

Terms and Conditions

1. Grand Trip Sweden terms and conditions

These General Terms and Conditions apply to Grand Trip Sweden and parties (traveler) who directly booked via our website(s) an agreement with Grand Trip Sweden according to what is stated in our contract/invoice. The agreement may apply to accommodation, the purchase of other services, or a combination of the above (the booking contract/invoice).

2. Conditions for renting properties with Grand Trip Sweden

The conditions are in accordance with the conditions for renting houses, cottages and flats adopted by the Swedish Tourism Trade Association on 29 May 1990 following discussions with the National Board for Consumer Policies.

3. Definition of the parties

The rental agency

Grand Trip Sweden is the rental agency and only works as intermediary therefore the agency's responsibilities are limited to the agency's handling of the rental.

Grand Trip Sweden AB, organization number 556751-1216, address: Barnhemsvägen 5, 611 37 Nyköping Sweden, www.grandtripsweden.com, phone: 0046-709-530572

The traveler

The traveler is the person/company that has made a booking and is stated on the invoice and booking information.

3.1. The rental agency's commitments

- The rental agency is responsible for providing the traveler with accommodation and services as specified in the agreement/invoice. This responsibility also applies to services etc. to be provided by parties other than the rental agency. Information on the rental agency websites are binding for the rental agency, but may be changed before an agreement is entered into if reservations have been clearly made and the guest has been duly informed about the change. The rental agency is not responsible for possible printing or proofing errors.
- The traveler receive written confirmation of the booking
- The traveler receive documentation and details of where to pick up the key in good time but not necessarily more than 30 days before the agreed day of arrival
- The property agrees with the description on the rental agency's homepage. The rental agency is not responsible for any promises the owner or his contact person may have made directly to the traveler without the rental agency's knowledge and which the rental agency were not aware of or ought to have been aware of. (Try to obtain promises in writing for safety's sake)
- The traveler are informed of any important changes concerning the traveler booking
- The traveler may use the property from 5 pm on the agreed day of arrival until 10 am on the day of departure, unless otherwise confirmed.
- If the traveler is not satisfied with the property, the traveler should contact the rental agency. (See www.grandtripsweden.com for information)

3.2. The traveler

3.2.1. What are my rights

- If the rental agency does not provide the property in accordance with the description on Grand Trip Swedens website or at the right time and cannot offer the traveler another property that differs so little from the one the traveler booked that this is of no significance to the traveler, The traveler is entitled to cancel the rental.

In this case the rental agency have to reimburse everything the traveler have paid the rental agency. Direct claims and compensation for proved and reasonable costs, are to be made directly to the owner of the property. This is according to the contract between the rental agency and the property owner.

- Instead of cancelling the lease, the traveler may demand reduction of the rent.
- If the traveler has any complaints they should be communicated to the rental agency as soon as possible, preferably within 3 days from the day of arrival. Any defects which occur during the traveler´s stay should be reported immediately, so that the rental agency has the opportunity to rectify them.
- The traveler is entitled to put another person in his place and the rental agency has to accept that person unless the rental agency has special grounds for refusing. If the traveler intends to do so the traveler must inform the rental agency before the date of taking possession. The fee for changing the reservation is 500 SEK.

3.2.2. What are my obligations

- The traveler must take good care of the property and follow the rules and regulations which apply.
- The traveler is personally responsible for any damage that occurs to the property and its contents through the traveler´s own negligence or that of someone in the traveler´s party.
- The traveler must not use the property for any purpose other than what was agreed at the time of booking (normal leisure purposes) and the traveler must not allow more people to stay overnight in the property or in its grounds than the traveler stated on booking.
- The traveler must clean the property before departure. If the traveler fail to do so the rental agency will do the cleaning at the travelers' expense. [The traveler will have to pay a deposit, which will be returned to the traveler after the property has been inspected and the cleaning approved.] If the traveler has paid for final cleaning, the traveler will still have to do the dishes, empty the garbage, recycle and put all the sheets and towels in the basket.

3.2.3. The travelers responsibilities

It lies with the traveler to choose a trip/stay of such a difficulty level that the traveler can take part in the entire trip/stay. The traveler takes part under his/her own responsibility and the rental agency cannot be held responsible for injury suffered to the traveler during the stay/trip or activity. The rental agency does not take on possible economic consequences of an injury occurred during the stay/trip/activity.

If there is a boat included in the rent it is the traveler who is responsible. Always wear a life jacket. Make sure that the travelers travel insurance covers boating accidents.

It is the traveler's responsibility as a tenant to investigate that the property is suitable for the traveler. The rental agency cannot ensure that the house is suitable for disabled guests.

The traveler is responsible to follow the instruction given by the rental agency. The traveler is responsible to have satisfactory travel insurance or equivalent for the whole travel period.

The tour leader or guide or any other person engaged by the rental agency or the arranger can at any point prevent a single traveler from continuing all or part of the trip if the participant behaves in such a way that he/she is a danger to him/herself, a risk to others, behaves drunk or in any way disruptive such that there are negative repercussions in the group. In those cases where the traveler borrows or hires equipment from the rental agency, it is the traveler's full responsibility that the equipment is returned in good condition (normal wear and tear accepted). In some cases, the local supplier has specific equipment hire conditions which are to be accepted before equipment hire can take place.

4. Payment

4.1. When does the booking become binding?

The traveler is fully responsible for checking the confirmation and ensuring that the arrival and departure dates are 100% correct. The booking is binding on both the rental agency and the traveler as soon as the rental agency confirmed the booking (booking reference is assigned) and the traveler has paid the agreed deposit (or the rental in full) within the agreed timeframe.

4.2. Application fee/booking

If the traveler booked earlier than 50 days in advance the application fee is usually 30% of the rental total amount. The application fee should be paid within 3-5 days of the date on which the rental agency sent the confirmation to the traveler. It will be deducted from the rent. The rest of the rent should be paid no later than 50 days before the agreed day of arrival. If the traveler booked later than 50 days in advance, all the rent should be paid at the latest within 3-5 days, but no later than the day before arrival day.

4.3. Payment details

The rental agency does not accept to be charged for the traveler's bank fees when making a bank transfer. The payment by bank transfer should be paid in SEK or if agreed in Euros.

For Swedish Customers:

Plusgiro 46 08 65-9

Overseas customer:

Bank Address:
Nordea Bank
105 71 Stockholm
Sweden
Bank account: 4608659
Account name: Grand Trip Sweden AB
Swift code (BIC) : NDEASESS
IBAN: SE 15 9500 0099 6034 0460 8659

However, always ensure that the traveler state the unique invoice number so that the rental agency can quickly match the right payment with the right booking.

4.4. Late payments

If the traveler doesn't pay the application fee on time, the rental agency has the right to cancel the traveler booking. If the traveler fails to pay the rent this is counted as a cancellation on the traveler part and in that case the rules for cancellation apply.

5. Cancellation

The traveler can only cancel in writing through us or through the place that took the traveler's booking. Cancellation is not valid if it takes place through another party or is sent to the property. The rental agency is obliged to confirm the traveler cancellation in writing.

5.1.1. Rules of cancellation

The traveler has the right to cancel his/her trip in accordance with the following:

- Where the cancellation occurs more than 160 days before arrival the traveler is to pay a minimum of 2 500 SEK for the cancellation.
- Where cancellation occurs between 159-50 days before arrival the traveler is to pay a minimum of 30% of the total trip price per person
- Where cancellation occurs between 49 and 31 days before arrival the traveler is to pay a minimum of 50% of the total trip price per person
- Where cancellation occurs less than 30 days before arrival the traveler is to pay the total trip price.
- The cancellation fee is a minimum of 500 SEK per traveler.
- Cancellations are to be made immediately, where travel is no longer possible, to the rental agency by telephone to 00 46 709 530572 or by e-mail to info@grandtripsweden.com

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- Cancellations which are received by the rental agency after the trip's departure are not accepted.
- If the traveler has cancellation insurance then the traveler must pay the above mentioned cancellation costs to the rental agency and themselves claim compensation from their insurance company.

5.1.2. Cancellation protection

The rental agency does not offer travel protection or cancellation insurance. The traveler is strongly advised to have insurance to cover potential cancellation or delay.

6. Number of guests

On the rental contract/invoice the rental agency has put down the agreed number of adults and children's. If the traveler as a guest brings more participants the rental agency has the right to cancel the booking or charge extra for the exceeding guests/participants. It is important that we respect the maximum number of guests allowed at the property.

7. Deposit

The deposit is usually included in the final invoice. If not the deposit has to be paid in cash upon arrival to the key holder unless otherwise stated. The sum is indicated on the booking contract. The deposit will be send back to the traveler usually seven days after departure. Should there be damages to the property; deductions from the deposit will be held for repair/renewal as determined by the owner or caretaker. If such costs or damage exceed the deposit, the traveler will be informed and agree to pay the additional amount to the owner or the key holder directly.

8. Miscellaneous

8.1. Home Page

The rental agency is not responsible for the accuracy of information detailed on any home page other than their own page. This also applies to links to other sites.
(www.grandtripsweden.com and www.grandtripsweden.se)

8.2. Photos

As a participant of the rental agency's trips, the traveler allows the arranger to take photographs during the trip which can then be used in print material as well as on the internet for marketing purposes for the rental agency.

8.3. Personal information

The rental agency keeps a register on booked clients/travelers. This information is kept in accordance with the guidelines of the Swedish Personal Data Act (Personuppgiftslagen) and is overseen by Swedish Data Inspection (Datainspektionen). It is used for internal purposes only and for sending information relating to the rental agency's clients. The information from the register is not handed over to a third party except when relevant information to local arrangers. Those that do not wish to remain on the register once the trip has been completed are to inform the rental agency.

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8.4. Control of travel documents

The traveler is responsible to check confirmations and travel documentation as soon as they are received. Any errors are to be immediately acted upon. Particular care is to be taken when checking names on flight tickets which must be identical to the spelling in the passport. The majority of airlines do not allow name or spelling changes. It is the traveler's responsibility to check spellings at the same time as the trip confirmation.

9. Travel Guarantee

When buying a package tour (a trip consisting of transport plus one other arrangement e.g. accommodation or activities) the Swedish Package Tour Law (Paketreselagen) applies. The rental agency have a statutory travel guarantee with Kammarkollegiet (The Swedish Legal, Financial and Administrative Services Agency). This guarantee means, amongst other things, that the traveler has the right to compensation for cancelled or terminated trips in the event that the rental agency becomes insolvent or goes bankrupt. Application for compensation must come to the Swedish Travel Guarantees Committee (Resegarantinämnden) at the latest 3 months after the trip's cancellation or termination. Contact Kammarkollegiet for more information on + 46 (0) 8 700 08 00.

10. Force Majure (War, natural disasters, strikes, etc.)

The traveler and the rental agency have the right to depart from the lease if the property cannot be supplied owing to military operations, natural disasters, national labour-market conflicts in Sweden, protracted interruptions in the supply of water or energy, fire or other similar major occurrences, which neither the traveler nor the rental agency could have foreseen or influenced. Under such circumstances the rental agency is obliged to reimburse what the traveler have paid with a deduction for the benefit the traveler may have had from the property.

11. Disputes and Law

All disputes arising out of the agreement shall be construed in accordance with Swedish law and by general court, or at arbitration. Any legal action brought against the rental agency shall be brought in Sweden.

By paying the invoice the traveler has accept Grand Trip Sweden's Terms & Conditions for rental