

General terms and conditions for renting cottages at Tveta Strand

Who is responsible

The responsible landlord is Jonas Lindén. Address: Norr Ryby 882, 732 96 Arboga Sweden.
Phone +46705503008

As landlords we are obliged to ensure that:

- you receive written confirmation of your booking
- you receive information and details of where to pick up the key in good time, but not necessarily more than 30 days before the agreed day of arrival
- the cottage agrees with the description
- you are informed of any important changes concerning your booking
- you may use the cottage from 3 pm on the agreed day of arrival until 10 am on the day of departure, unless otherwise confirmed

When does my booking become binding?

You and we are bound by the lease as soon as we have confirmed your booking and you have paid the application fee, or all the rent.

Payment

If you booked earlier than 60 days in advance the application fee is 30% of the total rent. The application fee should be paid within 10 days of the date on which we sent you the booking confirmation. The date is shown at the confirmation/invoice. It will be deducted from the rent. The rest of the rent should be paid no later than 40 days before the agreed day of arrival.

If you booked later than 60 days in advance, all the rent should be paid at the latest within 10 days, but no later than the day before arrival day.

If you booked a longer period than 30 days, you do not need to pay for the following 30 -day periods before the last bank day before the start of each subsequent 30-day period

Non-payment

If you don't pay the application fee on time, we have the right to cancel your booking. If you fail to pay the rent this is counted as a cancellation on your part and in that case the rules for cancellation apply.

Cancellation

You can cancel in writing through us via email (reservation@tvetastrand.se). Cancellation is not valid if it takes place through another party or is sent to/left at the cottage. We are obliged to confirm your cancellation in writing.

If you cancel more than 40 days before agreed arrival date, you must pay the application fee, 30% of the total rent.

If you cancel 40 days or later before agreed arrival, you will have to pay 100% of the rent.

If you have already paid more than you are obliged to, the difference will be reimbursed by the party to whom it was paid.

What if something happens to me

You can protect yourself against the cost of cancellation by purchasing cancellation protection. The cost of the cancellation protection is per cottage and is shown by the current price list. The cancellation protection means that under certain circumstances you can cancel up to and including the day before agreed arrival without any charge.

Cancellation protection applies, under the following circumstances, of which you were not aware when you booked:

- i. death, illness or accident of a serious nature, affecting you personally, your spouse, partner, family or travelling companion,
- ii. call-up to the armed forces or civil defence,
- iii. the occurrence of a serious event outside your control which you could not foresee when you booked and which means that it is unreasonable to demand that you honour your booking, e.g. extensive fire or flood damage to your home.

You must have a certificate to prove the reason for cancellation, issued by a doctor, public authority, insurance company or similar. The certificate should be sent to us as soon as possible, preferably within one week from the date of cancellation.

The cost of cancellation protection is not reimbursed on cancellation.

What are my rights?

If we do not provide the cottage in the promised condition or at the right time and cannot offer you another cottage that differs so little from the one you booked that this is of no significance to you, you are entitled to cancel the lease. In this case we have to reimburse everything you have paid us.

Instead of cancelling the lease, you may demand reduction of the rent.

If you have any complaints they should be communicated to us as soon as possible, preferably within 3 days from the day of arrival. Any defects which occur during your stay should be reported immediately, so that we have the opportunity to rectify them.

You are entitled to put another person in your place as tenant and we have to accept that person unless we have special grounds for refusing. If you intend to do so you must inform us before the date of taking possession. We will also charge you a fee for changing the reservation. The fee is shown by the current price list.

What are my obligations?

You must take good care of the cottage and follow the rules and regulations which apply. You are personally responsible for any damage that occurs to the property and its contents through your own negligence or that of someone in your party.

The cottage can not be rented or sublet. You must not use the cottage for any purpose other than what was agreed at the time of booking (normal leisure purposes) and you must not allow more people to stay overnight in the cottage or in its grounds than you stated on booking.

You must clean properly before you depart. For details, see cleaning instructions. Equipment shall be restored to its ordinary position. Any litter and contamination of the outer areas to be plucked away and cleaned. Possible booked additions to be cleaned.

If you fail to do so we will do the cleaning at your expense.

You can optionally purchase departure cleaning. This is ordered when booking the cottage. The cost is shown by the current price list.

War, natural disasters, strikes, etc.

You and we have the right to depart from the lease if the cottage cannot be supplied owing to military operations, natural disasters, labour-market conflicts, protracted interruptions in the supply of water or energy, fire or other similar major occurrences, which neither you nor we could have foreseen or influenced. Under such circumstances we are obliged to reimburse what you have paid with a deduction for the benefit you may have had from the cottage/flat.

Disagreement

Tell us about any complaints immediately. Bear in mind that your chances of obtaining redress may diminish if you delay in making your complaint. If we don't agree, you can contact Allmänna Reklamationsnämnden (the National Board for Consumer Complaints) The address is: Box 174, S-101 23 Stockholm, Sweden. (www.arn.se)

Other

Cottages are rented only to persons over 18 years. If your age can not be verified by identification the landlord has the right to deny access to the cottage.

No pets are allowed and all cottages are non-smoking.