelfjäll, from 16.30 on the day of arrival.

All keys must be returned to the reception/arrival box according to check-out time. If the keys are not returned, a cost of 1500 SEK is charged per lost key.

### 18. HANDLING OF PERSONAL DATA

If you as a guest want to know how we process your personal data our privacy policy is available on our website [www.idrehimmelfjall.se](http://www.idrehimmelfjall.se)

### 19. VIOLATION OF AGREEMENT

This agreement is established between you as a guest and IHRAB. The agreement is binding from the time of booking. IHRAB has the right to terminate the agreement with immediate effect if you as a guest or someone in your party:

- behaves in a disruptive manner in the cottage/apartment/area.
- commits vandalism in the cottage/apartment/area.
- uses the cottage/apartment for an unintended purpose.

In the event of a termination of the agreement, you must immediately move from the cottage/apartment/ and has no right to recover any part of the paid amount. IHRAB reserves the right to claim damages fee.

### 20. OTHER OBLIGATIONS

- As a guest, you must take good care of the cottage/apartment and follow IHRAB's instructions, rules and regulations. Violations will be charged.
- It is only permitted to charge electric cars in an electric car charger.

IHRAB has 32 public electric car chargers available at:

- the 6-chair lift

- the ski rental
- the scooter rental
- and the parking place below the restaurant Renen och Älgen.

Charging an electric car from standard electrical outlets is not allowed. Violations will be charged with a fee from 3.000SEK depending on damage.

- Accommodations who have wifi are marked with a wifi icon in our online booking. In the event of any service interruptions in the wifi service, no compensation will be given as this is a free service.

- Wifi is specified on the confirmation whether it is thru fiber or a mobile network. Wifi thru mobile network may have limited access during high season weeks.

- Proximity to the nearest slope may vary due to the availability of snow

- If you are sensitive of sounds, we recommend that you book a house and not terraced house or an apartment.

- Between 22:00 and 07:00 you must show consideration for other guests who want peace and quiet.

- You are responsible for damage that occurs to the property and its inventory caused by you or anyone else who had access to the cottage/apartment or has behaved recklessly and beyond control.

- When participating in activities arranged by IHRAB and its organizers sobriety is applied. IHRAB/the organizers have the right to deny access to the activity if they consider that safety cannot be guaranteed. No refund is offered under such circumstances.

- It is not permitted to set up tents, caravans, or mobile homes next to a rented accommodation, in public car parks or within IHRAB's area. Camping is not permitted in the area.

- You may not install a music system or other disturbing equipment in the accommodation or in direct connection to the accommodation.

- Smoking is prohibited in all accommodations. Violation of smoking is charged with a fee from 3.000 SEK depending on damage.

- Pets are only allowed in certain cottages/ apartment. Violation of pet prohibition is charged with a fee from 3.000 SEK.

- IHRAB is not responsible for forgotten/lost items.





– Non-approved cleaning according to protocol is charged to guest, with a fee from 3.000 SEK.

– As a guest you yourself is responsible for shoveling and anti-slip protection, if necessary in connection with the accommodation throughout your stay. Sandboxes exist and are marked on the cottage village map.

## 21. GENERAL SKIPASS RULES

### Lift system

The lift system at Idre Himmelfjäll uses the Axess system, which means you place your skipass in your jacket pocket and ride through the lift's reader, which detects that you have a valid skipass. If you already have an Axess chip card, you can reload it with ski days at Idre Himmelfjäll.

### Chip card

A chip card is the electronic card which your ski time is loaded on. The chip card is added with a new purchase and can be reused. The chip card should be stored in your jacket pocket but not together with your mobile phone. The chip card is sensitive to heat from, for example, a drying cabinet, so make sure to remove it from your pocket before drying your clothes.

### The skipass is personal

The skipass is personal and may not be transferred to another user. Once a skipass has been used, it cannot be changed/exchanged or upgraded. The day starts when you pass through the lift gate for the first time and ends when the lift closes. For example, if you start skiing in the afternoon, one ski day has passed when the lift closes for the evening.

### Parent card

The parent card is the only skipass that is not personal. It is intended for parents with small children who want to alternate their skiing. Both parents can use the card, but not at the same time.

### Children up to 7 years old ski for free

All children up to 7 years old who wear a helmet can ride our lifts for free, no chip card is needed. At each lift, there is a dedicated entrance for young children.

### Discounted prices for youth and seniors

If you are between 8-15 years old or 65 years or older, we offer discounted prices. The discounted price will automatically appear when you book.

### Pre-book your skipass

Pre-book your skipass and conveniently pick them up at one of our pick-up boxes. For skipass campaigns, the best price is always offered online (not over the counter). Three days before your first ski day, you will receive a QR code by email that you can easily scan at the pick-up box to collect your skipass. The QR code can also be found under "My Pages" at the top right of Idre Himmelfjäll's website, but no earlier than three days before your first ski day.

### The Idre Pass

The best price for the Idre Pass (Idre Himmelfjäll, Fjätersvålen, Idre Fjäll) is available if you purchase/reload your skipass at least 40 days before the start date. The best price for the Idre Pass is always online rather than on-site.

### Reloading an existing chip card

If you reload an existing chip card, you can head straight to the slopes and enjoy skiing. When reloading your card, use the WTP number on the card, which looks like this: K98111A2-ASM-JMD (not the card number). If the numbers on the chip card are unclear, which can happen if the card is old, the only way to reload is on-site at the reception or the Ski Shop, or you can purchase a new chip card.

### Skipass extension

If you've purchased a 4-day skipass or longer, you can extend it by an extra day, paying only the difference between the skipass you've already bought and an additional day (this does not apply to "4 flexible days" or "package skipass"). Extensions can only be done once and must be completed at the reception or Ski Shop before the lifts close on the last valid day.

### Skipass prices for closed slopes

Regular skipass prices apply even if some slopes are not skiable. Idre Himmelfjäll is a member of SLAO (Swedish Ski Lift Organization) and follows their guidelines regarding compensation in case of limited accessibility. Please read





SLAO's "little yellow book," important information about lifts and alpine skiing.

### **Snow guarantee**

Idre Himmelfjäll is a snow-secure resort. From the opening at Christmas until we close for the season, our snow guarantee applies, with at least 5 slopes open.

### **Skipass insurance**

Is included with a receipt from your purchase. Your lost skipass will be cancelled, and we will replace the remaining time. You pay 60 SEK for a new chip card.

### **In case of illness/accident**

With a medical certificate, the remaining skipass time will be refunded, starting from the day the medical certificate is written. Submit the medical certificate and skipass to the nearest sales point (this does not apply to skipass included in package trips).

*With reservation for misprints or VAT Increases.*

**IDRE**  
**HIMMELFJÄLL**