



TERMS AND CONDITIONS 2019

Terms and conditions for accommodation bookings, in Lysekil and the surrounding area, through the portal boendeilysekil.se.

RESPONSIBILITY

Responsible agent:

Näringslivscentrum Lysekil (Lysekil Business Centre)

Drottninggatan 8C, 453 31 Lysekil, SWEDEN

Phone: +46 (0)523-130 50

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Email Boende@nlclysekil.se or, for more information, visit <http://boendeilysekil.se>

Näringslivscentrum Lysekil (henceforth the Agent), acts as an agent to arrange cottage, apartment, room and villa rentals (henceforth rentals) on behalf of the rental's owner (henceforth the landlord). The landlord is responsible for the contents and quality of the rental object.

As an Agent, we ensure that:

- You will receive a written confirmation of your booking and other necessary documents.
- You receive documents and information about where the key can be collected in good time, but not necessarily more than 30 days before the agreed arrival date.
- the cottage / apartment / room / villa is in accordance with the description. We are not responsible for promises that the landlord / owner or his / her contact person may have made directly to the guest without our knowledge and which we have not known (try to get such agreements in writing to be sure).
- you are informed of any significant changes concerning your booking.
- you can use the cottage / apartment / room / villa, from 3 pm on your arrival day until 11 am on your departure day, unless otherwise agreed.

We reserve the right to delay check-in due to unforeseen events affecting the accommodation. Delays regarding check-in time will not be compensated.

If you are not satisfied with the cottage / apartment / room / villa, you should let us know immediately so that we can contact the landlord.

When will my booking become binding?

It is the guest's responsibility to check the confirmation to ensure that arrival and departure dates are correct. The guest and the landlord are bound by the booking as soon as the agent has confirmed the booking (ie a booking number is assigned to you) and the guest has paid the agreed registration fee or received invoice within the agreed time. The agent needs your organisation number and your VAT-no to confirm your booking if your booking is for a company, and otherwise your social security number.

When will the guest pay?

The guest's payment must be received by the agent no later than the time specified in the booking confirmation or the date stated on the invoice. The agent reserves the right to charge a first instalment in connection with the



confirmation (registration fee). The booking must always be paid in full before the stay. Non-payment of the rent is considered cancellation by the guest and cancellation rules apply.

CANCELLATION CONDITIONS

Cancellations must always be made in writing to the agent, and does not count if it is made to someone else or sent directly to the landlord. The agent is obliged to confirm your cancellation in writing. If you cancel earlier than 41 days before the agreed arrival date, the cost is 25% of the rental amount (the registration fee). If you cancel 40 days or before the agreed arrival date, or later, you must pay 100% of the rent. In the event that the object can be re-let to another party, the tenant will be refunded 50% of the fee.

But what if anything happens to me?

A full cancellation insurance is usually available through most business insurance policies. Check with your insurance company! If it is not included, we recommend that you protect yourself against cancellation costs by purchasing a private cancellation insurance from any insurance company.

RIGHTS AND RESPONSIBILITIES

What rights does the guest have?

If the landlord does not provide the cottage / apartment / room / villa in the agreed condition or at the right time and is unable to offer you an equivalent cottage / apartment / room / villa, the tenant has the right to terminate the lease agreement. The landlord must then, via the Agent, pay back your fees in full and reimburse you for any proven and reasonable costs, less any use you may have had of the cottage / apartment / room. Instead of terminating the lease, you can request a reduction of the rent. If you have a complaint, you should inform the Agent as soon as possible, but no later than 12:00pm the day after the day of arrival. Complaints that have not reported to the agent before noon the day after arrival will not be compensated. Any faults that occur during the stay should be reported immediately so that we have a chance to fix it. You have the right to let someone else use your booked accommodation and we must accept that person unless there are any special reasons to refuse. To do so, you must notify us before the day of admission (and we will then issue a re-booking fee of SEK 200). The rental price includes electricity, heating, water charge and garbage collection.

What responsibilities does the guest have?

You have to take good care the cottage / apartment / room / villa and follow the rules, instructions and regulations that apply. Between 11:00pm and 07:00am the guest must be quiet and considerate towards other guests. Violations of smoking and pet bans attract a decontaminating fee of SEK 6000. The guest is fully responsible for all damages that occur to the property and its furnishings by you or someone in your company being careless. You may not use the cottage / apartment / room / villa for anything other than what has been agreed upon at the time of booking and you must not let more people stay overnight in the cottage / apartment / room / villa or on the plot, than what you stated at the time of booking. During the accommodation period, the guest will regularly clean the accommodation. Departure cleaning is mandatory. It can be done by the guest and inspected by the landlord / tenant's representative / agent. The landlord can also choose to only offer professional cleaning for a fee that the guest must pay before departure. If the landlord agrees to invoice the cleaning cost, that is an alternative. Regardless of the chosen option, the departure cleaning is agreed between the agent and the guest. The fee for departure cleaning must be stated to the guest at the time of booking. It is included in the accommodation description in the Portal, which the guest is provided with before clicking on the booking button.

The cost of each facility / room is provided at the time of booking, including any fee for departure cleaning. The agent has the right to reject customers who violate the obligations mentioned above or who do not comply with the general rules and regulations that apply.

War, natural disasters, strikes, etc.

Both the tenant and the landlord have the right to withdraw from the lease of the cottage / apartment / room / villa cannot be provided because of acts of war, natural disasters, labour market conflicts, longer interruptions in water



or energy supply, fire or other similar events, which neither you nor we can predict or influence. The landlord is then obliged, as soon as possible, to repay what you paid, less any use you have had of the cottage / apartment / room / villa.

What if there's a disagreement?

The guest should contact us, the Agent, directly with any complaints. Keep in mind that your chances of getting a correction can decrease if the complaint is delayed. If we cannot come to an agreement, you can turn to the National Board for Consumer Disputes.

Other

The cottages/apartments/rooms/villas that are let through Näringslivscentrum are provided solely in the name of the Landlord and on behalf of the Landlord. Accommodation is only let to people over the age of 18. If age cannot be confirmed by ID upon request, the agent is entitled to deny access to the accommodation.

All accommodation is non-smoking.

The cottages / apartments / rooms / villas are equipped for self-catering, unless the chosen accommodation is a hotel room. The guest brings their own bed linen and towels, unless it is a hotel and bed linen has been booked.

Please check your booking confirmation to make sure you get what you want:

- That arrival and departure dates and rental objects are in line with what you have booked.

And that the product description confirms:

- Number of beds
- Disability access
- Whether pets are allowed

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Version 2.