



General Terms and Conditions of Tyngsjö Vildmark

Our commitments:

Upon receipt of your booking we will send you a booking confirmation.

We will inform you in advance where the house key is located and what other options are available.

We will rent you a clean house with an equipped kitchen (without food), a bathroom and one to three bedrooms (depending on the size of the house).

The house is ready for you to move into on the day of arrival from 15.00 clock.

On the campsite you can use your camping plot and a service building with showers, toilets and the possibility to do your dishes.

On the Tyngsjö Vildmark site there is also a laundry building with washing machine and dryer, which can be used for a fee.

We have three fireplaces and a smoke oven, which are exclusively for our guests. Please note that if there is a risk of forest fire, under no circumstances should a fire be made!

Reservation

You can book your holiday home or camping plot with us by e-mail, online on our homepage, on various booking systems, by telephone or via WhatsApp. Please provide the following information with your reservation:

- Which house / camping plot would you like to rent?
- When is your arrival? When is your departure?
- Name and date of birth of a guest
- How many other guests are travelling with you?
- Is a dog travelling with you? (other pets are not allowed)
- Would you like bed linen / towels?
- Would you like to clean the house yourself before departure or would you like us to do it for you for a fee?
- Would you like to take advantage of our other offers (rental of equipment, outdoor activities, sauna, etc.)?

Payment

You can pay with your bank or credit card or by Swish. However, we do not have an ATM (no cash withdrawals). Cash payments are only possible in Swedish Crowns.

In exceptional cases, we will also issue an invoice, which is payable within 30 days. If you do not pay your invoice on time, reminder fees will be charged after 30 days. You must pay all additional costs resulting due to this delay.



Cancellations

Cancellation of your booking with Tyngsjö Vildmark is only possible in writing. The costs are calculated as follows:

- From 56th to 28th day until arrival in Tyngsjö Vildmark: 30% of the amount.
- From the 28th to the 14th day until arrival in Tyngsjö Vildmark: 50% of the amount.
- From 14th to 0th day until arrival in Tyngsjö Vildmark: 100% of the amount.
- On the day of arrival or later: 100% of the payment.

If you have cancellation insurance and you have a valid reason to cancel your booking, the payment will normally be refunded. Your insurance company always decides this. However, you must send us the amount due to us within 30 days.

To continue or change your stay or your activities in organised groups

Group activities: The minimum number of people for the arrangement is four, the maximum number of people for an arrangement or activity is determined by Tyngsjö Vildmark. If the minimum number of persons is not reached (less than 4), Tyngsjö Vildmark has the right to cancel.

You will receive a letter of cancellation 2 weeks before the date of arrival. If you have already paid for the activity, the amount will be returned to your account.

If Tyngsjö Vildmark needs to change the programme offered, we will inform you within 2 weeks before your arrival.

Under certain circumstances (bad weather, extreme cold, etc.) we reserve the right to change the offered programme at short notice to ensure your safety.

Further specifications

When you book an activity with Tyngsjö Vildmark, it is very important that you inform your guide about any special physical conditions that could be dangerous for a particular activity (medication, disability, illness, phobia, etc.). Write this information on your registration form. Tyngsjö Vildmark guarantees you privacy.

Incorrect or missing information may lead to exclusion from an activity without refund of payment.

You have the possibility to let us clean your rented house after your departure. We will gladly inform you about the exact costs.

On the Tyngsjö Vildmark premises, there is a night time rest period from 22.00 to 07.00 hours. During this time, we ask you to talk at room volume, avoid driving on the facilities and avoid noisy activities.

We expect you to treat the infrastructure of Tyngsjö Vildmark and its surroundings with care. Any damage must be reported to us immediately.

In case of damage that we discover after your departure and that has not been reported, we will charge you for the repair costs.

When you are using your stove or making a bonfire at the fireplaces on the grounds of Tyngsjö Vildmark, you must take all necessary precautions to prevent accidents and damage.



Smoking is generally not allowed in any of the buildings. If there is a high risk of forest fires, smoking is not allowed anywhere on the premises.

On the day of departure you must leave your camping plot at 11.00 am. On the day of departure you must leave the log cabin at 10.30 a.m. if you clean it yourself. If you choose to have the house cleaned by us, we ask you to leave the house at 09.00 am.

We have two waste disposal stations: One is at the camping site behind the service building and the other is at the entrance to Tyngsjö Vildmark on the right hand side.

We separate the following waste:

- Combustible waste (incl. paper, cardboard, plastic, etc.) into the large blue container
- Compost (no bread, meat, fish, plastic, dog excrement!)
- Coloured glass
- Uncoloured glass
- Tins, aluminium cans, tin
- Batteries

To collect the compost, you can purchase the appropriate paper bags from us. Please help us to sort and dispose of your waste accordingly.

Tyngsjö Vildmark has its own wastewater treatment system. Under no circumstances may chemicals, poison, solid objects or bandages, tampons, nappies, cloths, etc. enter the sewage treatment plant. The chemical toilets of campers must not be emptied into the toilet. There are facilities for emptying them in Hagfors or in Malung.

From October to April we charge 1.50 SEK per 1kWh for energy costs in the houses.

Complaint

If you are not satisfied with your holiday home or camping plot, please contact us. We will do our best to help you find the right solution.

Exclusion

In case of violation of the general conditions, you must leave the Tyngsjö Vildmark area without refund of the accommodation costs.

Responsibility

Tyngsjö Vildmark is not responsible for personal or material damage caused by our rental equipment or activities.