Booking terms (recommended by SCR)

General matters

Our camping facility is part of the Camping Key Europe system..

Age limits for booking, you must be at least 18 years old in order to book or sign a contract with us. (Other age limits may apply at different facilities.) Identification is required upon check-in.

Booking / payment

Upon booking, a written booking confirmation will be sent to you. The booking is binding when you have paid the registration fee or the entire rent. If you have made your booking more than 40 days before arrival, the registration fee is 20 % of the total amount, subject to a minimum of SEK 500. The registration fee is payable within 10 days from the date when the confirmation was sent. This fee will be deducted from the rent. The balance of the rent must be paid not later than 40 days prior to your arrival.

A booking fee can be charged in the amount of SEK 60 per booking for bookings of camping and SEK 125 for bookings for cottages. The booking fee must be paid together with a registration fee (in the case of bookings made more than 40 days before arrival), or otherwise together with the final payment.

If you don't pay the registration fee within the time required, we have the right to cancel your booking. If the final payment is not made, does that count as a cancellation on your part and then apply the cancellation policy.

Cancellation

You can cancel verbally or written to the responsible booking staff (see booking confirmation). Cancellation directed to a 3rd party will not be accepted.

If you cancel more than 40 days before arrival date, you will not pay any more than a service fee of SEK 500 plus eventually the booking fee. If you cancel the booking between 12 and 39 days before the arrival date, you must pay 25% of the total rent. If you cancel the booking between 2 and 11 days before the arrival date, you must pay 90% of the total rent. If you cancel the booking on the arrival date or one day before, you must pay 100% of the total rent. If you have not cancelled, but you did not stay at the booked accommodations, the camping facility will be entitled to charge you the entire amount of the rental. Changes to different period or accommodation will apply to be a cancellation and a new booking.

Cancellation insurance

You can protect yourself against cancellation costs by buying cancellation insurance at a cost of SEK 250 per booking. Cancellation insurance may only be ordered in connection with a booking, and will allow you to cancel up to 24 hours before the date of arrival at no cost other than a service fee of SEK 500 per booking, as well as any booking fee, assuming any of the following conditions have occurred:

- Death, sickness or serious accident affecting you, your husband/wife, cohabitant, the parents of you or your husband, wife or cohabitant, children, siblings or travelling companion
- Other serious events beyond your control, such as extensive fire or flooding of your home, which would inappropriate it to demand that you maintain your booking.
- Draft for military- or civilian service.
- You need to prove an obstacle by using certificates from doctors, government agencies or insurance companies. Certificates received more than seven (7) days after the date of cancellation will not be considered.

The fee for the cancellation insurance and any booking fee will not be refunded in the event of cancellation.

Check-in and check-out times

Check-in is at 3 p.m., and check-out for cottage-guests is latest 11 a.m. and camping guest 12 p.m., unless otherwise agreed. If the lot, cottage or room is not vacated in time, you will be charged for any additional costs that arise from the inability of the next guest to check in at the proper time.

Rules and safety regulations

The SCR rules and safety regulations, which you can find on a separate leaflet, are valid at this camping facility. Violation of the rules and safety regulations may lead to a guest being excluded from the premises.

Insurance

You provide the protection you think is necessary by a liability, accident and baggage insurance.

Liability of the camping

The camping is liable for damage caused to you by proven negligence of the Långsjön staff as part of their official duties. The camp cannot be held liable for any damage caused to you by outsiders, or other guests, nor for damages for which the camping had no effect.

Complaints and reclamations

If the rented property is not in the promised condition, please report it within 24 hours after your arrival, so we have the opportunity to rectify the situation. Please let us know as soon as possible about defects that occur during your stay.

We wish you a pleasant stay here at Lake Långsjön.

Your Långsjön-Team