

Booking conditions Farstanäs Camping

1. General rules

In order to book and stay at our campsite without a guardian, you, and everyone else in your party, must be at least 18 years old. This does not apply to parents travelling with children. Valid identification must be presented upon request. By agreeing to these terms and conditions you warrant that you are over 18 years of age.

Farstanäs Camping is a holiday campsite. Accommodation booked with us is therefore for leisure purposes only. Permanent accommodation at our campsite is not permitted.

We reserve the right to reject you and your party from the campsite if the above requirements are not met. You will then lose your right to use the accommodation purchased or to recover what you have paid.

2. Booking and payment

Upon booking, a written booking confirmation shall be sent to you by e-mail. Please check that the contents of the booking confirmation correspond to what you have booked. If you find any errors in the confirmation, please inform us as soon as possible.

You may not book accommodation in addition to your own vehicle.

Payment is due for the entire stay on arrival by debit card, credit card or via Swish. Cash is not accepted we are a cash free camping site.

When booking you accept and agree to these booking conditions and other conditions and rules that Farstanäs Camping has regarding your booking. The general terms and conditions of the campsite can be found at www.sodertalje.se/farstanascamping.

3. Booking fee

No booking fee is charged at the time of booking.

4. Cancellation

We apply generous rules for booking, payment and cancellation. However, we appreciate if cancellations and changes are made:

- through our reservation system with your email address and booking reference found in the confirmation letter, and otherwise
- by email or phone in good time so that another guest can be prepared. Contact details are provided in the booking confirmation.

5. Special rules for renting a campsite

Check-in for a booked campsite can be made from 14:00 to 20:00 on the day of arrival. Please notify late arrival. Check-out must take place no later than 12:00 (noon) on the day of departure.

In addition to an accompanying car, we allow a maximum of one camping unit per booked campsite (i.e. a maximum of one freestanding tent or alternatively one caravan or motorhome with accompanying awning or canopy).

6. What happens if you want to cancel your stay?

If you have started your stay and for any reason must cancel it, no money will be refunded.

7. What are your rights?

We always do our utmost to meet your expectations. However, if you feel that your booked accommodation does not meet your expectations, please contact the campsite reception. Complaints and claims should always be made promptly and immediately after the deficiency is discovered so that we have the opportunity to rectify the deficiency. If the complaint is not made in time, you will lose your right to complain. Farstanäs Camping will deal with your complaint as quickly as we can after receipt. If we do not reach an agreement regarding your complaint, you have the right to appeal to the General Complaints Board (www.arn.se), which conducts impartial reviews of disputes between consumers and traders.

8. Insurance

You are responsible for the protection you consider necessary, such as liability, accident and luggage insurance.

9. What are your obligations?

By renting a campsite, you undertake to comply with our campsite rules of conduct in force at the time and to follow the instructions of our staff. One of the most important rules we have is that you and your party, between 23.00 and 07.00, must show the utmost consideration and silence towards other guests. If you, or someone in your party, do not follow the instructions of our staff or the current rules of conviviality, we reserve the right to expel you and your party from the campsite. You will then lose your right to use the accommodation you have purchased or to recover what you have paid.

If you, or anyone in your party, destroy anything on the campsite, you will be charged for the cost of this. We also reserve the right, in the event of damage, to expel you and your party from the campsite. You will then lose your right to use the accommodation you have purchased or to recover what you have paid.

It is not permitted to rent or lend the site you have rented to another person. It is also not allowed to accommodate more people in the booked login than indicated at the time of booking, or as separately agreed with us in writing. In case of violation of the above rules, we reserve the right to expel you and your party from the campsite. You will then lose your right to use the rented pitch or to recover what you have paid. In the event of unauthorised sub-letting, we further reserve the right to hold you responsible for any breach by the sub-letting guest, and his/her party, of the terms and conditions of the agreement between us and you.

10. Force majeure

Neither you nor Farstanäs Camping are responsible for any failure to perform the agreement if it is due to one of the following grounds for exemption, which are notified to the other party without delay. The grounds for exemption under this paragraph 15 are war, natural disasters, floods, labour disputes, prolonged interruptions in water or energy supply, fire or other similar major events, which neither you nor we could have foreseen or influenced. Even when a subcontractor of Farstanäs Camping is affected by such a circumstance, this constitutes a reason for exemption for Farstanäs Camping. A reason for exemption exempts the party claiming damages and other penalties.

11. Storage of personal data

In connection with booking, you agree to our privacy and personal data policy. Read more about it on our website: www.sodertalje.se/farstanascamping