

Terms and conditions of booking

SkiStar refers users to Visita's terms and conditions of booking, with the exception of the differences in points 3 & 6. Please see the following with regard to deposit payment, cancellation and reduction of the number of participants:

Groups of 0-150 people

Payment of deposit

A deposit of 50% of the confirmed total is due for payment within 15 days of the invoice date. An invoice for the amount of the deposit will be sent immediately on confirmation of your booking. Failure to pay the deposit will mean your order is not binding on the supplier's side.

Cancellation of the event

Cancellation must be made in writing.

- The cancellation of a confirmed booking will be subject to a processing fee of SEK 200 per person.
- 70-60 days before arrival Cancellation fee of 50% of the total value of the booking.
- 59-30 days before arrival Cancellation fee of 75% of the total value of the booking.
- 29-0 days before arrival Cancellation fee of 100% of the total value of the booking.

Reduction of the number of participants

Up to 15 working days before arrival, the customer may reduce the number of rooms/apartments/cottages originally booked by a maximum of 10%. Up to 5 working days before arrival, the customer may reduce the number of participants originally booked (not lodgings) by a maximum of 10%. All cancellations made within 5 days of arrival will be charged 100% of the booking.

Please note that Special terms and conditions apply to any travel arrangements (trains, buses and flights)

Groups of 150-400 people

Payment of deposit

A deposit of 50% of the confirmed total is due for payment within 20 days of the invoice date. An invoice for the amount of the deposit will be sent immediately on confirmation of your booking. Failure to pay the deposit will mean your order is not binding on the supplier's side.

Cancellation of the event

Cancellation must be made in writing.

- The cancellation of a confirmed booking will be subject to a processing fee of SEK 200 per person.
- 100-90 days before arrival Cancellation fee of 50% of the total value of the booking.
- 89-60 days before arrival Cancellation fee of 75% of the total value of the booking.
- 59-0 days before arrival Cancellation fee of 100% of the total value of the booking.

Reduction of the number of participants

Up to 20 working days before arrival, the customer may reduce the number of rooms/apartments/cottages originally booked by a maximum of 10%. Up to 5 working days before arrival, the customer may reduce the number of participants originally booked (not lodgings) by a maximum of 10%. All cancellations made within 5 days of arrival will be charged 100% of the booking.

Please note that Special terms and conditions apply to any travel arrangements (trains, buses and flights)

Visita's terms and conditions for conferences and other events

These general terms and conditions shall apply if attached to the order confirmation or if the parties have otherwise agreed that these terms and conditions shall apply.

1. Definitions

An event means where the premises are made available with or without lodging and/or catering, for example for a conference or for a group or banquet order.

The customer means the person – legal or natural – who is liable for payment for the event.

The supplier means the facility that hosts the event.

The value of an order means the agreed price for the totality of an order, or the sum of the number of participants' places ordered multiplied by the agreed price per participant per day, plus the price for services ordered separately.

2. Order

Orders may be placed orally or in writing. The supplier shall confirm receipt of an order in writing

3. Deposit

A deposit of 25% of the confirmed total is due for payment within 10 days of the invoice date. An invoice for the amount of the deposit will be sent immediately on confirmation of your booking. Failure to pay the deposit will mean your order is not binding on the supplier's side.

4. Special requests when ordering

Should the customer have any special requests, such as special dietary requirements, pets, etc., these should be raised at the time of ordering. The same applies if the customer requires special security arrangements.

5. Valuable property

If the customer wishes to bring property of high value and store it in the supplier's storage areas, luggage room or safe, the customer must inform the supplier of this. In the event of theft or similar, the supplier shall only be liable for compensation if it has undertaken in writing to be responsible for the property.

6. Cancellation

Cancellation must be made in writing.

In the event of cancellation later than four weeks prior to the first day of the order, the customer shall pay the supplier a certain percentage of the value of the order by way of a compensatory fee. The percentage applicable shall be specified in the supplier's confirmation of receipt of your order.

In the event of the cancellation of part of the order, the compensatory fee payable shall relate to the cancelled portion of the order.

7. Payment

The customer is responsible for all costs arising in connection with the order. If the participants are expected to pay for anything separately, this must be agreed by the supplier. Where participants fail to attend a meal that has been ordered, this shall not confer any entitlement to a reduction of the price. Payment shall be made as agreed. If payment against invoice has been agreed, the customer must provide full payment within 20 days of the invoice date. If the payment deadline is exceeded the supplier may charge late payment interest from the due date at the applicable reference rate plus a supplement of eight percentage points. A service charge will be added to the invoice.

8. Reservation of the right to increase prices

- a) If the supplier wishes to reserve the right to increase prices, it must clearly state this in its written confirmation of receipt of your order.
- (b) The supplier must inform the customer immediately when any price increases occur.

9. Force majeure

In the event of a strike, lockout, fire, explosion, war or war-like state, significant restrictions on delivery or other circumstances beyond the supplier's control, the supplier shall be entitled to terminate the agreement without any obligation to pay compensation.

10. Responsibility for property/causation of damage

The supplier bears no liability for property left in hotel rooms or in the supplier's premises. In the event that it becomes apparent that the supplier or its employees has/have acted recklessly or negligently or in some other way was/were to blame for the property being lost or damaged, the supplier shall be liable for the lost/damaged property. The supplier is also liable for property stored in its locked storage space, except where the said property is of a particularly high value (see point 5). For its part, the customer shall be liable for any damage that it or its participants cause to the supplier through neglect.

11. Disputes

In order to resolve disputes or ambiguities at conferences and other events, Visita's disputes resolution committee is at the disposal of the Parties free of charge. Visita's member companies have pledged to be bound by the committee's decisions.

Effective from 1 January 2006