



## General booking terms and conditions from 2023-05-01

### As an intermediary, we (AGO) are obliged to ensure that:

You (the guest) receive a written booking confirmation.  
You receive information and details about how to make the payment, where to collect the key and other matters relevant to your stay.  
You are informed of any significant changes related to your booking.

AGO shall not be liable for any errors or inaccuracies.

### When will my booking become binding?

Both you and we are bound by the rental agreement as soon as we confirm the booking and the guest pays the registration fee (or the accommodation cost in full).

The names of all fellow travellers must be provided at the time of booking or before payment of the accommodation cost has been made.

### Age restrictions

The minimum age for anyone who books and stays in the accommodation unit is 18 years, excluding families with children.

### When should I pay?

If you make your booking earlier than 30 days in advance, the registration fee is 20% of the accommodation cost, or 1 000 SEK, whichever is greater. The registration fee must be paid within 10 days from the point of booking. The registration fee will be deducted from the accommodation cost. The remainder of the accommodation cost must be paid no later than 30 days before the agreed date of arrival.

When booking later than 30 days in advance, the full accommodation cost must be paid immediately.

### What happens if I don't pay on time?

If you do not pay the registration fee on time, we retain the right to cancel your booking.

### Cancellations

You may cancel your booking. Cancellations must always be done in writing to us. We will confirm your cancellation via email.

If you cancel earlier than 30 days before the arrival date, you will only have to pay a cancellation fee of 700 SEK per accommodation unit. If you cancel 30 days or less before the date of arrival, you will have to pay 100 % of the accommodation cost.

### Enhanced cancellation terms

You can protect yourself against the cancellation cost by purchasing cancellation insurance. The insurance costs 450 SEK per accommodation unit and means that you can cancel in certain cases get a refund of your booking. Cancellations must be made no later than 24 hours before the date of arrival. The cancellation insurance must be paid for together with the registration fee and cannot be purchased separately or at a later stage. An administration fee of 250 SEK will be charged in case of cancellation. The cancellation insurance fee is non-refundable.

Enhanced cancellation terms apply in the following circumstances, which must not have been known at the time of booking:

- death, illness or accident of a serious nature affecting yourself, spouse, cohabitating partner, family or fellow traveller
- conspiration to the armed forces or civil defence

You must be able to evidence your impediment by e.g., a certificate from your doctor, authority or insurance company. The certificate must be sent to AGO no later than 10 days after the cancellation has been made. A medical certificate must demonstrate the date of examination, results and diagnosis, that the condition is serious and acute, and that the condition or accident constitutes an obstacle for the traveller to undertake the journey. The guest does not have the right to cancel the trip with a medical certificate unless the certificate clearly shows that the condition injury is of a serious and acute nature. All guests must be named in the booking in order to be included in the above mentioned enhanced cancellation terms.

### What are my rights?

If we do not provide the accommodation in the advertised condition or at the right time and are unable to offer you another accommodation, whose differences compared to the one you booked are so small that they are inconsequential to you, then you have the right to cancel the lease. We must then repay what you have paid us and reimburse you for your proven and reasonable costs, less any benefit you may have had from the accommodation.

As an alternative to terminating the rental agreement, you are entitled to request a reduction of the accommodation cost.

If you have any complaints, please submit them to us within 24 hours of arrival. Any problems that occur during your stay should be reported to AGO immediately, to allow us the opportunity to rectify it.

### What are my obligations?

You must keep the accommodation in good condition and follow the rules, instructions and conditions that apply to the property. You as the customer are responsible for any damage that occurs to the property or its equipment due to you or someone else in your company being negligent.

You must not use the accommodation for any other purpose than what was agreed at the time of booking (usually for leisure purposes). You must not allow more people to stay in the accommodation or on the plot, than you stated at the time of booking.

You must not disturb neighbours at any time, day or night. In the event of disturbance in or around the accommodation that leads to visits from security companies/security guards, a fee of 1 500 SEK will be charged on the first occasion. In the event of repeated offenses, your entire company will be evicted with immediate effect. Evictions will be charged with a fine of minimum 5 000 SEK.

AGO has the right to terminate the agreement with immediate effect if the guest or any person in the guest's party behaves in a disorderly manner and/or causes damage to the accommodation or the surrounding area, or if the accommodation is used for purposes other than intended. If the agreement is terminated, the guest and those in his/her party must immediately move out of the accommodation and no refund will be given. In the case of an immediate termination of the agreement for the above-mentioned reasons, AGO will debit the guest for the costs of the damage (minimum 5 000 SEK). In the event of immediate termination of the agreement, AGO reserves the right to be able to close the accommodation and remove the guest's belongings.

Failure to return a key will result in a fine of minimum 2 000 SEK.

Ordered or mandatory cleaning does not include deep cleaning (inside or outside) washing up dishes or emptying garbage bins or empty bottles. In the event of unsatisfactory cleaning, we retain the right to carry out the cleaning at your expense.

You are responsible for snow shovelling and/or de-icing in the immediate area surrounding your accommodation during the entirety of your stay.

Smoking is not permitted in any accommodation. Pets are only permitted in accommodations that are explicitly advertised as pet-friendly. Violations of smoking or pet bans will be charged with a cleaning fee of minimum 5 000 SEK.

Charging of electric vehicles is only permitted at designated charging stations. It is not permitted to use engine heater sockets and regular wall sockets to charge electric vehicles. AGO retain the rights to disconnect the guest's vehicle charging cable should it be used in a place other than the designated charge points. Violations will be charged with a fee of minimum 1 500 SEK.

### Valuables

AGO is not responsible for valuable items left by guests in AGO's storage areas, luggage rooms or lockers.

### The Agreement will be terminated with immediate effect and without reimbursement if:

- You or someone in your company behaves disturbingly in the accommodation or its surroundings.
- You or someone in your company damages the accommodation or neighbourhood area. Additional damages might be charged in the event of eviction.
- The accommodation is used for an undisclosed purpose.
- You or someone in your company smokes in the accommodation. If smoking is detected on or after departure, the intermediary is entitled to charge full compensation for the costs incurred.
- You or someone in your company has pets in accommodations that do not permit this. If it is detected on or after departure, the intermediary is entitled to charge full compensation for the costs incurred.
- The accommodation is used by more people than intended. The maximum number in the item description applies.

### Deposit

In circumstances where a deposit is required, it must be paid in conjunction with the accommodation cost and it will be refunded to you after an approved inspection in arrears. If the inspection is not



approved, you will be contacted with an estimated cost for the damage as soon as possible. If the damages exceed the deposit, the guest pays the difference. If the cost of the damage is less than the deposit, the excess deposit will be refunded.

#### **Force majeure**

Both you and we have the right to withdraw from the rental agreement if the accommodation cannot be provided due to acts of war, natural disasters, labour market conflict, longer interruptions in water and energy supply, fire, authority decisions, epidemics/pandemics or other major disease outbreaks, or other similar major events outside the control of either party, which neither you nor we could have foreseen or considered at the time of entering the agreement, and which consequences could not reasonably have been avoided. In this case, we are obliged to pay back what you paid as soon as possible, less the benefit you have had from the accommodation.

The party who wishes to withdraw from the agreement according to this paragraph shall notify the other party as soon as the party wishing to withdraw has learned of the circumstances listed above. The party does not have the right to withdraw if the circumstances in the previous paragraph was publicly known at the time of entering the agreement.

#### **What do I do if I have any issues or concerns?**

Please contact us directly with any complaints. Keep in mind that our ability to rectify any complaints might diminish the later you advise us of the issue. If we cannot come to a satisfactory agreement, you can contact The National Board for Customer Dispute (ARN). It consists of an impartial chair and a number of representatives of tour operators and consumers.

#### **Additional terms for group bookings**

##### **Definitions**

A group booking is a booking of 5 accommodation units or more.

A list of the names of all guests must be supplied to AGO in writing no later than 14 days before the date of arrival. Name and contact details

of the guest responsible for the booking must be indicated on the guest list as well as a lead contact for each accommodation unit.

##### **Booking**

Booking can be made by telephone or email. AGO must confirm the booking via email for the booking to be valid.

##### **Advance payment**

The registration fee is 20 % of the total accommodation cost, or 1 000 SEK, whichever is greater.

If the group has booked more than 90 days in advance of arrival, the registration fee must be paid within 30 days of the date of booking. The remainder must be paid no later than 45 days before the date of arrival. If booking later than 90 days but earlier than 55 days before the date of arrival, the registration fee must be paid within 10 days of the date of booking, the remaining accommodation cost must be paid no later than 45 days before arrival. If booking later than 45 days before the date of arrival, the entire accommodation cost must be paid immediately.

##### **Cancellation terms for group bookings**

Cancellations must be made via email to AGO.

For cancellations made 91 days or more before the date of arrival, the guest will pay an administration fee of 700 SEK per accommodation unit.

For cancellations made later than 91 days before the date of arrival, the guest will be charged a percentage of the total value of the booking:

90-46 days before arrival: 20 % of the total value of the booking  
45-30 days before arrival: 75 % of the total value of the booking  
29-0 days before arrival: 100 % of the total value of the booking.

##### **Miscellaneous**

All accommodations let by AGO in Vemdalen and Åre are owned by another party.

#### **Contact details**

##### **Åre**

AGO Servicebolaget i Åre AB  
Company no: 556670-5702  
0647-515 00 [info@agoiare.se](mailto:info@agoiare.se)

##### **Vemdalen**

AGO Servicebolaget i Vemdalen AB  
Company no: 559172-5063  
0684-313 00 [info@agoivemdalen.se](mailto:info@agoivemdalen.se)