

TERMS AND CONDITIONS

It is important that you read through VisitTo:s terms and conditions. When you complete your booking and/or your purchase you also accept these terms and the amount will shortly afterwards be debited from you card, or an invoice will be sent out.

Terms and conditions

These terms and conditions is between VisitTo, (Phone 08-409 200 00. E-mail: info@visitto.se) with Organisation number 556864-5724, and the person who concludes an agreement themselves or through other part book via Where Te Wild River Runs.

The agreement can be applied to accommodation, activities, events, transportation (by itself or in a combination)

WHO IS RESPONSIBLE?

Responsible organizer is VisitTo. VisitTo sells travel via visit.se and wherethewildriverruns.com.

WHEN DO YOUR PURCHASE BECOME BINDING?

The booking is valid as soon as VisitTo have confirmed it, and when you have paid the agreed registration fee and/or the total amount for the booking.

IS THERE ANY BOOKING FEES?

VisitTo do not charge anything extra when you book.

WHEN DO YOU NEED TO PAY?

You can pay for it in the following ways:

If you choose to pay by credit card or by Swish you have the option to pay the total amount on the date of booking, or divide your payment into two parts. First payment of 10% is then made directly when booking, and the remaining 90% at a maximum of 40 days before arrival. If you make a reservation less than 40 days prior to arrival, you need to pay the total amount right away. Payment by card is without any extra fees.

Payment through invoice is only possible in exceptional cases, and only after agreement by the time of your booking. The invoice comes with an extra fee of 75 SEK.

When it is time to pay it is very important that you type in your booking number that you got on your confirmation document, otherwise VisitTo do not know where the money is supposed to go and the booking becomes invalid.

For your own good, we recommend that you bring your confirmation document and receipts at arrival, in case you need to proof anything.

You will not get a confirmation from us that the payment has reached us, but you can have a look at your status of payment at “my page” at visitto.se. You can also follow the payment-link in the confirmation document you got from VisitTo.

WHAT HAPPENS IF YOU DO NOT PAY IN TIME?

If you have made the choice to split your payment and you do not pay the registration fee according to the confirmation document, VisitTo will cancel your reservation. If you pay the registration fee but not the remaining amount, VisitTo will send you a reminder to the e-mail address you registered 45 days prior to your arrival at the latest. If you fail to pay in time, it is considered as a cancellation and the rules of cancellation will apply.

If you chose to pay through invoice, there will be no reminder sent out. If you fail to pay in time, it is considered as a cancellation and the rules of cancellation will apply.

WHAT HAPPENS IF YOU WISH TO CANCEL/RESCHEDULE YOUR HOLIDAY EXPERIENCE?

The easiest way to cancel is through “My page” where you type in your booking number and e-mail address.

You can also cancel orally to Where The Wild River Runs on telephone +46 (0)73- 935 30 29 or in writing through e-mail info@wherethewildriverruns.com. A cancellation is not valid until you get a confirmation in writing from VisitTo/Where The Wild River Runs. If you wish to make any changes in your booking, the fee is 100 SEK/booking. Change of arrival or departure dates is considered as cancellation.

GENERAL CANCELLATION RULES REGARDING ACTIVITIES, ACCOMMODATION, EVENTS, PACKAGE DEALS, TOURS AND OTHER ARRANGEMENT TO REGULAR PRICE. If you have not ordered a cancellation insurance, or if the cancellation insurance is not possible these prices below are the cancellation costs. The percentage is referred to the total costs of your booking.

Activities

40 days or more before before arrival: 0%

39-30 days or more before arrival: 10% (registration fee)

29-0 days before arrival: 100%

Costs for cancellation insurance, costs due to changes in your booking or invoice fees will not be repaid.

Hotel

Rooms not included in a package must be cancelled at its latest the day before arrival to get a full repayment, excluding possible fees. If cancellation is made later than that, no repayment will be made.

Costs for cancellation insurance, costs due to changes in your booking or invoice fees will not be repaid.

Hostel, lodging house, bed & breakfast, living on a farm, mountain cottage and chalet(fäbod)
5 days or more before arrival: 0%

4-0 days before arrival: 100%

Costs for cancellation insurance, costs due to changes in your booking or invoice fees will not be repaid.

Camping, guest harbour and stand for caravan/RV

40 days or more before arrival: 0%

39-30 days or more before arrival: 10% (registration fee)

29-8 days before arrival: 75%

7-0 days before arrival: 100%

Costs for cancellation insurance, costs due to changes in your booking or invoice fees will not be repaid.

Package and tours

Packages and tours is only reschedulable up until 28 days before departure. Thereafter the booking is closed for any changes. Note that special rules for changes or cancellations might occur for certain packages. In that case it will show when you are about to make your booking and also on your confirmation document.

Special offers

Note that special rules for changes or cancellations might occur for certain prices and offers. In that case it will show when you are about to make your booking and also on your confirmation document.

Private accommodation – Cottages, rooms and apartments

40 days or more before arrival: 0%

39-30 days or more before arrival: 10% (registration fee)

29-0 days before arrival: 100%

Costs for cancellation insurance, costs due to changes in your booking or invoice fees will not be repaid.

Good to know about your booking of Private Accommodation

Arrival/Departure

You will get access to the cottage/apartment from 14.00 on the agreed day until 12.00 on the departure day unless anything else is agreed on. You need to make at final cleaning before you leave. Cleaning equipment is available in every cottage/apartment. In holiday villages the equipment might be found in a separate service building. If the landlord is not pleased with the cleaning, you will have to pay for the cleaning. For some cottages/apartments and the most holiday villages you can buy the service of final cleaning. That service need to be booked in advance, the prices might vary depending on the size of the accommodation.

Prices

The prices are set upon the number of beds in the cottage/apartment. I the description of cottages number of original beds plus extra beds is written like this for example: "4+2 beds" which means 4 ordinary beds + 2 extra beds.

General

All cottages/apartments are made for self-household. You need to bring your own bed linens, towels, toilet-paper, dish wash and cleaners. In most holiday villages and in some private cottages bed linens and towels can be rented. In most cottages/apartments pets are not allowed. Smoking is always prohibited. Information about this is found in the description of the cottage/apartment. Note that it is not guaranteed that smoking have occurred or that pets have been in the cottage/apartment at some point.

VisitTo:s RESPONSIBILITIES AND YOUR RIGHTS REGARDING HOLIDAY EXPERIENCE

VisitTo have the right to change the terms and conditions for the booking if you as a customer can be offered other similar products and/or services. If the costs increases for VisitTo after the deal have been binding between the two parties, VisitTo have the right to raise the price as much as the cost increase was. This is if the increase was due to changes in taxes or other fees for services that is included in the booking. VisitTo need to contact you as soon as possible if a price increase is occurring. The price can not be raised during the last 20 days before arrival. If the costs for some reason is reduced due to the same reasons as mentioned above, VisitTo needs to reduce the total price from you, if it occurs 20 days or more before arrival.

VisitTo have the right to cancel activities for safety reasons. For example it can be because of extreme weather conditions, unforeseen obstacles at the activities in the mountains or too few registered participants.

If VisitTo fail to deliver parts of your booking or the whole booking itself according to the confirmation document, you have the right to cancel and get a refund for the parts you have not used yet. Unless a similar product can be offered, for example a hotel or a hostel in the same standard.

If the trip has begun, but need to be interrupted by the organizer, you have the right to get a refund for the parts you have not used yet.

If a service for transportation, an event or activity that was included in your booking gets cancelled with short notice, you can only get refunded for that specific part of the booking.

If it is needed you who concluded the agreement can hand it over to someone else, as long as it is done before arrival. It is important that VisitTo get the new guests name and information. If it regards tickets for transport, the specific company need to have the new names and information and also approve it.

As organizer VisitTo is responsible to make sure that:

- You get a confirmation of your booking in writing
- You get all your necessary documents and information on time
- You get informed about any important changes regarding your booking

VisitTo is not responsible for any promises made to you by third party without VisitTo:s knowledge, about things VisitTo know nothing about, or should know about. For your own sake we recommend you always ask for a written confirmation.

WHAT IS YOUR OBLIGATIONS AS A CUSTOMER?

To book/enter an agreement with VisitTo it is necessary to have reached the age of 18 years. Group bookings for accommodation need to have at least two persons over the age of 18, unless a higher age-limit is set for that specific accommodation. That information is found on the site when booking. Legitimation is on arrival. It is a demand to have reached the age-limit to be able to go through with the booked activity or event, and to get keys to the accommodation. If you are younger than the set age-limit at arrival, rules for cancellation will apply.

It might be specific rules regarding age for some activities or experiences, which you are obliged to follow. If you do not reach the age-limit, rules for cancellation will apply.

It is your obligation to make sure your confirmation document is correct when you get it. If booking staff gave you special promises they need to be in writing in the confirmation to be valid.

You are obligated to follow the rules, instructions and regulations for the accommodation, transport, activity, event etc. It is not allowed to let more people sleep in the room than what was stated in the booking. All persons need to be stated when booking. VisitTo assume that maximum 1 child under the age of 2 years not will be using their own bed, unless anything else is mentioned.

Disturbing behaviour can lead to eviction for you and your company if the behaviour does not change immediately after order. Same rules apply if more people than allowed stays in the room. You will be responsible and obliged to pay for all costs resulting from the incidents mentioned above. Refund for remaining nights might occur if the facility manage to book new guests to the room.

If you have any remarks or complaints, please turn to the host of the accommodation or activity. That is to give the host a chance to fix the problem during your stay.

Please make sure to give information about possible allergies when booking, so VisitTo as a organizer can offer a suitable room. In the description of the room you can see if pets or smoking is allowed/prohibited. Note that VisitTo not can guarantee that no pets have been in the room before, or that smoking have occurred.

CANCELLATION INSURANCE

VisitTo offers cancellation insurance for HOLIDAY EXPERIENCES. It can only be ordered at the time of booking. Cancellation insurance is personal and is valid for all people stated by name in the booking.

If you choose to use the cancellation insurance the whole booking will be cancelled and all persons included. There will be no refund if the rest of the group choose to use the booking anyways.

The price for the cancellation insurance is 300 SEK/booking.

WHEN IS THE INSURANCE VALID?

With the cancellation insurance it is in some cases possible to cancel up until the day before arrival. Make sure to check the specifics regarding your booking. Cancellation later than the set date will not be approved and no refund will be made.

The cancellation policy applies to illness which was not known by the time of booking together with a medical certificate, and for serious event. The policy only applies to illness, serious event or death happening to you or your closest family. Closest family means: spouse/ registered partner, living partner, children, parents and grandparents. You need to cancel the trip as soon as possible when you realize you can not go.

WHAT DO VISITTO REFUND WHEN USING CANCELLATION INSURANCE?

If the cancellation policy applies, VisitTo give you a full refund except 5% in administration fee, cost for the cancellation insurance and possible costs due to rescheduling.

HOW DO YOU GET THE REFUND?

You can cancel your trip through this link, www.visitto.se/boka/sv/min-sida/logga-in. Note that the trip will be cancelled according to current cancellation rules (which will be adjusted as soon as your medical certificate reaches VisitTo). You send your valid medical certificate to VisitTo % Kolonien, Dialoggatan 16, 1tr 126 26 Hägersten immediately. VisitTo refund according current rules 10 days at its latest after the medical certificate reaches us.

GENERAL

VisitTo have the right to make changes in these Terms and Conditions. Your booking/purchase is covered by the terms and conditions current by the time you concluded the agreement. Except changes by law, authority or regulations.

WHAT HAPPENS IF A POSSIBLE DISAGREEMENT HAPPENS?

If you have any complaints after you get home from your trip you should turn to VisitTo with them. If you and VisitTo do not manage to agree you can turn to Allmänna Reklamationsnämnden (ARN). VisitTo follows ARN:n recommendations. The National Board for Consumer Disputes (ARN)

PERSONUPPGIFTSLAGEN

By paying, you gives your consent for your personal data to be processed by VisitTo. The purpose of this is to facilitate the usual administration of guests, to ensure that VisitTo has access to reliable personal documentation in the event of accident, to fulfil insurance terms and conditions for cancellation insurance and to administer any claims. Data may also be used to provide information on insurance and payment services and travel-related offers. The Guest may also be contacted for marketing surveys.

You can always take part of this information whenever you want by contact VisitTo. Email; info@visitto.se or by mail: VisitTo, % Kolonien Dialoggatan 16, 1tr 126 26 Hägersten.

FORCE MAJEURE

In the event the tour or event cannot be implemented due to an impediment beyond the organizer's control that the organizer could not reasonably have foreseen when the



VisitTo



agreement was entered into, and the consequences of which the organizer could not reasonably have avoided or overcome, the organizer shall be released from liability or other sanctions. The same applies if the tour or event is cancelled due to anyone who is hired by the organizer. We disclaim any liability for changes in the law and changes in prices that are beyond our control.