

#### TERMS OF PAYMENT

When booking online, payment is made by credit card. The guest will immediately be charged 100% of the total amount of the reservation.

#### CANCELLATION TERMS

The guest can cancel with full refund up to 30 days before arrival.

Any cancellations made later than 30 days before arrival are charged with 100% of booking value. In case of death or illness certified by doctor, cancellations with full refund will be made later than 30 days before arrival.

#### MINIMUM AGE

To book at Hotell Åregranen AB, the guest must be at least 18 years old.

#### SPECIAL RULES

When smoking in the room, a fee of SEK 3000 is charged. In case of fire alarm caused by smoking in the room or other irresponsible behavior an additional SEK 7000 is charged.

#### INSURANCE

The customer is responsible to have full insurance coverage during the trip.

#### FORCE MAJEURE

In the event of strike, lockout, fire, explosion, war or other circumstances outside supplier's control, the supplier Åregranen AB reserves the right to cancel the agreement without obligation to pay expenses.

#### COMPLAINT

In case of complaint, the case shall be submitted immediately to Hotell Åregranen AB and preferably on site. In cases where the customer and Hotel Åregranen do not reach an agreement, the General Complaints Board may be contacted.