

General booking conditions

Skålsjögården Timber Lodge AB

1. GENERAL PROVISIONS

In principle, the General Terms and Conditions (GTC) apply; the general booking conditions are also regulated in detail here.

2. BOOKING

When booking via our homepage, by e-mail or third-party portals, a contract is created that must be honoured by both parties. The contract is concluded as soon as a confirmation has been sent. This can be sent directly from us or via the respective booking platform.

3. CANCELLATION

In general, the following cancellation conditions apply to all hotel bookings, holiday home rentals, other rentals and activity bookings:

Cancellations can be made free of charge up to 30 days before the date of the event.

Cancellations up to 14 days before the date of the event must be paid at 20% of the booking price.

In the event of cancellation less than 14 days before the booking date, the full booking price must be paid.

In all cases, we recommend that you take out travel insurance to cover the costs in the event of cancellation that is not your fault.

4. JOURNEY

On arrival, you can check in at the restaurant from 15:00. Keys, WiFi code and other information will be given to you when you check in at the restaurant. For arrivals after 18:00, please contact us by phone or e-mail. Earlier check-in is possible in exceptional cases on request.

5. DEPARTURE

On departure, check-out must take place in the restaurant by 10:00 am. A later check-out is possible in exceptional cases on request. Check out is possible at breakfast from 08:00.

6. PRICES

All prices are based on the currently valid price lists for the current year. The prices can be called up on the homepage.

7. PAYMENT

The customer is normally obliged to pay the total amount at the time of booking, unless otherwise agreed between the hotel and the guest. This payment must be made within 5 working days of receipt of the booking confirmation.

We accept cash, card payment and Swish in the restaurant. For bookings via booking platforms, please follow the instructions of the booking platform.

8. EXCESSIVE SOILING, DAMAGE AND THEFT

If we discover excessive soiling, damage or theft in a hotel room or other rented property after departure, we reserve the right to charge for this. The actual expense or the cost of an equivalent replacement will be charged.

The hourly rate for repairs carried out by our own personnel is SEK 350; if a third-party company is required, the costs will be charged directly. In the case of replacements, the costs will also be charged directly.

9. PETS

Pets can only be authorised by us on request. The request must be made together with the booking enquiry or booking. In principle we are prepared to allow pets, but as we have certain rooms that are suitable for pets, an early enquiry is a prerequisite for permission.

In the event of soiling, damage or odour emissions caused by pets, the same provisions apply as in Chapter 8.

Guests who bring pets without our permission may be turned away by us without the right to compensation.

10. AGE DETERMINATION

Only adults of legal age are permitted to make bookings. All persons under the age of 18 are regarded as children in the guest details. Discounts for children are only available if these are expressly stated.

Skålsjögården Timber Lodge AB, as at May 2023