

SKISTAR GENERAL BOOKING TERMS 2022:06

Skistar's general booking terms apply to Skistar and any person entering into an agreement with Skistar ("the Guest") as specified in the Booking Confirmation. This agreement applies to the purchase of an Arrangement.

DEFINITIONS

In these general booking terms the following definitions apply:

Activity: Ski school, bike school, climbing park, pool, flow ride, spa treatment, mountain coaster, mountain tube, one-day or multi-day camps (for example Valle's Kids Club) and other activities offered by Skistar.

Arrival: The time of arrival specified on the Booking Confirmation.

Booking Fee: An initial payment of 25% of the accommodation price is paid in connection with the booking, according to the Booking Confirmation.

Arrangement: Purchase of accommodation, travel and SkiPass and/or other activities, or a combination of the above.

Tour Operator: Skistar

Cancellation insurance: The insurance provided by Skistar when booking the Arrangement.

Departure: The time specified on the Booking Confirmation for returning home.

Booking Confirmation: When Skistar confirms the booking and the Guest is assigned a booking number.

Service Disruptions: Events beyond Skistar's control, such as power outages, strong winds, landslides, fog, rain, government action, epidemics/pandemics and similar infectious diseases, and other similar circumstances that Skistar could not have anticipated when the SkiPass was sold or the consequences of which means that less than 1/3rd of the destination in question for the Arrangement is in use for the season. Safety reasons may also cause such Service Disruptions, for example due to avalanche hazard, snow-making or that a lift is at risk of becoming dangerous if it is not repaired or maintained immediately, provided that such avalanche prevention, snow-making, repair or maintenance work cannot be postponed to another time.

EEA: The European Economic Area (EEA).

First day of validity: The relevant part of the Arrangement, such as SkiPass, Activity, rental of Sports Equipment and additional products (linen, end-of-stay cleaning, child bed, high chair, etc.), will be used. For season passes, "First day of validity" means the relevant date on which the resort opens. For Skistar All, "First day of validity" means the opening date for the first destination to open.

Guest: Any person entering into an agreement with Skistar as specified in the Booking Confirmation.

Klarna: Klarna AB, Reg. No. 556737-0431, Sveavägen 46, 111 34 Stockholm.

Klarna Checkout: Payment service provided through Skistar's collaboration with Klarna. Travelling companion: Any person named in the booking as a participant in the Arrangement alongside the Guest, as specified in the Booking Confirmation, where applicable.

Package Tour: A combination of travel services, as defined in Chapter 1 Article 3 of the Swedish Package Tours Act, e.g. lodging which includes a SkiPass or other combination of Arrangements sold by Skistar for a price specified in advance. Package Tours lasts at least 24 hours or include one overnight stay. To constitute a Package Tour, the products of the Arrangement shall be booked in principle at the same time or within 24 hours, as defined in the Swedish Package Tours Act.

Skier and activity Insurance: Insurance for skiing and cycling, Activities provided by Skistar and the associated Sports Equipment. See separate insurance terms at www.skistar.com.

SkiPass: Lift pass (incl. travel pass / lift pass / trail pass / bike pass and similar names) in other words a pass allowing travel by lift and in the part of the Skistar area designated for alpine skiing, including summer ski and the cross-country and trail arenas.

SkiPass validity period: Counts from the first day of validity of the SkiPass up to the time/day specified at the time the booking appears from the Booking Confirmation. The validity period for season passes runs from the first day of validity to the specified closing date for the relevant facility. The validity of Skistar All passes runs from the first day of validity to the specified closing date for the destination that is open longest.

Skistar: Skistar AB, Reg. no. 556093-6949, 780 91 Sälen, VAT no. SE556093694901, or, if your booking is for Hammarbybacken, Hammarbybacken AB, Reg. no. 556650-2570, 780 91 Sälen, VAT no. SE556650257001. Tel: 0280-880 50, email: skistar@skistar.com

skistar.com, website: <https://www.skistar.com/sv/>.

Skistar All: SkiPass valid for one season at all of the Skistar Group's destinations.

SLAO: Svenska Skidanläggnings Organisation, website: <https://www.slao.se/>.

Sports equipment: Sports equipment rented out by Skistar such as skiing, cycling, hiking, running and climbing equipment.

Vacation: The vacation time specified on the Confirmation/travel documents.

1. THE AGREEMENT ETC.

As the tour operator, Skistar is responsible for providing the Guest with products ordered in accordance with the agreement. This responsibility also applies to services to be provided by parties other than Skistar as long as they are included in the Arrangement.

Skistar is bound by information in catalogues, brochures and on the Skistar website, however this information may be changed before an agreement is entered into if the Guest has been duly informed about the change. Skistar accepts no responsibility for any printing or proofing errors. Skistar may make minor changes to the Arrangement both before and after the agreement is entered into. Skistar shall inform the Guest in such cases.

Please refer also to the current industry regulations issued by SLAO, including skiing and biking rules in the SLAO's yellow book and green book, which can be found on the SLAO website, <https://www.slao.se/fakta/utforsakarens-trafikregler/>. Both the skiing and biking rules and the other current industry regulations issued by the SLAO form part of the agreement between Skistar and the Guest/Traveling Companion. These rules apply also to summer skiing.

As the Tour Operator, Skistar is responsible for ensuring that:

- When booking a Package Tour, The Guest receives written confirmation of booking and other necessary documents, such as rules of conduct, general trade rules notified by SLAO, including skiing rules (see link above), etc. The same applies to other bookings, unless the Guest actively chooses that Confirmation should not be sent by Skistar.
- Information is provided about the method of payment and where to collect keys, and the Guest is informed about any other matters of significance for the provision of the Arrangement.
- The Arrangement corresponds to the description in the Booking Confirmation. Skistar is not responsible for promises that may have been made by third parties directly to the Guest without Skistar's knowledge and which Skistar is not aware of nor should be aware of. Skistar recommends that the Guest receives that type of information in writing.
- The Guest will be informed about the rules applying to passports and visas for countries within the EEA.

When booking, the Guest is responsible for ensuring that Skistar is provided with the correct contact details, including the mobile number and email address, as Skistar needs this information to provide the Booking Confirmation, check-in details, etc.

2. WHEN THE GUEST'S BOOKING BECOMES BINDING & PAYMENT

2.1 Binding effect of the booking

The booking is binding on both Skistar and the Guest as soon as Skistar has accepted the booking via a Booking Confirmation and the Guest has paid by the agreed point in time in accordance with the provisions of paragraph 2.2, or, when purchasing in the Skistar App, the Guest has received confirmation that payment has been made. When paying through Klarna Checkout, the booking becomes binding at the time that the Guest approves the payment conditions even if the Guest has not completed the transaction to Klarna. The Guest is responsible for checking that the information in the Booking Confirmation is correct and that the Arrival and Departure Dates are correct.

The Swedish Distance and Off-Premises Con-

tracts Act (2005:59) gives a consumer the right to withdraw from their purchase (right of withdrawal) in certain cases. In accordance with the provisions of the Act, the right of withdrawal does not apply to package tours, lodging, transport of people, rental of sports equipment, SkiPasses and activities. However, some of the products can still be cancelled up to the day before the First Day of Validity see also paragraph 3 regarding cancellation and rebooking or, if you have booked with Cancellation Insurance, paragraph 4. Concerning the right of withdrawal for insurance, see paragraph 4.8.

2.2 Payment

The Guest shall pay for the Arrangement no later than the date stipulated in the Booking Confirmation. Skistar has the right to levy a Registration Fee. The Arrangement shall be paid for in full before the start of the Arrangement.

For Arrangements booked 42 days or more prior to Arrival, a Registration Fee and any Cancellation Insurance shall be paid within 10 days of the booking date. The balance of the agreed price shall be paid no later than 42 days before Arrival.

For Arrangements booked 41 days or less before Arrival, the agreed price and any Cancellation Insurance shall be paid on the day of booking.

Payment is processed when purchasing online via Klarna Checkout. The payment options presented are determined by Klarna and may vary depending on the Guest's credit rating and residence. By using Klarna Checkout, the Guest approves Klarna's terms and conditions. The Guest shall be at least 18 years of age to use Klarna Checkout.

When paying from abroad, the Guest shall pay transaction costs (e.g. transaction, currency and bank costs) in his home country and in Sweden. Skistar must receive the agreed price in the currency stated on the Booking Confirmation or specified when booking.

The Guest can choose to pay for all or part of the Arrangement with a Skistar gift voucher. If the total cost exceeds the value of the Guest's gift voucher, the Guest may choose other means of payment for the difference before making the purchase. The gift voucher cannot be exchanged for cash.

2.3 What happens if the guest does not pay on time?

The booking will be cancelled if the agreed amount (e.g. the Registration Fee or final payment for the Arrangement) is not paid by the date stated on the Booking Confirmation at the latest. If the Guest does not pay on time, it will be regarded as a cancellation, in which case the cancellation rules will apply (see more under paragraph 3, or if you have booked with Cancellation Insurance, paragraph 4). When choosing e.g. payment against invoice via Klarna Checkout, the payment period will be as agreed between the Guest and Klarna. See paragraph 2.2.

3. CANCELLATION AND REBOOKING

3.1 What happens if the Guest wants to cancel?

The Guest may cancel the booking verbally or in writing to Skistar or to the place that took the booking. Skistar only accepts cancellations made by the Guest. Skistar is responsible for confirming the Guest's cancellation in writing. When arranging cancellation, Skistar is entitled to levy an administration fee of SEK 95.

3.2 Cancellation of accommodation/travel

The Guest may cancel accommodation and/or travel, in which case the following will apply:

- For accommodation and/or travel cancelled 42 days or more before Arrival, Skistar will charge a cancellation fee equivalent to the Booking Fee plus an administration fee of SEK 95.
- For lodging and/or travel cancelled 41 days or less prior to Arrival, Skistar will debit a cancellation fee equal to 100% of the total price of the lodging and/or travel.
- In order to be able to cancel lodging and/or travel during the stay, Cancellation Insurance is

required (see more under paragraph 4).

3.3 Rebooking of lodging/travel

To be able to change lodging and/or travel, Cancellation Insurance is required (see paragraph 4 for more information).

3.4 Cancellation and rebooking of SkiPass, activities and rental of sports equipment, etc.

The Guest can cancel and rebook SkiPass, activities and rental of sports equipment up to the day before the First Day of Validity subject to an administration fee of SEK 95. In the event of cancellation later than the First Day of Validity, Skier- and Activity Insurance is required and a valid medical certificate for a refund.

However, for ambassador camps, the rules set out in the previous paragraph apply 3.2-3.3 regarding cancellation/rebooking of lodging/travel. Special provisions regarding SkiPasses can be found further under paragraph 7.3.

3.5 Especially relevant for package deals

SkiStar reserves the right to sell lodging including SkiPass and other combinations of Package Tours as part of package deals. When such package deals have been booked, the Guest cannot cancel or rebook individual products in the package. For cancellation and rebooking of package deals, the same rules apply as for cancellation and rebooking of lodging/travel. See more about Package Tours under paragraph 13.

4. SPECIAL TERMS FOR GUESTS WITH CANCELLATION INSURANCE

These provisions apply to Europeiska ERV Cancellation Insurance and are not exhaustive; see the full terms and conditions of the insurance at www.skistar.com. The provisions of this paragraph 4 are supplementary to the full insurance terms and conditions. In the event of a conflict between the provisions of this paragraph 4 and the full complete insurance terms and conditions, the provisions of this paragraph 4 shall prevail. The regulating authority is the Danish Financial Authority.

4.1 Definitions only relating to Cancellation Insurance

Cancellation costs: Amount paid for the Arrangement, which will not be refunded by SkiStar in the event of cancellation.

Europeiska ERV: Europæiske Rejseforsikring A/S, CVR no. 62 94 05 14, provided by Europeiska ERV's subsidiary in Sweden, org. no. 516410-9208.

Policyholder: The person who has taken out Cancellation Insurance and who is named on the booking in accordance with the Booking Confirmation or who is in possession of a receipt for the insurance paid.

Close relative: Spouse, partner, registered partner, child, stepchild, foster child, sibling, parent, step-parent, grandparent, mother-/father-in-law, grandchild, son-/daughter-in-law, brother-/sister-in-law. The parents and siblings of partners and registered partners are equated with parents-in-law and brother-/sister-in-law in these terms and conditions.

4.2 Buying Cancellation Insurance

Guests can buy Cancellation Insurance for accommodation/other Arrangements, which entitles them to cancel the Arrangement up to the check-out date in the event of illness or other serious incident. Please note that Guests booking several properties must take out insurance for each property. Cancellation Insurance can only be taken out before making the first payment and cannot be cancelled or refunded. The insurance premium is to be paid in accordance with the provisions of paragraph 2.2.

4.3 Cancellation of lodging/travel

Lodging and/or travel can be cancelled by a Guest with Cancellation Insurance. The following applies: For lodging and/or travel cancelled 21 days or more prior to Arrival, SkiStar will debit a cancellation fee equivalent to payment for Cancellation Insurance and an administration fee of SEK 95.

For lodging and/or travel cancelled 20 days or less prior to Arrival with valid grounds for cancellation in accordance with the terms of the insurance (see paragraph 4.4) SkiStar will debit a cancellation fee equivalent to the cost of Cancellation Insurance and

an administration fee of SEK 95.

For lodging and/or travel cancelled 20 days or less prior to Arrival without valid grounds for cancellation in accordance with the terms of the insurance (see paragraph 4.4) SkiStar will debit a cancellation fee of 100% of the cost of the lodging and/or travel. The maximum amount of compensation shall be the total amount of the Arrangement.

4.4 Valid grounds for cancellation

Up until 21 days prior to Arrival it is also possible to cancel accommodation without specifying a reason or providing proof.

For lodging and/or travel cancelled 20 days or less prior to Arrival, the insurance will compensate the Guest for the Guest's reasonable cancellation costs if cancellation is caused due to:

- i) a close relative or travelling companion suffers acute illness, an accident or death,
- ii) being drafted into the armed services or civil defence unit,
- iii) initiation of divorce proceedings,
- iv) suffering fire, water damage or break-in at home or business,
- v) redundancy (excluding notice), or
- vi) unforeseen breakdown while travelling by car, train or bus to the destination, preventing the Guest from using 25%, or at least 24 hours, of the Arrangement.

4.5 Cancellation during the stay – disrupted holiday

The insurance covers a disrupted holiday if the Guest cannot participate in the Arrangement which was the main purpose of the trip, because the Guest:

- i) suffers an acute illness, an accident or death,
- ii) must cancel the trip due to being called home,
- iii) must be evacuated from the destination due to a natural disaster, terrorist act or similar.

In the event of cancellation, disruption or evacuation, compensation will be calculated per day from the day the Guest has left the destination. The insurance should not give rise to any profit, but only compensation for financial loss.

4.6 Making changes to a booking

Guests who take out Cancellation Insurance are entitled to re-book their lodging up to 21 days before Arrival, subject to availability and the price list applicable at the time of rebooking, against an administration fee of SEK 95.

4.7 Exceptions

The insurance does not cover costs if the Guest has to cancel due to a circumstance or illness that the Guest was aware of when the insurance policy was paid for or if the trip is booked against the advice of a doctor. The Guest shall be able to prove that he/she is prevented from making the trip by producing a certificate, e.g. from a doctor, government agency or insurance company. The certificate and a cancellation form shall be submitted at the latest one month after the period to which the booking relates. Rules regarding how the Guest can make a cancellation can be found under paragraph 3.1.

4.8 Right of withdrawal

In accordance with the provisions of the Swedish distance selling and door-to-door marketing Act, the right of withdrawal does not apply to insurance policies that are valid for one month or less. For insurance policies valid for more than one month, a guest not intending to utilise the insurance policy must inform the insurance company (contact details can be found below under the heading Insurer) or its representative that he/she wishes to withdraw from the agreement no later than 14 days after the agreement was entered into and before the policy takes effect. If the Guest does not provide such notification on time, the right of withdrawal will lapse.

4.9 Försäkringsavtalslagen (Swedish Insurance Contracts Act)

Unless otherwise stated in the insurance policy, Swedish law and the provisions of the Insurance Contracts Act apply, in addition to the insurance terms and conditions.

4.10 Insurer

The insurer for this insurance is Europeiska ERV. SkiStar is the insurance agent.

5. CHANGES TO ARRANGEMENT CONTENT AND COSTS

SkiStar may change the structure of the Arrangement as long as the Guest can be offered equivalent alternative services.

When booking for travel, the departure time stated at the time of booking is provisional. If the final departure time differs from the provisional time, the Guest shall be informed as soon as possible and no later than 14 days before departure. Unless notified otherwise, the time stated in the Booking Confirmation or travel documents sent subsequently will apply. If the approximate departure time differs from the final time by more than 8 hours, the Guest is entitled to withdraw from the agreement in accordance with the provisions of paragraph 7. If SkiStar's costs are increased after the agreement has become binding for the parties, SkiStar is entitled to increase the price of the Arrangement by an amount equivalent to the cost increase if the cost increase is the result of changes in taxation, exchange rates, fuel prices or other fees for services included in the Arrangement. The price may not be increased in the last 20 days prior to Arrival. The Guest shall be informed immediately of any changes. The Arrangement's price shall be reduced if SkiStar's costs, at least 20 days before Arrival, are reduced for the same reasons as stated above.

5.1 Especially relevant for unspecified lodgings

Requests for lodging facilities, location, pets allowed/not allowed, distance to lifts, etc. cannot be submitted when booking unspecified lodging. SkiStar reserves the right to change the lodging up until Arrival where unspecified lodging has been booked, without notifying the Guest, even where specific lodging has been specified in the Booking Confirmation. Guests with special requirements regarding lodging and/or location are recommended to book specified lodging.

6. PRICE GUARANTEE

If the Guest can find equivalent lodging at a lower price after paying for the booking, the Guest will be refunded the difference, provided that the Guest contacts SkiStar in this respect. When assessing whether lodging is equivalent, we consider location, size and standard, among other things. The price guarantee is valid until 42 days before Arrival. The price guarantee cannot be combined with any changes in booking, campaigns or other discounts.

7. THE GUEST'S RIGHTS AND OBLIGATIONS ETC.

7.1 The Guest's rights if the Arrangement is not fulfilled

If the Arrangement cannot be provided according to the Booking Confirmation and these terms and conditions, and SkiStar is unable to offer the Guest equivalent alternative services, the Guest is entitled to withdraw from the agreement. The Guest also has the right to withdraw from the agreement if the terms and conditions are changed significantly to the detriment of the Guest. SkiStar shall then refund the full amount paid, less an amount for any portion of the Arrangement already received by the Guest. In order for the Guest to be entitled to withdraw from the agreement, the Guest shall inform SkiStar of this intention as soon as possible. Problems that arise during the Guest's stay shall be reported within a reasonable time during the stay by the Guest so that SkiStar has an opportunity to rectify the situation. If the Guest did not report any defects or inadequacies to the relevant personnel on site and SkiStar therefore did not have the opportunity to rectify the situation, the Guest will not be entitled to a discount or compensation in accordance with customary practice and our booking terms.

7.2 Right to rectification, discount and compensation

If the Arrangement is not provided in accordance with the agreement, SkiStar must rectify the defect within a reasonable time. However, SkiStar is not responsible for rectifying defects if it is impossible or if the cost of rectification would be disproportionate. If SkiStar fails to rectify the defect, the Guest may be entitled to a discount and compensation. The Guest is not entitled to a discount and/or compensation for defects during the stay (including, but not limited to, Service Disruptions) or cancellation of the trip by SkiStar if SkiStar can prove that the trip could not have gone ahead or that the defect was caused by impediments or circumstances beyond SkiStar's control, which SkiStar could not

reasonably have anticipated when entering into the agreement and the consequences of which SkiStar could not reasonably have avoided or overcome, such as temporary loss of IT services, TV signal, water or energy supply. Compensation for any claims for damage covered by the provisions of the Swedish Maritime Act, the Air Traffic Act, the Railway Act or other transport laws will be limited to the amounts indicated in those laws at the time the damage occurred. It is the responsibility of the Guest to limit any damage as far as possible.

7.3 Specific provisions for the SkiPass

In accordance with current trade regulations from SLAO (see link in paragraph 1), the Guest is entitled to a price reduction in respect of SkiPass and/or damages for disruptions only provided that:

1. the limited availability lasted for more than 1/3 of the period of validity of the SkiPass, and
2. the limited availability covers more than 2/3 of the ski area under normal conditions.

Refunds for Service Disruptions shall correspond to the part of the validity period of the SkiPass that could not be used.

For example, if the Guest was unable to cross one or more national borders (Sweden, Norway) and therefore could not use SkiStar All at SkiStar's destinations abroad, the Guest cannot claim a price reduction or a refund of SkiStar All where such travel restrictions or other reasons are beyond SkiStar's control. This is because SkiStar All can be used at all SkiStar's destinations in the country where the Guest bought the pass.

7.4 Specific provisions for Activities

Guests and Travelling Companions must comply with the safety rules issued by SkiStar on site for a particular Activity. The Guest who books the Activity for Travelling Companions is responsible for ensuring that they are also aware of and comply with those safety rules.

Full information about the safety rules applying to each Activity is provided in the on-site information/signs and at <https://www.skistar.com/sv/aktiviteter/>.

7.5 Specific provisions for hiring

Sports Equipment

Guests are required to show ID when collecting hired Sports Equipment, and to pay in advance. During the rental period, the Guest is responsible for and care of the Sports Equipment in the best possible way. In the event of recklessness or negligence the Guest is liable to pay for any damages incurred. Sports Equipment must be returned in a clean state. All Sports Equipment must be returned by the time stated in the Booking Confirmation. If Sports Equipment is not returned, the Guest will be charged the full sales value. Guests are liable for repaying the cost of stolen equipment (see separate terms and conditions when taking out Skier- and activity Insurance). A medical certificate and ERV Skier- and activity Insurance must be provided to obtain a refund for cancellation due to illness or injury during the hire period (not applicable to children under 6).

7.6 The Guest's right to transfer the agreement

The Guest has the right to replace himself with another person and SkiStar shall approve that person unless there are particular reasons not to do so. One such reason could be that the exchange of traveller must be approved by the transport company or another company used by SkiStar. The Guest must notify SkiStar of the exchange at least 5 days before Departure. If changes are made to bookings, SkiStar is entitled to charge a reasonable fee to cover costs and must also show how the cost has been calculated. If the agreement is transferred, the party transferring the agreement and the party acquiring it are jointly responsible to SkiStar for the outstanding payment for the Arrangement and for any extra costs incurred in connection with the transfer.

7.7 The Guest's obligations, etc.

In order to enter into an agreement with SkiStar in respect of lodging and/or insurance, the Guest shall be aged 18 or over. All members of the group staying in the accommodation must be aged 18 or over. Guests must satisfy the age requirement for entry to the accommodation. Identification will be checked. If the Guest does not satisfy the age requirement on entering the accommodation, the cancellation rules in paragraph 3 apply. The age limit does not apply to children accompanied by a guardian. When booking accommodation, a bed is obligatory for children over

three years of age.

Exceptions to the above rules may be made for organised groups and travel parties by agreement with SkiStar.

Guests can log in to My Page at www.skistar.com or the SkiStar app to find current information on checking in and out.

Guests and all Travelling Companions must follow the code of conduct, safety rules, instructions and provisions issued to them for travel, accommodation and other products/services included in the Arrangement and must also follow the SLAO's general industry regulations, including the skiing rules (see link in paragraph 1). Instructions include, for example, instructions issued on site concerning open/closed slopes, opening times, special rules for night skiing and safety rules for each Activity. SkiStar is not liable for any damage that may be caused by Guests failing to follow these instructions, for example skiing outside marked slopes or breaking the safety rules.

Between 11 pm and 7 am, Guests and all Travelling Companions must show the greatest consideration and avoid disturbing other guests. Guests must also show respect for each other at all other times of day. Disturbances will be dealt with in consultation with the concierge. Guests will be fined for the disturbance regardless of the time of day. The fine is SEK 1 500-SEK 5 000 per disturbance, depending on its nature and severity. This is assessed in consultation with the concierge. Hotels may have different codes of conduct and Guests will be notified of these when they check in. The Guest is fully responsible for any damage to the lodging and its furniture. If the no smoking or no pets rules are violated, a cleaning cost of at least SEK 6,000 will be charged. The Guest may not use the lodging for any purpose other than the one agreed upon at the time the booking was made. The Guest is also not permitted to allow more people to stay overnight in the lodging or put up a tent, caravan, bath tub, music system or similar on any plot belonging to the lodging.

SkiStar lodging where it is not allowed to smoke or bring pets is not sanitised to cater for allergy sufferers. The price of lodging does not include cleaning, bed linens, towels, cots/high chairs, toilet paper, cleaning supplies, etc. unless otherwise stated in the Booking Confirmation. If departure cleaning has not been booked, the Guest shall clean the property before Departure in accordance with the cleaning instructions. If these rules are not observed, SkiStar will debit a fee of SEK 1,500 or more (depending on the size of the lodging). The Guest can book end-of-stay cleaning prior to Arrival. Booked or obligatory cleaning does not include basic cleaning inside and out, washing dishes or emptying rubbish/removal of empty bottles. SkiStar is not responsible for items left behind.

When staying in a cabin/apartment the Guest is responsible for ensuring that snow is removed and/or slippery conditions in direct connection to the lodging are dealt with during the entire period of stay. The Guest may only charge electric vehicles at a designated charging point. SkiStar may charge the Guest SEK 5 000 for behaviour which may cause a fire risk. SkiStar is entitled to disconnect the Guest's electricity cable if it is used to charge electric vehicles outside the designated charging bays.

All keys and/or key cards to the accommodation must be returned on Departure. Failure to do so will result in a charge of at least SEK 2,000 for changing and/or recoding locks, and SEK 200 for lost key cards.

SkiStar has the right to cancel the agreement with immediate effect if the Guest or any person in the Guest's party behaves in a disorderly manner and/or causes damage to the lodging or the surrounding area, or if the lodging is used for a purpose other than those intended. If the agreement is cancelled under this provision, the Guest and those in his/her party shall immediately move out of the lodging and no refund will be paid for the lodging price. SkiStar is also entitled to levy the Guest a cost equivalent to the damage, but at least SEK 5,000.

SkiStar reserves the right to be able to close the lodging and remove the Guest's belongings in the event of immediate termination of the agreement. SkiStar will provide information about the applicable passports and visas for countries within the EEA. The Guest is, however, responsible for taking care of the necessary formalities for the trip. For more information see <https://www.skistar.com/en/myskistar/>

[general-booking-information/passports-visas-toll/](https://www.skistar.com/en/myskistar/general-booking-information/passports-visas-toll/) or contact SkiStar by phone at 0771 84 00 00.

SkiStar's gift vouchers may not be used for marketing or competitions.

8. SKISTAR'S ALPINE SNOW GUARANTEE

If a booked destination does not meet the requirements for SkiStar's snow guarantee, the Guest can choose not to travel to the booked destination. The Guest will then receive a refund for the Arrangement. If the Arrangement includes alpine skiing, the snow guarantee does not apply if alpine skiing is not possible for the reasons described below. The snow guarantee does not apply to temporary lift or slope closures caused by technical problems or bad weather, for example. For more information and the dates of the alpine snow guarantee for each destination see www.skistar.com/sv/inspiration/sno-och-pistning/snogaranti/. Special advantageous cancellation and change conditions, allowing Guests to change or cancel their booking with a full refund up until arrival also apply during the pre-season, in other words from the date given in the above-mentioned page until the start date of the Snow guarantee; for more information see the page:

9. WAR, NATURAL DISASTERS, INDUSTRIAL ACTION ETC. (FORCE MAJEURE)

Both parties have the right to withdraw from the agreement if the Arrangement cannot be provided due to acts of war, natural disasters, industrial conflict, prolonged interruption in the water or energy supply, fire, government decisions, pandemic or other similar circumstances beyond the parties' control that none of the parties could reasonably have anticipated or taken into account at the time the agreement was entered into and the consequences of which could not reasonably have avoided. A party that wishes to withdraw from the agreement in accordance with the first paragraph shall without delay inform the other party of their become aware of the circumstances referred to in the first paragraph. A party is not entitled to terminate the agreement if the circumstances described in the first paragraph were generally known at the time the agreement was concluded.

10. PERSONAL DATA

When the Guest books an Arrangement, the personal data provided by the Guest, such as their name and email address, will be processed by SkiStar and where appropriate by other companies within the SkiStar Group. The Guest's personal data may also be processed by SkiStar's partners, such as insurers, parking companies, hotels, train, airline and coach companies, as well as by system providers and the like engaged by SkiStar. SkiStar will also process necessary personal data provided by the Guest about any travelling companions. If, when booking the Arrangement, the Guest provides personal data about other persons, the Guest must have their permission to provide such information. If possible, the Guest should also make sure that these people understand how their personal data may be used by SkiStar. SkiStar is the data controller for the processing of personal data collected from Guests. SkiStar processes all personal data in accordance with current legislation, takes care to safeguard the integrity of its Guests and wishes to be transparent about how their personal data is processed. The Guest can read the entire SkiStar Privacy Policy at <https://www.skistar.com/en/myskistar/general-booking-information/integrity-and-security/>. SkiStar's contact information for questions about the processing of personal data.

11. DISPUTE RESOLUTION

The Guest should contact SkiStar with any complaints. If the Guest and SkiStar cannot reach an agreement, the Guest can turn to ARN or the common courts. A dispute may also be considered by the European Commission's Dispute Resolution platform if the relevant conditions are fulfilled.

12. TRAVEL GUARANTEE

The travel guarantee serves as protection against financial loss travellers may suffer as a result of the insolvency of the tour operator of package tours. Travellers may then apply for compensation from the travel guarantee and get a refund to the extent that the package tour contract is not fulfilled as a result of the organiser's insolvency. Applications for

compensation must be submitted to the Swedish Legal, Financial and Administrative Services Agency (see paragraph 13 below) no later than three months after the trip has been completed.

13. RIGHTS WHEN BOOKING LINKED TRAVEL ARRANGEMENTS (PACKAGE TOURS)

In cases where the Guest has booked a combination of travel services, the Arrangement constitutes a Package Tour within the meaning of Directive (EU) 2015/2302. The Guest is therefore subject to the applicable rules for package tours contained in the Swedish Package Tours Act (2018:1217). SkiStar will take on the full responsibility for ensuring that the package tour as a whole is provided correctly. SkiStar also has a duty by law to refund payments made by the Guest and, where transport is included in the package tour, ensure the Guest's repatriation if SkiStar becomes insolvent.

The Guest shall receive all essential information about the package tour before concluding a package tour contract.

There is always at least one trader who is liable for the proper performance of all the travel services included in the contract.

The Guest will be given an emergency telephone number or details of a contact paragraph where they can get in touch with the Organiser or the travel agent.

The Guest may transfer the package tour to another person, upon reasonable notice and possibly subject to additional costs.

The price of the package tour may only be increased if specific costs rise (e.g. fuel prices), and if expressly provided for in the contract, and in any event not later than 20 days before the start of the package tour. If the price increase exceeds 8% of the price of the package tour, the traveller may terminate the contract. If the Organiser reserves the right to a price increase, the traveller has a right to a price reduction if there is a decrease in the relevant costs.

The Guest may terminate the contract without paying any termination fee and receive a full refund of any payments if any of the essential elements of the package tour, other than the price, are changed significantly. If the trader responsible for the package tour cancels the package tour before it starts, the Guest is entitled to a refund and compensation where appropriate.

The Guest may terminate the contract without paying any termination fee before the start of the package tour in the event of exceptional circumstances, for instance if there are serious security problems at the destination which are likely to affect the package tour.

The Guest may terminate the contract at any time before the start of the package tour in return for an appropriate and justifiable termination fee.

If, after the start of the package tour, significant parts of the package tour cannot be provided as agreed, suitable alternative arrangements must be offered at no extra cost. The Guest may terminate the contract without paying any termination fee, where services are not performed in accordance with the contract and this substantially affects the performance of the package tour and the Organiser fails to remedy the problem.

The Guest is also entitled to a reduction in price and/or damages if the travel services are not provided or are improperly provided.

The Organiser must provide assistance if the Guest is in difficulty.

If the Organiser becomes insolvent, payments will be refunded. If the Organiser becomes insolvent after the start of the package tour and if transport is included in the package tour, the Guest's repatriation is secured by the guarantee.

SkiStar has taken out insolvency cover with Nordea and Atradius. If the agreement is not fulfilled as a result of SkiStar's insolvency, the Guest can contact those insurers or, where applicable, the competent authority, Kammarkollegiet, Slottsbacken 6, 111 30 Stockholm, +46 (0)8-700 08 00, registratur@kammarkollegiet.se.