

## Set of regulations, room reservations at Katterjokk Tourist Station

### General

For reliability and control reasons and to reduce fixed costs, we are using a simplified room reservation and payment system that supports the most common functions found in more comprehensive systems. To avoid reservation collisions, we need all reservations to be made online via our website [www.katterjokk.se](http://www.katterjokk.se).

Circumstances, larger group reservations and special cases not covered by the online system must be addressed manually via e-mail to [info@katterjokk.se](mailto:info@katterjokk.se).

All data communications are done encrypted and secured according to industry standards. Any problems or issues caused by systems beyond Friluftsrådet's control are out of Friluftsrådet's responsibility.

Upon arrival, all guests must fill in a hotel ledger in accordance with the recommendations for Swedish hotel industry. All guests are required to comply with all internal rules set for the facility, and must be aware of that cleaning is not included in the price. All residents must therefore clean their own rooms by following the checklist provided in all rooms. Cleaning equipment and supplies are available in common storages. During check-out, cleaning and other practical issues will be gone through together with the head of the facility. If cleaning is found to be inadequate or missed, it must be redone. If neglected, the guest will be charged with 800 SEK. Loss of a key to your room will result in a fee of 500 SEK.

### Security and valuables

The guests are obliged to follow the safety rules and instructions applicable to the facility. Smoking is not allowed anywhere indoors, and must only take place outside all facilities. Friluftsrådet will not take responsibility for any valuables stored in the rooms.

### Seasons

Our pricing is differentiated in low- middle- and high over the season. The dates for this vary slightly from one year to another. For the current price per room, please go through the booking on our web-based booking system.

### Room reservation

The guests are responsible for their own room reservations and specified personal data. All room reservations are done online (see General above). Room reservations are only valid upon a registered payment. Unless otherwise agreed, the person who makes the reservation must stay at the facility and is fully responsible for all accompanying persons to comply with our set of regulations. The number of residents may not exceed the number of beds in a room and all accommodated must be paid for. You may not transfer the reservation to someone else without Friluftsrådet's consent.

Reservations may only be made per room and not per bed. When processing the reservation, all rooms available will be shown for the specified period. If rooms aren't shown to be available, try to divide the period in smaller bits – and see if rooms become available. If they do, one can reserve different rooms for different parts of the full period. Unless otherwise agreed, check-in can occur after 14.00 on the day of arrival and check-out no later than 10:30 on the day of departure. In total, 68 beds are available at Katterjokk Tourist station. If you are interested in renting the entire facility for i.e. larger groups, please contact us via e-mail to [info@katterjokk.se](mailto:info@katterjokk.se).

### Payment

All payments are made as the last step in our online room reservation system. Payments are made via an encrypted security system according to industry standards through PayPal payment solution. PayPal support a dedicated PayPal-account and also the most commonly used credit cards. Upon agreement, payments for business/group reservations can be made via an invoice procedure.

### **Pricing and discounts**

Our pricing is differentiated to follow the low- middle- and high season. The dates for this vary slightly from one year to another. For the current price per room, please go through a booking in our web-based booking system.

We have a discount for smaller children, and we charge extra for weekends, bed linen and the use of car engine pre-heaters. All of those options will appear as you carry on with your booking in our web-based booking system.

Members of Friluftsrämjandet in Kiruna, gets a 10% discount on regular prices. The membership discount will be obtained by using a valid promotion code in the online booking system and specifying all membership numbers when booking.

### **Cancellation**

A reservation is considered completed on the date and time when it is booked in the online booking system. For all valid reservations, a confirmation email is sent to the registered email address, and the fee is withdrawn from the verified account. Cancellation is always treated per room. For cancellations, repayment is done according to the rules described below. Friluftsrämjandet always require a minimum cancellation fee of SEK 250/ room.

- If cancellation is made 1 month before day of arrival the full amount is refunded
- If cancellation is made after 1 month but before 2 weeks before day of arrival 75% of the amount is refunded
- If cancellation is made after 2 weeks but 1 week before day of arrival 50% of the amount is refunded
- If cancellation is made after 1 week before arrival no amount is refunded

Unfortunately, our simplified online booking system does not support a cancellation procedure. Therefore, any cancellations have to be made by e-mail to [info@katterjokk.se](mailto:info@katterjokk.se). The date when the e-mail arrives is considered as the cancellation day. Friluftsrämjandet will then transfer your money back into the account you provided. This transaction takes approximately 1-2 banking days. Friluftsrämjandet can not affect any delays in transactions after Friluftsrämjandet has released the return payment. If you have a valid medical certificate attesting acute illness or an equivalent condition, the whole amount will be refunded except the minimum cancellation fee of sek 250/room.

### **Change of booking**

Our simplified online booking system does not support changes in your reservation. Any changes will terminate the ongoing reservation, and add a new reservation. If you want to change a reservation in another way, you must contact the staff via email [info@katterjokk.se](mailto:info@katterjokk.se), or telephone +46 (0)730 360 595.

### **Invoice**

An invoice procedure may only occur in special cases. Please contact us via email to [info@katterjokk.se](mailto:info@katterjokk.se) or by phone for details and agreements. Nonpayment in time will cause a termination of the reservation.

### **Check in**

Upon arrival its important to immediately announce your arrival directly to the staff either in person or by phone or text message, or if you are without phone, by filling in a check in-list and leave it in the reception letterbox.

### **Responsibility**

Accommodation on the facility and stay in the area are at your own risk. Friluftsrämjandet takes no responsibility for valuables, equipment, vehicles etc. Friluftsrämjandet cannot be held responsible for accidents or incidents caused by reasons beyond Friluftsrämjandets control, nor for any costs or damages for third parties.

### **Questions**

For questions not covered in this document, please don't hesitate to contact us via [info@katterjokk.se](mailto:info@katterjokk.se) or by telephone +46 (0)730 360 595.

### **Other**

Friluftsrämjandet has the right to change the rules of reservation whenever the need for this arises. Completed reservations are always made in compliance with the rules of reservation valid at the time for the reservation, and are not covered by any subsequent change of rules.