



EXPERIENCE SÄFSEN AB – ALLMÄNNA BOKNINGSVILLKOR

These terms and conditions govern the agreement between Experience Säfsen AB (hereinafter referred to as Säfsen Resort) and the person who makes the booking or enters into the agreement themselves or through an agent (hereinafter referred to as the guest).

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1. Responsible Party

The responsible lessor/organizer is Experience Säfsen AB, Säfsbyn 30, 77010 Fredriksberg,
Org. No: 559313–8604, VAT: SE559313860401, Phone: +46 (0)591–775500, Email: info@safsen.se

2. Booking for Private Individuals

To enter into an agreement and book accommodation at Säfsen Resort, the guest must be at least 20 years old. Identification may be required upon arrival. If the age requirement is not met on the day of arrival, the booking will be considered cancelled and the cancellation terms will apply.

3. Accommodation Booking

The current price list can be found on Säfsen Resort's website: <https://safsen.se/bo>. All prices are stated in Swedish kronor (SEK).

The base price includes the rental of a cabin/apartment, electricity, water, beds (including duvets and pillows), one baby cot, and one high chair. Please note that bed linen, towels, and departure cleaning are not included unless these are mandatory add-ons. Toilet paper and dishwasher tablets are also not included, but cleaning supplies are provided. Floor plans and furnishings may vary, and some bedrooms may be without windows.

The number of guests must not exceed the number of beds in the accommodation. It is also not permitted to park a motorhome or caravan on the property for the purpose of using electrical outlets.

All accommodations are non-smoking.

Accommodations with internet, sauna, electric vehicle charging station, and where pets are allowed are marked with icons on: <https://safsen.se/bo>. If bringing a pet, this must be selected as an add-on before arrival (cost: 200 SEK/pet). If this add-on is not selected, a fee will be charged afterwards.

Säfsen Resort will contact the guest in case of significant changes to their booking.



4. Booking of Additional Products

Pre-booking of linen packages (bed linen plus one large and one small towel), firewood, and extra children's accessories can be made up to one day before the agreed arrival date.

Pre-booking of lift and trail passes, as well as rental equipment, can be made up to one day before the agreed arrival date.

Pre-booking of ski school and other activities can be made up to one day before the agreed arrival date.
Pre-booking of departure cleaning can be made up to one day before departure.

All additional products can also be booked on-site at Guest Services, subject to availability.

5. At the Time of Booking

At the final stage of the booking process, Nets Easy takes over the payment process and a payment link is sent to the guest via SMS. When the guest confirms the booking by clicking the link and selecting a payment method, a booking confirmation is automatically sent by email, and only then does the booking become binding. If the guest does not click the link within three hours of it being sent, the booking will automatically be cancelled.

Upon receiving the booking confirmation, the guest must check that all information is correct. In case of any errors, the guest must immediately contact Säfsen Resort to receive a corrected confirmation and a new payment link.

6. Rebooking & Cancellation Protection

Säfsen Resort offers guests the option to purchase rebooking and cancellation protection for 395 SEK per accommodation unit (cabin or apartment). This protection can only be purchased at the time of booking and applies in the following cases:

Death, illness, or accident affecting the guest, their partner, cohabitant, family member, or travel companion.

Military or civil defense call-up.

Serious incidents beyond the guest's control that could not have been foreseen at the time of booking. Examples include a major fire or flood in the home, divorce, termination of employment (not layoff warnings), cancellation of vacation, etc.

To receive a refund, the guest must provide documentation from an authority, employer, or insurance company. The rebooking and cancellation protection also applies to additional products, but only if those products were added to an existing accommodation booking.

7. Payment

At the time of booking, the guest agrees to pay according to the external terms provided by Nets Easy and its partners. The guest can choose to pay the full amount immediately or to pay in installments. The available payment options for each guest are determined by Nets Easy.

In order for the guest to gain access to the booked accommodation, 100% of the total booking amount must be paid.



8. Rebooking

To modify a stay, the guest must contact Säfsen Resort by phone or email. Please note that the booking number must always be provided in connection with the rebooking. The change becomes valid once a written confirmation has been sent out.

With Rebooking & Cancellation Protection

Changes to the period or accommodation can be made up until the day before the agreed arrival date, subject to availability and according to the current price list. Changes to the period are only allowed within the same season. If the new period or accommodation is less expensive, Säfsen Resort will refund the difference. If the new period or accommodation is more expensive, the guest must pay the difference. A rebooking fee of 500 SEK will always apply.

Without Rebooking & Cancellation Protection

Changes to the period or accommodation can be made up to 30 days before the agreed arrival date, subject to availability and according to the current price list. Changes to the period are only allowed within the same season. If the new period or accommodation is less expensive, Säfsen Resort will refund the difference. If the new period or accommodation is more expensive, the guest must pay the difference. A rebooking fee of 500 SEK will always apply.

9. Cancellation of Accommodation

To cancel a stay, the guest must contact Säfsen Resort by phone or email. Please note that the booking number must always be provided in connection with the cancellation. The cancellation becomes valid once a written confirmation has been sent out.

With Rebooking & Cancellation Protection

Up to 30 days before the agreed arrival date, the stay can be cancelled with a processing fee of 500 SEK.

From 30 days before until the day before the agreed arrival date, the stay can be cancelled with valid documentation and a processing fee of 500 SEK.

In both of the above cases, Säfsen Resort retains, in addition to the processing fee of 500 SEK, the amount paid for the rebooking & cancellation protection of 395 SEK. The remaining amount will be refunded to the guest.

No refund is given for stays that have already begun and are interrupted.

Without Rebooking & Cancellation Protection

Up to 30 days before the agreed arrival date, the stay can be cancelled with a processing fee of 500 SEK. The remaining amount will be refunded to the guest.

From 30 days before until the day before the agreed arrival date, the stay can be cancelled with no refund.

No refund is given for stays that have already begun and are interrupted.



10. Cancellation of Additional Products

Additional products refer to: linen packages, firewood, extra baby cot/high chair, lift and trail passes, and departure cleaning.

Lift Passes & Additional Products

Can be cancelled with a full refund up until the day of check-in, provided that the lift pass has not been issued.

Rental Equipment, Ski School, Other Activities

Can be cancelled with a full refund up to 4 days before the agreed arrival date.

Säfsen Resort follows the recommendations of the industry organization SLAO regarding refunds for personal injury in Säfsen Resort's ski area. If the guest can provide a valid medical certificate, the remaining value of lift and trail passes, rental equipment, and ski school that could not be used will be refunded, provided that the products are valid for at least two days and have not been used for more than two-thirds of the period.

11. Force Majeure

If Säfsen Resort is prevented from delivering the agreed service due to circumstances beyond its control, the guest will be offered the option to rebook or receive a refund of any payments already made—except for days or additional products already used in the accommodation. Examples of such circumstances include natural disasters, fire, extended interruptions in water or energy supply, war, pandemic restrictions, etc.

12. Upon Arrival

Check-in is from 16:00. When the accommodation is ready for check-in, the guest who made the booking will receive an SMS. Keys can then be collected at Guest Services; accommodations with digital locks do not require a physical key. The code for these accommodations is generated in connection with the welcome SMS.

Säfsen Resort reserves the right for possible delays during check-in due to unforeseen events related to the accommodation. Such delays are not subject to compensation.

If the guest discovers damage to the accommodation or missing inventory upon check-in, or is not satisfied with the cleaning, Guest Services must be contacted no later than 10:00 the day after arrival. For urgent issues that cannot wait until the next day, the guest may contact the on-call staff at 0591-775000, option 9.

Examples of such urgent issues include power outages, water leaks, heating problems, difficulties accessing the accommodation, etc.

Please contact Guest Services directly with any complaints. Keep in mind that your chances of resolution may decrease if you delay reporting the issue. Cleaning-related problems will be addressed after notification by phone. No compensation will be provided.

13. Responsibility for Property and Damages

Säfsen Resort is not responsible for forgotten or lost items. Damages caused by negligence on the part of Säfsen Resort will be compensated, provided that the guest immediately reports the damage to Guest Services.

The guest is responsible for damages caused by their own carelessness or negligence.



14. Upon Departure

Check-out is no later than 11:00. If departure cleaning has not been added to the booking, the guest must clean according to the instructions found at the following page: <https://safsen.se/skastada>. Failure to clean or insufficient cleaning will be assessed by Säfsen Resort and may result in a fee starting at 1,225 SEK, depending on the size of the accommodation and the extent of cleaning required. If departure cleaning has been added to the booking, the guest should instead follow the instructions found at: <https://safsen.se/bestalldstadning>.

All keys/key cards for the booked accommodation must be returned at check-out. Failure to return keys/key cards will incur a fee starting at 500 SEK.

15. Breach of Contract

These terms and conditions form part of the agreement between the guest and Säfsen Resort and are binding from the moment the confirmation has been sent. Säfsen Resort reserves the right to decide and immediately terminate the agreement if:

The booking conditions are not followed.

The guest or their co-travelers behave disruptively in the accommodation or the surrounding area.

The guest or their co-travelers cause damage to the accommodation or the surrounding area.

In the event of a breach of contract, the guest will be notified immediately, and everyone in the group must leave the accommodation without refund.

16. Miscellaneous

The majority of accommodations rented out by Säfsen Resort are owned by third parties and rented out on behalf of the condominium owners. Therefore, standards and equipment may vary.

All accommodations are intended for self-catering.

Pet-free accommodations are free of pets but are not allergen-free.

Violations of the smoking and pet prohibitions will incur a cleaning fee starting at 3,000 SEK.

All accommodations are equipped with Wi-Fi. No compensation will be provided in the event of service disruptions.

Please be considerate and maintain quiet between 23:00 and 07:00.

Charging electric vehicles is only permitted at designated EV chargers. Charging from regular electrical outlets is prohibited and will incur a fee of 3,000 SEK.

17. Privacy Policy

Säfsen Resort processes personal data in accordance with the General Data Protection Regulation (GDPR) using external tools. The data is used to manage bookings, handle customer accounts, and to send relevant information regarding the guest's booking and stay. See: <https://safsen.se/privacy-policy>