

GENERAL CONDITIONS

1. General

- a. In these general conditions when 'SWEEDS' is mentioned we mean: Swedish Wares Experiences Events Dwellings Services AB.
- b. The 'house owner' in the following text refers to the person who owns the rental object or his contact with a power of attorney to handle the rental agreement.
- c. The 'tenant' in the following text refers to a (natural) person, that rents or wishes to rent one of the holiday homes offered by SWEEDS.
- d. SWEEDS acts as an agent between the tenant and the house owner and shall be liable only as such.
- e. These general conditions apply to all rental agreements (below referred to as 'bookings') that have been entered between the tenant and the owner of the rental object (below referred to as 'holiday home') with SWEEDS as the agent.
- f. Alternative and/or verbally agreed conditions or agreements will only apply if they are confirmed in writing by authorized personnel of SWEEDS.

2. Bookings

- a. A booking can be made by telephone, on our website, by email or at the reception.
- b. A rental agreement is final as soon as the tenant has confirmed the reservation of a holiday home on our website, by telephone, by email or in writing. A booking confirmation, that serves as proof of the rental agreement will be send to the tenant by email.
- c. There is no reflection period after you made a booking, which means your purchase is valid and payment must be done. The tenant has the right to cancel the booking free of charge within 24 hours after the booking confirmation was sent without stating a reason. This does not apply to bookings made within 6 weeks of the arrival date and last minute offers. For further cancellation conditions, please see paragraph 10.
- d. The booking confirmation together with these general conditions for customers constitutes the contractual basis between the house owner and the tenant.

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- e. The tenant is responsible for the accuracy and completeness of the booking. Any inaccuracies or omissions should be reported to SWEEDS within 7 days after receiving the booking confirmation. Should such notice not be made within the prescribed term, the tenant is not entitled to appeal to the incompleteness or inaccuracy of the booking confirmation.
- f. SWEEDS always has the right to withdraw a booking within 7 days after the date of booking, without giving any reason.

3. Terms of payment

- a. Payment of the full amount (including VAT and other specifically mentioned additional costs) must be completed no later than 6 weeks before arrival or according to the payment schedule stated on the booking confirmation.
- b. Payment is made in two terms:
 - 1. 25% of the complete amount of the booking (including extra services) must be paid within 7 days from the day the booking has been made,
 - 2. 75% of the complete amount of the booking (including extra services) must be paid no later than 6 weeks before the day of arrival.
- c. Payments can only be made via bank transfer to SWEEDS bank account according to the payment schedule stated on the booking confirmation or through an online payment if available on the website.
- d. Only in case of very late bookings (i.e. bookings made a few days before the arrival date) and only in agreement with SWEEDS the payment can be done in cash at arrival.
- e. SWEEDS accepts no liability for bank transfer costs or other costs that may be charged by the tenant's bank.
- f. All payments should be paid in the currency stated on the booking confirmation. If a payment is paid in a different currency than the currency stated on the booking confirmation SWEEDS is allowed to charge the tenant additional costs to cover the extra costs made by SWEEDS.
- g. The tenant is responsible for checking the payment schedule stated on the booking confirmation and the expiry of a payment term. The tenant never has the right to suspend payment, unless agreed so with SWEEDS.
- h. After the expiration of the payment term, the tenant is in default. When in default the tenant has three days to transfer the due amount to SWEEDS bank account.

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- i. Failure to make payment in accordance with the payment schedule stated on the booking confirmation may result in cancellation of the booking by SWEEDS without any further notice. Cancellation by SWEEDS in such case doesn't mean the tenant is free from his obligations towards the booking. Our cancellation terms that are mentioned below will apply.

4. Website, offers, prices and rates

- a. Offers made by SWEEDS are not binding and can be subject to change.
- b. All statements on the website of SWEEDS are made with the best intentions and are always under the reserve of interim adjustments.
- c. SWEEDS is not liable for errors, shortcomings and for information that has been prepared under the responsibility of third parties on its website.
- d. The tenant declares to have read the description of the holiday home provided by SWEEDS on the website.
- e. All prices on our website are including VAT.
- f. Additional costs such as energy, booking fees, damage insurance, cleaning and local government taxes shall, if applicable be shown separately on SWEEDS website and on the booking confirmation.
- g. Indications of prices on SWEEDS website are not legally binding.
- h. SWEEDS and the house owner can not be held liable for any losses, damages, claims or expenses arising from the use of SWEEDS website or any products or services purchased from SWEEDS.

5. Arrival

- a. Upon arrival the tenant has to check-in at the SWEEDS reception in order to receive the keys and directions to the holiday home.
- b. From at least 4 PM on the day of arrival the holiday home will be available for the tenant. The tenant can enter the holiday home earlier than 4 PM only in agreement with SWEEDS and if the holiday home is clean and available.

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- c. Checking-in can be done at the SWEEDS reception on the day of arrival from 10.00 to 18.00.
- d. For arrivals later than 18.00, the tenant must inform SWEEDS in good time so a separate appointment can be made.
- e. Any outstanding payments and security deposits for boats and/or bicycles should be paid directly at arrival.

6. During the stay

- a. Smoking in the holiday home is strictly prohibited. After detection of smoke indoors SWEEDS is entitled to charge cleaning costs.
- b. The tenant must behave as a good tenant and use the holiday home according to any reasonable instructions given by SWEEDS or the house owner. SWEEDS and the house owner have the right to cancel the rental agreement immediately if inappropriate behaviour continues after a warning by SWEEDS or the house owner.
- c. The tenant is at all times required to give access to the holiday home to allow for SWEEDS or the house owner for the provision of necessary maintenance and cleaning (e.g. garden). These visits will be made (as far as possible) in consultation with the tenant.
- d. The tenant is obliged to use bed linen on the beds. Use of the beds without bed linen is strictly forbidden. Cleaning costs because of improper use will be charged to the tenant.
- e. On the website of SWEEDS the maximum number of people allowed in the holiday home is specified. This number may be exceeded only with written permission from SWEEDS. Exceeding the maximum number of people without permission of SWEEDS may lead to termination of the booking, removal of the tenants from the holiday home or to an increase of the rent.
- f. It is not allowed to have tents, caravans or similar equipment on or by the holiday home ground without the agreement of SWEEDS. SWEEDS is allowed to remove this kind of equipment immediately.
- g. The tenant ensures that the disposal of garbage and waste will be done according the information provided by SWEEDS or the house owner.

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- h. Pets are only allowed in agreement with SWEEDS and when explicitly mentioned in the information about the holiday home on the website of SWEEDS.

7. Departure and cleaning

- a. The tenant must leave the holiday home in a tidy and clean state no later than 10.00 in the morning on the day of departure, unless agreed otherwise with SWEEDS. If the tenant departs the holiday home later than 10.00, SWEEDS is allowed to charge extra costs.
- b. The holiday homes key needs to be returned to the reception or, if applicable, placed back into the key box at the house.
- c. The tenant is obliged to create the opportunity for SWEEDS to make a final check before or at the time of departure.
- d. SWEEDS takes care of the final cleaning after departure, unless agreed upon differently. The tenant should, however, ensure that the holiday home is left in a neat and tidy condition. Guidelines for this can be found in the information folder in your holiday home.
- e. The tenant ensures that upon departure all equipment and furniture in and around the holiday home is in the exact same place as it was at arrival. Dishes should be washed and stored in the appropriate place. The refrigerator and freezer need to be empty and tidy.
- f. Within one week after departure of the tenant SWEEDS will inspect the holiday home. If SWEEDS finds that the holiday home is not left clean and tidy or that equipment and furniture are not in their original place, SWEEDS is entitled to charge the tenant for the costs to tidy up and clean the holiday home.

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8. Schade en Verzekering Schade aan Logiesverblijven

- a. If you book a holiday home from SWEEDS, damage insurance is included and mandatory for every tenant. Costs for this insurance are specified on the booking confirmation. This insurance will cover damages up to €2500. If you accidentally damage something in your holiday home, the insurance form needs to be filled out upon departure. For terms and conditions, please see the general conditions damage to lodging accommodation.
- b. The tenant is legally liable towards the house owner for any missing items and/or damage to the holiday home and/or its inventory caused by the tenant or by others who were given access to the holiday home by the tenant. Any missing items and/or damage should be reported to SWEEDS immediately.
- c. Any costs for missing items and/or damages to the holiday home and/or its inventory caused by the tenant or others who were given access to the holiday home by the tenant will be charged by means of an invoice afterwards. If the damage is covered by the damage insurance, the amount can be recovered from the insurance company. For more information, please see General conditions damage to lodging accommodation.
- d. SWEEDS and the house owner cannot be held liable for any missing items and/or damage caused by the tenant or by others who were given access to the holiday home by the tenant.
- e. If you book a holiday home from SWEEDS, travel insurance is not included. We advise you to purchase travel insurance.

9. Defects, complaints and remedy

- a. Every holiday home has been carefully selected by SWEEDS. The description and impressions of the holiday home, including facilities and equipment, and the surrounding area can be different from the description on the website of SWEEDS due to seasonal or other changes made.
- b. The tenant shall report any complaint within 24 hours from the arrival at the holiday home or from the finding of a damage or defect to SWEEDS. Failing to do so, the tenant loses the right for eventual compensation or price reduction as the tenant doesn't give SWEEDS the opportunity to solve the complaint.
- c. In case of a complaint, the tenant gives SWEEDS the opportunity and a reasonable time limit to find a solution for the complaint.

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- d. SWEEDS has the right to solve any complaint by offering the tenant a different holiday home in the same price range and with the same quality if possible.
- e. If a complaint cannot be resolved to the satisfaction of the tenant, the tenant should make a complaint in writing within 14 days after departure of the holiday home, to SWEEDS. Failing this term of 14 days means that SWEEDS is not obliged to consider the complaint.
- f. An early departure of the tenant, before the end date of the rental period, without the agreement of SWEEDS, will exempt SWEEDS from any obligation to compensate the days that the tenant has not used the holiday home.
- g. SWEEDS is not liable for any kind of damages or defects in and around the holiday home.
- h. If unexpected defects, damages or outages occur to equipment or technical installations, the tenant should inform SWEEDS immediately. SWEEDS will request the house owner to solve the problem. If the problem is solved within a reasonable time limit, the tenant can ask no compensation.
- i. The tenant can not claim repair or compensation for defects or damages that occur to equipment or technical installations that are offered by the house owner for free and are not mentioned in the information on SWEEDS website.

10. Cancellations

- a. The tenant has the right to cancel a booking. The cancellation has to be done in writing and the day on which SWEEDS receives the writing will apply. The tenant can cancel a booking according to the following cancellation fees:
 - 1. If cancelled between the day of booking and up to 14 weeks before arrival date, 25% of the total amount of the booking is to be paid (with a minimum fee of SEK 500);
 - 2. If cancelled within 14 to 10 weeks before arrival date, 50% of the total amount of the booking is to be paid (with a minimum fee of SEK 500);
 - 3. If cancelled within 10 to 6 weeks prior to arrival, 75% of the total amount of the booking is to be paid (with a minimum fee of SEK 500);
 - 4. If cancelled within 6 weeks before the arrival date, 100% of the total amount of the booking is to be paid;

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- b. If SWEEDS hasn't received a cancellation in writing, the tenant is to pay the complete amount of the booking even if the holiday home is not used by the tenant.
- c. If the tenant finds another tenant to reside in the holiday home for the same period and for the same price, SWEEDS will accept to change the booking to the new tenants name.
- d. If you book a holiday home from SWEEDS, cancellation insurance is not included. We advise you to purchase cancellation insurance. SWEEDS offers the possibility to take out an all risk cancellation policy along with your booking. For terms and conditions, please see: General conditions for cancellation insurance. In case of cancellation you are still obliged to pay the full cancellation fee, even if your insurance doesn't cover or only partly covers the amount due.

11. Force Majeure

- a. In case of extraordinary events/force majeure (e.g. risk of war, war, insurrection, strikes, boycotts, disruptions in traffic and transportation, government measures, scarcity of raw materials, natural disasters, extraordinary weather conditions, death of the owner, divorce of the owner, unannounced sale and similar force majeure) both permanent and temporary, SWEEDS and the house owner is entitled to cancel or temporarily suspend the rental agreement in whole or in part. Both SWEEDS and the house owner cannot be held liable in the above cases. SWEEDS is entitled to charge all paid costs connected to the cancellation of the booking.