

Booking Terms – Dalslands Kanal AB's Lock Keeper Cabins

General

These terms apply to short-term rental of Dalslands Kanal AB's lock keeper cabins. Each cabin has its own description detailing size, equipment, and any additional features. By confirming the booking, the guest accepts these terms. Dalslands Kanal AB is responsible for ensuring the cabin information is accurate. The guest is responsible for ensuring the booking details are correct. Cleaning and consumables are not included in the rental fee.

Arrival & Departure

The cabin is available from 3:00 PM on the day of arrival until 11:00 AM on the day of departure, unless otherwise confirmed in writing.

For weekly rentals, Sunday is the designated arrival and departure day.

Please notify your estimated arrival time when booking or no later than four days before arrival at: **bokning@dalslandskanal.se**.

The day before arrival, you will receive a digital key code available in your booking information. The key is stored in a key box next to the front door.

Payment

Payment is made at the time of booking via our website.

The booking is binding only once payment has been completed and confirmation sent via email.

If Dalslands Kanal AB must cancel due to technical error, double booking, or other reasons for which we are responsible, the full rental amount will be refunded.

Cancellation

Cancellations must be made via email to: **bokning@dalslandskanal.se**.

- For cancellations made at least 28 days before arrival, the rental fee will be refunded minus a processing fee of SEK 500.
 - For cancellations made less than 28 days before arrival, no refund will be issued.
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Cancellation Protection

Can be purchased at the time of booking for SEK 300.

Grants the right to cancel up to 24 hours before check-in in case of:

- Serious illness, accident, or death (yourself, family member, or travel companion).
- Call-up for military or civil service.
- Unexpected serious event, e.g., fire or flooding in your home.

A certificate is required from a doctor, authority, or insurance company and must be sent within one week of cancellation to:

bokning@dalslandskanal.se or

Dalslands Kanal AB, Nils Ericsons väg 1, Upperud, 464 72 Håverud

The cancellation protection fee is non-refundable.

Rebooking

Rebooking to another available cabin can be made no later than 7 days before check-in, provided cancellation protection was purchased.

Rebooking fee: SEK 500 + any price difference.

If the new cabin is cheaper, no refund will be given.

Equipment & Cleaning

All cabins are equipped for self-catering.

Guests must bring bed linen, towels, and consumables.

Cleaning must be carried out by the guest according to instructions in the cabin.

If cleaning is not approved upon departure, a cleaning fee of SEK 1,000 will be charged.

The cabin description indicates whether bicycles, boats, or other extra equipment are included.

Guest Responsibility

The cabin must be cared for properly and house rules followed.

The guest is responsible for any damage to the cabin and boat, including motor and furnishings.

Damage must be reported immediately to the lock staff or contact person.

The number of overnight guests must not exceed the number stated at booking.

Children over 2 years count as persons.

Deposit

Dalslands Kanal AB may require a deposit of SEK 1,500, payable to the lock keeper upon arrival. Deposit requirements will be communicated no later than one week before arrival.

The amount will be refunded upon approved cleaning at departure.

The deposit can be paid with credit card.

In case of damage or insufficient cleaning, Dalslands Kanal AB has the right to retain all or part of the deposit.

Any deductions must be justified in writing.

Complaints

Any comments or faults should be reported to the lock staff or contact person as soon as possible, but no later than 48 hours after arrival.

We will do our best to resolve any issues during your stay.

Faults reported after the stay do not entitle compensation.

Animals & Insects

Animals may be present in and around the cabin.

In case of major insect infestation, contact the lock staff/contact person immediately.

Pets & Smoking

The cabin description indicates whether pets are allowed.

Smoking is prohibited in all cabins.

Force Majeure

The agreement may be terminated by either party if the cabin cannot be provided or used due to: war, natural disaster, strike, national restrictions, fire, prolonged interruption of water or energy supply, pandemic, or other similar events beyond the control of the parties.

In case of force majeure, the rental amount will be refunded minus costs already incurred, such as administrative fees.
