

# Booking and Payment Terms for Group Bookings at Sofielund Hostel & Camping

## 1. Responsible for the Booking

The person making the group booking is considered the “guest” and guarantees that he/she is entitled to represent the group as a whole. The person responsible for the group must be over 18 years of age and has full responsibility before and during the stay. The responsibility applies financially and for any damage or costs incurred by the group. Valid identification must be presented upon request.

## 2. When does the booking become binding?

As soon as the guest has confirmed the quote, asked us to book or signed an agreement.

## 3. Payment and Down Payment

Sofielund Hostel & Camping applies advance payment via Swish, credit/debit card or bank transfer. When booking a group with a joint invoice, a deposit of 20%, or at least 1000 SEK, is paid within 7 days of the booking date. Final payment is paid no later than 30 days before arrival unless otherwise agreed. For individual group bookings, e.g. with a discount code, 20% or at least 500 SEK is paid and final payment is made 45 days before arrival. In the event of failure to pay the deposit and/or late final payment, Sofielund Hostel & Camping reserves the right to cancel the entire booking and rent the rooms to other guests. Any deposit is not refundable.

## 4. Cancellation and Bed Reduction Policies

### Cancellation policy for group bookings

| Refundable | 5-10 beds | 11-20 beds | > 21 beds |
|------------|-----------|------------|-----------|
| 100 %      | 30 days   | 60 days    | 120 days  |
| 50%        | 14 days   | 30 days    | 60 days   |
| 0%         | < 14 days | < 30 days  | < 60 days |

Cancellations must be made in writing to [booking@sofielundsala.se](mailto:booking@sofielundsala.se) at least X number of days before arrival date according to the table above. This applies unless otherwise agreed in writing in connection with the booking. When cancelling a group with a joint invoice, a fee of 500 SEK will be charged.

### Rules for Reduction of Number in Group Bookings

| It is possible to reduce the number of beds 14 days before arrival free of charge, unless otherwise agreed. |                              |
|---|------------------------------|
| Number of booked beds   | Number that can be cancelled |
| 5-10  | 1 bed                        |
| 11-20   | 2 beds                       |
| > 21  | 3 beds                       |

Reduction of numbers must always be made in writing by email to [booking@sofielundsala.se](mailto:booking@sofielundsala.se)

## 5. Participant lists

At least 14 days before arrival we need to receive the following emailed to us at [booking@sofielundsala.se](mailto:booking@sofielundsala.se)

- ◆ **Participant list including information about who is sharing a multi-bed room**
- ◆ **Mobile number and email address of one of those sharing a multi-bed room, as well as everyone who has a single room\*)**

\*) Sofielund Hostel & Camping has code locks on all doors to rooms and other areas available to our guests. The code is sent automatically at 2 pm on the day of arrival to the mobile number provided and to the email address provided. The code is shared with everyone in each multi-bed room. The same personal code goes to all doors that are connected to a specific room. The code stops working at 10 am on the day of departure.

## 6. Disputes

If anything during your stay does not meet the agreed upon, you should contact the reception directly to give us the opportunity to rectify the deficiency. Any complaints or claims should be made immediately after the deficiency is discovered. If a claim is not made during your stay, you will lose your right of complaint.

## 7. Rental

Rental to third parties is not permitted unless agreed in writing.

## 8. Other

If something happens that falls under Force Majeure, both parties may terminate the agreement/reservation in writing without regard to the cancellation rules in this document. In addition to these terms and conditions, the General Rules stated on Sofielund's website, <https://sofielundsala.se>, and available in all rooms, also apply.