



EXPERIENCE SÄFSEN AB – BOOKING TERMS AND CONDITIONS

These Terms and Conditions govern the agreement between Experience Säfsen AB (hereinafter referred to as Säfsen Resort) and the person making the booking or entering into the agreement, either on their own behalf or as an authorised representative (hereinafter referred to as the Guest).

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1. Responsible Party

The responsible rental provider and organiser is Experience Säfsen AB, Säfsbyn 30, SE-770 10 Fredriksberg, Sweden. Company Registration No:559313-8604 VAT No:SE559313860401
Phone: +46 (0)591-775500, Email: info@safsen.se

2. Bookings for Private Individuals

To enter into an agreement and book accommodation at Säfsen Resort, the guest must be at least 20 years of age. 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 applicable cancellation policy will apply.

3. Accommodation Bookings

The current price list is available on the Säfsen Resort website: <https://safsen.se/bo>. All prices are stated in Swedish kronor (SEK).

The base rental price includes the rental of the 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 they are mandatory supplements. Toilet paper and dishwasher tablets are also not included, although cleaning supplies are provided. Floor plans and interior furnishings may vary between accommodation units, and some bedrooms may not have windows.

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

All accommodation is non-smoking.

Accommodation featuring internet access, a sauna, EV charging point, or allowing pets is marked with icons on <https://safsen.se/bo>. Guests bringing pets must add the pet supplement before arrival (SEK 200 per pet). If this supplement has not been added, the applicable fee will be charged after the stay.

Säfsen Resort will notify guests of any significant changes affecting their booking.



4. Booking Additional Products

The following additional products may be pre-booked up to one day before arrival:

Linen packages (bed linen and one large and one small towel), Firewood, Additional children's equipment

Lift passes, cross-country ski trail passes, and rental equipment may also be pre-booked up to one day before arrival.

Ski school and other activities may be pre-booked up to one day before arrival.

Departure cleaning may be booked up to one day before departure.

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

5. At the Time of Booking

At the final stage of the booking process, payment is handled by Nets Easy, and a payment link is sent to the guest via SMS. Once the guest confirms the booking by clicking the payment link and selecting a payment method, a booking confirmation is automatically sent by email. Only then does the booking become legally binding. If the payment link is not used within three hours of being sent, the booking will automatically be cancelled.

Upon receiving the booking confirmation, the guest must verify that all details are correct. If any information is incorrect, the guest must immediately contact Säfsen Resort to receive a corrected confirmation and a new payment link.

6. Rebooking and Cancellation Protection

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

- Death, illness, or accident affecting the guest, their spouse, partner, family member, or travelling companion.
- Military or civil defence call-up.
- Serious unforeseen events beyond the guest's control that could not reasonably have been anticipated at the time of booking, such as extensive fire or flooding in the guest's home, divorce, involuntary redundancy (excluding notice of redundancy), cancelled annual leave, or similar circumstances.

To qualify for a refund, the guest must provide appropriate documentation from, for example, a government authority, employer, insurance company, or medical professional. The Rebooking and Cancellation Protection also covers additional products, provided these products were added to an existing accommodation booking.

The protection applies only to the original booking and does not transfer if the arrival date is changed or if any other booking amendments are made. The protection may only be used once per booking. Once a guest has rebooked their stay, the booking can no longer be rebooked or cancelled under the Rebooking and Cancellation Protection. It is not possible to purchase new Rebooking and Cancellation Protection for an amended booking.

7. Payment

At the time of booking, the guest agrees to the payment terms provided by Nets Easy and its payment partners. Guests may choose to pay the full amount immediately or, where available, in instalments. The payment options offered are determined solely by Nets Easy.

To gain access to the booked accommodation, 100% of the total booking amount must be paid in full.



8. Rebooking

To change an existing booking, the guest must contact Säfsen Resort by telephone or email. Please note that the booking reference number must always be provided when requesting a rebooking. A rebooking is only considered valid once the guest has received a written confirmation.

With Rebooking and Cancellation Protection

The booking may be transferred to another available arrival date up to one day before the agreed arrival date, subject to availability and the applicable price list. Rebooking is only possible within the current season.

- If the new booking is less expensive, Säfsen Resort will refund the price difference.
- If the new booking is more expensive, the guest must pay the additional amount.

An administration fee of SEK 500 applies to all rebookings.

Without Rebooking and Cancellation Protection

The booking may be transferred to another available arrival date up to 30 days before the agreed arrival date, subject to availability and the applicable price list. Rebooking is only possible within the current season.

- If the new booking is less expensive, Säfsen Resort will refund the price difference.
- If the new booking is more expensive, the guest must pay the additional amount.

An administration fee of SEK 500 applies to all rebookings.

9. Cancellations

To cancel a booking, the guest must contact Säfsen Resort by telephone or email. Please note that the booking reference number must always be provided when requesting a cancellation. A cancellation is only considered valid once the guest has received written confirmation.

With Rebooking and Cancellation Protection

- Up to 30 days before the agreed arrival date, the booking may be cancelled subject to an administration fee of SEK 500.
- From 30 days before arrival until the day before arrival, the booking may be cancelled upon presentation of valid supporting documentation, subject to an administration fee of SEK 500.

In both cases above, Säfsen Resort will retain:

- the administration fee of SEK 500, and
- the Rebooking and Cancellation Protection fee of SEK 395.

The remaining balance will be refunded to the guest.

No refund will be made for a stay that has already commenced and is subsequently interrupted.

Without Rebooking and Cancellation Protection

- Up to 30 days before the agreed arrival date, the booking may be cancelled subject to an administration fee of SEK 500, and the remaining balance will be refunded.
- From 30 days before arrival until the day before arrival, the booking may be cancelled without any refund.

No refund will be made for a stay that has already commenced and is subsequently interrupted.



10. Cancellation of Additional Products, Ski Passes, Rental Equipment, Ski School and Other Activities

Additional products refer to linen packages, firewood, extra cots/highchairs and departure cleaning.

Additional products may be cancelled with a full refund up to one day before the check-in date. After this deadline, the full amount will be charged.

Ski passes may be cancelled with a full refund up to one day before the check-in date, provided that the ski pass has not been issued. If a cancellation is made after the first day of validity has commenced, a medical certificate or equivalent documentation must be provided to qualify for a refund.

Rental equipment, ski school and other activities may be cancelled with a full refund up to one day before the check-in date.

Säfsen Resort follows the recommendations of the Swedish Ski Areas Industry Association (SLAO) regarding refunds in the event of personal injury within Säfsen Resort's ski area. If a guest presents a valid medical certificate, the remaining value of unused ski passes and trail passes, rental equipment and ski school services will be refunded, provided that the products were valid for at least two days and no more than two-thirds of the validity period has been used.

11. Force majeure

If Säfsen Resort is prevented from fulfilling its contractual obligations due to circumstances beyond its control, the guest will be offered the option of rebooking or receiving a refund of payments already made, excluding any days or accommodation add-ons already used. Examples of such circumstances include natural disasters, fire, prolonged interruptions to water or energy supplies, war, pandemic-related restrictions, etc.

12. Upon arrival

Check-in is available from 4:00 PM. Once the accommodation is ready for check-in, the guest who made the booking will receive an SMS notification. Keys can then be collected from Guest Services. Accommodation equipped with digital locks does not require physical keys. Instead, the access code will be generated and included in the welcome SMS.

Säfsen Resort reserves the right to delays in check-in due to unforeseen circumstances relating to the accommodation. No compensation will be provided for such delays.

If the guest discovers any damage to the accommodation, missing inventory, or is dissatisfied with the cleaning upon arrival, Guest Services must be contacted no later than 10:00 AM on the day following arrival. For urgent issues that cannot wait until the next day, guests may contact the on-call service on +46 (0)591-775000, press 9.

Examples of urgent issues include:

Power outages

Water leaks

Heating failures

Inability to access the accommodation

Other similar emergencies

Any complaints should be reported directly to Guest Services as soon as possible. Delays in reporting issues may reduce the guest's right to corrective action. Cleaning-related issues will be rectified after being reported by telephone. No financial compensation will be provided for cleaning complaints.



13. Responsibility for Property and Damages

Säfsen Resort is not responsible for lost, forgotten, or misplaced personal belongings. Damage resulting from negligence on the part of Säfsen Resort will be compensated, provided the guest reports the damage to Guest Services without delay. Guests are responsible for any damage caused through their own negligence or misuse of the accommodation.

14. Departure

Check-out must take place no later than 11:00 AM. If departure cleaning has not been purchased, the guest is responsible for cleaning the accommodation in accordance with the instructions available at: <https://safsen.se/skas-tada> Failure to clean the accommodation, or cleaning that does not meet the required standard, will be assessed by Säfsen Resort. This will result in a charge based on the standard cleaning price list, together with an administration fee of SEK 500, depending on the size of the accommodation and the extent of the required cleaning. If departure cleaning has been purchased, the guest must instead follow the instructions available at: <https://safsen.se/bestalldstadning> Some accommodation units use the Selfcheck service, which requires guests to complete a digital inspection before departure. Failure to complete the Selfcheck procedure will result in an inspection fee of SEK 750.

All keys and key cards issued for the accommodation must be returned upon check-out. Lost or unreturned keys/key cards will incur a replacement fee from SEK 500.

15. Breach of Contract

These Terms and Conditions form part of the agreement between the guest and Säfsen Resort and become legally binding once the booking confirmation has been issued. Säfsen Resort reserves the right to terminate the agreement with immediate effect if:

These booking terms and conditions are not complied with.

The guest or members of their party behave in a disruptive manner within the accommodation or surrounding area. The guest or members of their party intentionally or negligently cause damage to the accommodation or surrounding area.

In the event of a breach of contract, the guest will be notified immediately, and the entire party must vacate the accommodation without any refund.

16. Miscellaneous

- Most accommodation units rented through Säfsen Resort are privately owned and are rented on behalf of the property owners. As a result, standards and equipment may vary between accommodation units.
- All accommodation is intended for self-catering.
- Pet-free accommodation means that pets are not permitted, but the accommodation has not been specially treated for allergy-sensitive guests.
- Breaches of the no-smoking policy or pet restrictions will result in a cleaning and sanitisation fee from SEK 3,000.
- All accommodation is equipped with Wi-Fi. No compensation will be provided in the event of service interruptions.
- Guests are expected to observe quiet hours between 11:00 PM and 7:00 AM.
- Charging electric vehicles is only permitted using designated EV charging stations. Charging from standard electrical outlets is prohibited and will result in a fee of SEK 3,000.



17. Privacy Policy

Säfsen Resort processes personal data in accordance with the General Data Protection Regulation (GDPR) using external service providers. Personal data is processed for the purpose of administering bookings, managing customer accounts, and providing relevant information regarding the guest's booking and stay.

For further information, please visit: <https://safsen.se/privacy-policy>