

What to pay attention to when visiting...

## CAMP-EXPLORER

### Arrival/Departure

Check-in:

We like to know your arrival time to personally welcome you and give you a tour and introduction on our Camping.

Check-out: latest at 11 o'clock.

### Bookings

PLEASE NOTE IF THE GROUP FAILS TO ADHERE TO ANY OF THE FOLLOWING TERMS AND CONDITIONS, YOU WILL BE ASKED TO LEAVE WITHOUT ANY REFUNDS.

WE ARE A LOW NOISE POLICY CAMPING SITE.

The group organizer is responsible for collecting the deposits and final balances which are required to secure the booking.

- Final numbers must be confirmed 2 weeks prior to arrival. If numbers drop within 2 weeks of arrival then no refund will be given.
- There must be no more than 20 guests on the whole Camping site.
- Only those guests originally booked are permitted to stay on site. Any extra guests (adults or children) will only be permitted on site at the owner's discretion.  
If additional guests are allowed on site, then the additional cost will be settled later
- Quiet background music is permitted until 10pm.  
When enjoying yourselves here at Camp Explorer, particularly at night, please be considerate and responsible.
- It is essential that the entire group is made aware of the Terms and Conditions. This responsibility lies with the person making the booking in order to ensure that the Terms and Conditions are adhered to.
- If there are any complaints about your behavior you will be given ONE warning. If you continue to be disruptive then you will be asked to leave the site and you will lose your deposit. No refund will be given!
- If any property is damaged during your stay then please inform the owner immediately. Serious damage to property will result in the group being charged the full amount for a replacement.
- Do not use any fireworks, sparklers or Chinese lanterns, Don't smoke in the tent or near any buildings and facilities. Expose of your trash (including cigarette stamps, snus, pant etc. in a proper way)
- If you have organized for external suppliers e.g. activity providers to visit during

your stay then we must be made aware of this. You are required to provide us with the details of any company visiting the site. This includes the times in which they will be present on the site.

- On the morning of check out, you must have cleared everything out of your tents by 11.00 am or by arrangement so that they can be cleaned.

### **Your visit at Camp Explorer**

Guests and visitors agree to be considerate tenants and to take good care of the tents and facilities during their stay. Guests and visitors agree not to act in any way which would cause disturbance to other guests.

Should any facilities, equipment, or inventory be damaged as a result of inappropriate usage or behavior, or as a direct result of failing to respond to instructions from Klimpfjäll Explorer staff you will be held responsible for the cost of repair or replacement of that item. Klimpfjäll Explorer cannot accept responsibility for any loss, damage or expense arising from industrial action, terrorist activity, adverse weather conditions or any other event outside the control of the company.

By booking and coming to Camp Explorer you agree to be responsible for your children and any children you are in charge of as well as your own welfare. You also agree to take all reasonable precautions against personal injury, injury to others and damage to the woodland, facilities and tent. Klimpfjäll Explorer AB is not responsible for any damage or loss to your possessions that you bring to the campsite or wider woodland.

You use the facilities and amenities at the camp and wider woodland at your own risk, e.g. the firepits, stoves, grills, ovens!

Read the instructions before using the oven and heating in the tent, the Grillkåta or the oven in the sauna, we are happy to help you to start the fire safety in the wood stove. Candles and tea lights are not allowed in the tent!

Klimpfjäll Explorer AB accepts no responsibility for any loss or injury arising from being in the campsite or wider woodland.

By booking, acknowledging these Terms and Conditions, you are aware of the risks, hazards, and dangers of personal injury in entering the Campside and woodland. (For example, the woodland may contain wildlife that should not be approached or plants that shouldn't be eaten. The camping site is built in a forest, which means that you need to watch your step etc.)

Glamping in Norrland Sweden can mean real winter wonderland winters and warm summers. Whilst we provide certain facilities and equipment as detailed in the inventory sent to guests upon confirmation of payment, it is still camping and you are responsible for your own well-being and comfort with regard to appropriate clothing

and footwear etc. If you do not have the right clothing, please contact us for help.

In extreme weather conditions such as exceptional cold and snow, when forecast, we do our best to warn guests and give them the option to move dates (subject to availability) without being subject to a cancellation policy administration fee or loss of any money. Please note that the tents are made of durable material, however in case of extreme snow storms your stay may be canceled to ensure your safety. Together we look at a new date.

If you have any questions about your stay and would like more information prior to your arrival than is on the website, please do not hesitate to contact us by phone or send us an email via the contact form.

## **Complains**

In the first instance of a complaint, please contact us and we will try to resolve your problem.

As a company, we make every effort to provide you with the best and correct service as possible. Despite our efforts, it may still happen that mistakes are made or that you are not satisfied with our organization for other reasons. In this case, we invite you to let us know. We assume that your complaint is made in a good faith and expresses genuine and well-founded concern. We will therefore treat your complaint very seriously. In addition, your complaint gives us the opportunity to correct any errors and to improve our service where it is possible.

Please note, complaints received after 14 days from the end of your holiday cannot be reliably investigated.

Please address any correspondence regarding complaints to:

Klimpfjäll Explorer AB  
Solveig & Svea Köppe  
Transtigen.22  
912 98 Klimpfjäll  
+46 76 307 38 12  
info@klimpfjallexplorer.com

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