

Booking Terms for Sofielund Hostel & Camping

At Sofielund Hostel & Camping, the following booking terms apply. If you have any questions regarding the terms, please contact us at booking@sofielundsala.se or 070-799 8777.

Booking and Payment

We apply advance payment. Different terms apply for companies.

When booking through our website, payment must be made by card. Bookings made via direct contact with reception can be paid via Swish or bank transfer. If paying via bank transfer, payment must be completed no later than 3 banking days before check-in to ensure it is registered.

All rooms and common areas are equipped with code locks. The code is automatically sent via SMS and email once payment is received. The booking is confirmed by email when the payment has been registered. Same-day bookings are possible.

Check-in

Check-in is available from 2 PM unless otherwise agreed.

All guest-accessible areas are equipped with code locks. A personal code provides access to all doors and is sent automatically at 2 PM on the arrival day, provided payment has been registered. The code is sent to the email and phone number provided during booking. If the booking is made at 2 PM or later on the day of arrival, the code is sent immediately.

The code is valid until 10 AM on the departure day for hostel guests and until 12 AM for camping guests.

Check-out

Check-out must take place no later than 10 AM for hostel guests and no later than 12 AM for camping guests. The code will automatically expire at that time.

Cancellations

Cancellations or booking changes can be made at no cost before 14:00 the day before arrival.

If the booking was paid by card, the amount will be refunded to the card used.

Cancellations or changes made after 2 PM the day before arrival will be charged 100% of the first night.

No refunds will be issued for no-shows without prior notice to Sofielund.

Bookings made via booking.com **must** be cancelled via booking.com.

If the "Non-refundable" option was selected, no refund will be issued under any circumstances.

For cancellations or changes to group bookings, separate terms apply and will be provided at the time of booking.

Bedding, Towels & Final Cleaning

Bed linen, towels, and final cleaning are included in the hostel prices.

Guests make their own beds and are asked to remove the duvet cover and pillowcase and place them by the door before checking out.

GENERAL RULES

Sofielund Hostel & Camping wants everyone to feel welcome. We apply common sense and a few simple rules—please follow them!

Staff may not always be present on-site.

If you need help, first check the information posted on bulletin boards and in the rooms. If you still need assistance, call us at +46 (0)70 799 87 77.

An emergency contact number is posted in the hostel building next to the stairs to the upper floor.

Liability & Damages

- You are responsible for any damages caused by you or anyone you share a room with.
 - All guests are responsible for their personal belongings.
 - Sofielund Hostel & Camping is not responsible for valuables or personal items.
 - Guests who cause a false fire alarm will be charged 6,000 SEK.
 - Unreturned keys (for camping guests with electrical hookup keys) or other equipment must be reimbursed at the cost of a replacement key, new lock, or item.
-

Smoking & Alcohol

The hostel is strictly non-smoking. Smoking is only allowed in designated outdoor areas.

Violating the smoking ban may result in a 6,000 SEK charge for a false alarm and possible cleaning fees.

Sofielund Hostel & Camping has an alcohol-free policy. We ask all guests to respect this.

Pets

We allow pets in one of the 4-bed rooms with direct entrance on the ground floor of the Hostel building. However, we kindly ask that you inform us at the time of booking if you are bringing a pet so that we can guarantee this room for you. The cost for pets is included in the room rate per night.

Out of consideration for guests with allergies, all other areas are pet-free. We kindly ask guests with pets to respect this rule. For the comfort of all guests, dog walking is not permitted in the common outdoor areas, but only in the surrounding forest areas and outside the Sofielund premises.

For camping guests, pets are welcome. However, the same rules apply: common areas are pet-free and dog walking is not allowed in the general outdoor area.

Other Information

Important information can also be found in the document “General Regulations for Sofielund Hostel & Camping.” See the link below or visit Sofielund’s website:

<https://sofielundsala.se/reception-bokning/prislistor/prislista-vandrarhemmet/>

For camping, the “Rules of Conduct for Sofielund Camping” also apply. See the link below or visit Sofielund’s website:

<https://sofielundsala.se/wp-content/uploads/sites/190/2021/03/ordningsregler-for-sofielunds-camping.pdf>

Problems or questions?

Contact us at bokning@sofielundsala.se or +46 (0)70 799 8777