

Booking Conditions

Von Nya Skogsgården – Camping & Hostel (Herberge)
Mårbacken, 685 91 Torsby (Schweden)

Generally

The following conditions apply for bookings for the guest house and the cabins (Stugor) as well as for the booking of rooms in the hostel (hostel) of more than 2 nights or for group bookings of more than 3 people.

For the camping no reservations are accepted.

Booking / payment / cancellation

According to your request, you will receive a confirmation email. A booking fee is not charged.

When booking the place earlier than 30 days prior to arrival, the advance payment is 50% of the total amount that we notify you. The booking becomes binding upon payment of the sum. The balance is to pay at our house by arrival. If the advance payment is not paid within the deadline notified, we reserve the right to cancel your booking.

Cancellations can be made by telephone or written to employees of our company. Upon request, the cancellation will be confirmed. The cancellation is subject to the following conditions:

- In case of cancellation 29-14 days before arrival 10% of the total amount to be paid.
- In case of cancellation 13-3 days before arrival 50% of the total amount to be paid.
- In case of cancellation 2-0 days before arrival 100% of total amount to be paid.

Changes an original booking will be treated as a cancellation and new booking.

Check-In / Check-Out

On the arrival day you can check-in between 16.00 und 21.00 clock. If you arrive later, please provide us with a short message.

The check-out on departure must be lateste at 12.00 clock, unless otherwise agreed. Please understand that we have to charge you with potential additonal costs if leaving later the accomodation.

Insurance / Liability

The necessary protection for every guest has to be taken care of themselves with their own insurance.

The operator of Nya Skogsgården can only liable for damages caused by proven negligence of the employees within the campsite or accommodation. We can not be held liable for damages caused by outsiders or other guests.

Problems / complaints

If the rental property is not in the promised condition, please report it immediately upon arrival one of our staff, so we have the opportunity to rectify the situation as quickly as possible. This also applies to defects caused during your stay.