



Bokningsvillkor

Unda Camping & resort 149

451 94 Uddevalla

Btl Ab

Org nr: 559288-3549

0730-382211

1. General rules

1.1 Unda Camping & resort is a year-round leisure facility that is primarily aimed at families. This means that you must be of legal age to book a cabin, glamping tent or camping site. Under no circumstances may minors stay with us without a guardian. Valid identification must be presented upon request. The number of people in the cabins may not exceed the number of beds. Drones are not permitted in the camping area, even if there is a permit.

1.2 Accommodation booked with us is intended for leisure purposes or business accommodation. Permanent accommodation is agreed with Unda camping & resort.

1.3 Everyone at Unda camping & resort follows all welfare and order rules.

1.4 We reserve the right to reject you and your party from Unda camping & resort if the above requirements are not met.

1.5 Unda camping & resort follows Svensk Campingplats ethical rules for staff and guests.

2. Binding booking and Payment

Your booking is binding when the first payment on your booking is made. Payment takes place primarily directly with the booking, via direct payment on our booking page. If it is more than a month until the arrival date, the amount is divided into two payments: The first via direct payment of 30% of the total amount. The second payment, of the remaining 70% of the total amount, must be paid no later than one month before the arrival date via the invoice sent to the e-mail address specified at the time of booking.

If the booking is made within one month of the arrival date, a payment of the entire amount must be made. Please check that the dates and any additions to the booking are correct in the booking confirmation sent to the e-mail address entered at the time of booking. If something has gone wrong or you have any questions, do not hesitate to contact us.

3. Prices

Our prices are constantly adjusted. The current prices are available on our website. We do our best to ensure that technical errors do not occur in our pricing, but we reserve the right to cancel a transaction due to typing errors and/or printing errors.

4. Booking fee

A booking fee is added when booking or changing a booking via telephone or e-mail of SEK 135/occasion. Bookings via our booking page are not charged.

5. Cancellation protection

5.1 Cancellation protection gives you the opportunity to cancel your booking up to 8 days before the arrival date with a full refund (excl. cancellation protection fee). In case of cancellation 7-2 days before the arrival date, 50% will be refunded (excl. fee for cancellation protection). In case of cancellation day 1-0, nothing is refunded. Without cancellation protection, nothing is refunded. You can cancel orally or in writing to us.

5.2 For reimbursement, you need to allow a few banking days for the transfer to go through. Additional information regarding the receiving refund account for a secure refund may be available.

6. What happens if you don't pay?

6.1 If you do not pay for your booking within the stipulated time, a reminder will be sent to the e-mail address specified at the time of booking. The booking is then canceled unless full payment is received by the due date stated on the reminder at the latest.

6.2 In the event that an unpaid booking is not booked with cancellation protection, you are obliged to pay in full for the booking. Unless you have paid for the booking as described above, we reserve the right to pass the matter on to debt collection companies.

6.3 If you yourself cancel a booking that has not been made with cancellation protection, you are obliged to make full payment for the booking despite the cancellation. Unless you pay the booking in full, we reserve the right to pass the matter on to debt collection companies.

7. Camping Key Europe

To be able to camp with us, you need to buy a Camping Key Europe at reception or online. With this card you get a number of benefits such as faster check-in and check-out, accident insurance, discounts and offers.

8. Special rules for renting a cabin/glamping tent

8.1 Only the number of people stated in the description may stay in cabins/glamping tents. Check-in for a booked cabin/glamping tent can be done from 15.00 on the day of arrival. Check-out must take place no later than 11.00 am on the day of departure. A new daily fee is charged after 12.00.

8.2 In the event of an event beyond our control, we reserve the right to move you to equivalent accommodation. At the end of the booked period, we cannot guarantee that the place is free and that the booking can be extended. If you wish to stay longer, it may mean that you have to change plots.

8.3 Unless otherwise stated on the booking confirmation, bed linen, towels, cleaning (incl. final seeding) and field bed are not included in the booking price.

8.4 Upon arrival at the cabin, check that all equipment is present. In the event of a shortage, report this to the reception no later than one hour after arrival.

9. Special rules for renting camping/tent space

9.1 Our camping/tent sites refer to accommodation for a maximum of five people per camping site (does not apply to own children under 18). Check-in for reserved camping/tent pitches can be done from 12.00 pm on the day of arrival. Check-out must take place no later than 11 am. on the day of departure. A new daily fee is charged after 12.00 pm.

9.2 In the event of an event beyond our control, we reserve the right to move you to equivalent accommodation. At the end of the booked period, we cannot guarantee that the place is free and that the booking can be extended. If you wish to stay longer, it may mean that you have to change plots.

9.3 On designated camping/tent sites, we allow the setting up of a maximum of one camping unit per booked site (that is, a maximum of one independent tent or alternatively a caravan with an associated awning or awning) with an associated car. Visitors to the campsite's guests are directed to park outside the camping area in a designated parking space.

10. Cancel your stay

If you have started your stay and are forced to cancel it for any reason, no money will be refunded. This applies regardless of whether you booked with cancellation protection or not.

11. Your rights

11.1 We do our utmost to live up to your expectations. Complaints and reclamations must always be submitted promptly and in direct connection with the discovery of the deficiency so that we have the chance to correct the deficiency. If a complaint is not made in time, you lose your right to complain. Unda camping & resort processes your complaint as quickly as we can after receiving it.

11.2 All processing of personal data takes place in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council ("GDPR"). Unda camping & resort only processes your personal data in cases where there is a legal basis for the processing. This can be either to fulfill an agreement with you or after a balancing of interests. If we request your consent to the processing of personal data, this will be for a specific purpose. Consent can be withdrawn at any time and we will then no longer process the personal data provided that we do not have a legal obligation to do so or if there is any other applicable legal basis for continued processing.

12. Your Obligations

12.1 You undertake, with the purchase of accommodation, to follow our well-being and order rules at Unda camping & resort and follow the instructions of our staff. One of the most important comfort and order rules we have is that you and your party must observe the greatest consideration and silence towards other guests. If you, or someone in your party, does not follow the instructions of our staff or the applicable comfort and order rules, we reserve the right to reject you and your party from Unda camping & resort. You then lose your right to use the purchased accommodation or get back what you paid.

12.2 If you, or someone in your party, destroys anything in the booked accommodation, the cost of this will be charged to you. We reserve the right, in case of damage, to reject you and your party from Unda camping & resort. You then lose your right to use the purchased accommodation or get back what you paid.

12.3 Smoking is prohibited in all cabins, glamping tents and common facilities: service center, shop, restaurant, outdoor dining and reception. Pets are only allowed in some cabins/glamping tents. Contact Unda camping & resort in

connection with your booking so that we can help you book a cabin/tent that allows pets. If you, or someone in your party, violates the applicable prohibition, you will be charged a fee. If the cost of remediation exceeds such an amount, you will be charged an amount equal to the cost of remediation. You are also charged for lost revenue for the days that the accommodation is not available to be rented out to new guests.

12.4 If you or someone in your party, through a proven violation of Unda camping & resort's well-being and order rules, causes a security guard to be called out, a fee will be charged.

12.5 You are responsible for all keys and shower cards received at check-in to be returned at check-out. If the key is lost, you will be charged a cost for changing the lock. A fee is charged for a lost or unreturned shower card upon check-out.

12.6 It is not permitted to rent, or lend, the accommodation rented by you to others. Nor may more people stay overnight in the booked cabin than was specified at the time of booking, or according to a separate written agreement with us. You may not use the cabin/camping site for anything other than what was agreed upon at the time of booking. In case of violation of the above rules, we reserve the right to reject you and your party from Unda camping & resort. You then lose your right to use the purchased accommodation or get back what you paid. In the event of unauthorized subcontracting, we further reserve the right to hold you responsible for the subcontractor's, and his party's, violation of the conditions that apply according to the agreement between us and you.

12.7 Cleaning of the rented cabin is not included in the accommodation price. You must clean the cabin according to instructions. Cleaning items are available in the cabin/glamping tent. You are responsible for washing dishes, emptying the dishwasher and cleaning upon departure, including disposing of the garbage at the garbage station. If the cabin is left uncleaned, you will be charged a cleaning fee (after the fact).

13. Electricity consumption at Unda camping & resort

We do not provide charging for electric vehicles. This applies to all places at Unda camping & resort and we refer to nearby charging stations. If electric car charging occurs at our campsites, you will be charged.

14. Force majeure

Unda camping & resort can cancel or cancel the stay due to force majeure, which means: war, riots, strikes, epidemics, natural and pollution disasters, labor market conflict, closed borders, longer interruptions in water and energy supply, fire or similar major events, which neither you nor we could foresee or influence. Even when a subcontractor to Unda camping & resort is affected by such a circumstance, this constitutes a basis for exemption for Unda camping & resort. An exemption ground exempts the relying party from damages and other penalties.

15. If we do not agree

Contact us directly with what you want to raise. Please note that your chances of getting a correction may be reduced if you delay in notifying us. If we cannot agree, you can turn to the General Complaints Board. It consists of an impartial chairman and a number of representatives of tour operators and consumers - we follow their recommendations.