

Booking conditions

Who is responsible?

Responsible for the rental is: Ölvedalsstugorna, Gunnar Nolin, 070-677 33 77, Almgatan 7, 570 91 Kristdala.

For information or questions regarding reservations please send an email to info@olvedal.se.

It is the our responsibility to ensure you that:

- You receive a written confirmation of your reservation.
- The discription of the reserved cottage is correct.
- That you will be informed regarding changes of value in your reservation.
- You have the right to dispose the cottage from 14.00 PM on the day of farrival till 11.00 AM on the day of departure given no other agreement has been made.
- If you are unsatisfied with the reserved cottage, you shall contact us.

When is the reservation complete?

Both parties are in an agreement as soon as Ölvedalsstugorna has confirmed the reservation and the booking fee has been paid. The booking fee is 20 % of the rent.

When shall I pay?

The booking fee is to be paid within 10 days from the date we sent you the confirmation. The rent, the amount left after the booking fee is paid, shall be paid no later than 14 days before the day of arrival.

If you made a reservation later than 14 days before the day of arrival, the total rent shall be paid within 10 days. If so, the last day to pay the rent is the day before arrival.

The rent is transferred to IBAN number: SE 14 6000 0000 0004 6421 2898 belonging to a bank account in Handelsbanken.

What happens if I don't pay in time?

If you don't pay the booking fee on time we have the right to delete your reservation. If you don't pay the rent the reservation is cancelled and the rules for cancelling applies.

What is the cancellation policy?

You cancel your reservation by emailing to info@olvedal.se. Your reservation has not been cancelled until you have received a written confirmation.

We will repay the booking fee if you cancel earlier than 30 days before the day of arrival. If you cancel 29 days or later before the day of arrival the booking fee will not be repaid.

What are my rights?

If the cottage does not respond to the description you shall notify Ölvedalsstugorna no later than 11.00 AM the day after arrival. If we do not provide the cottage in promised condition or at the wrong time and fail to present another similar cottage, you have the right to cancel the reservation. If so, we have to repay the rent but we will take any use of the cottage in consider when repaying.

If you have complaints, please present them to us as soon as possible. Any defect, that emerge during your stay, shall be reported immediately for us to be able to fix it.

What are my obligations?

You have to take good care of the cottage and follow the regulations. You are responsible for damages that occur on the real estate, including all equipment, caused by careless acting.

You can not use the cottage for anything else than has been agreed and no more persons than agreed can stay overnight in the cottage or at the plot. No animals are allowed inside the cottages. Smoking is prohibited inside the cottages. In case of violating we might fine you 5000 SEK to sanitize the cottage.

You have to clean properly berfore leaving the cottage, there is cleaning equipment in every cottage. If you do not clean we will do it on your expense (costing 1000 SEK).

On arrival you have to pay a deposit on 1000 SEK cash. The deposit is repaid on your departure when the cottage has been inspected and approved.

War, nature disasters, strike action etc:

Both parties have the right to withdraw from the reservation if the cottage can't be provided because of act of war, nature disasters, strike action, longer interruption in power or water supply, outbreak of fire or other similar events that are beyond both parties control. If so, we are obliged to as soon as possible repay you the rent but taking any use of the cottage in consider when repaying.

What happens if we can't agree?

Please turn directly to us with complaints, if you wait before handing in a complaint your rights might be reduced. If we are unable to agree and you are a European Union citizen you can turn to the European Consumer Centres' Network: www.konsumenteuropa.se/en/about-us/about-ecc-net/Map-of-the-ECC-Net/