



BOOKING REGULATIONS AT KATTERJOKK TOURIST STATION

2021-01-21

General

For reliability and control reasons and to reduce fixed costs, we are using a simplified room reservation and payment system that supports the most common functions found in more comprehensive systems. To avoid reservation collisions, we need all reservations to be made online via our website www.katterjokk.se.

Group reservations and special cases not supported by the online system must be addressed manually via e-mail to info@katterjokk.se.

All data communications are done encrypted and secured according to industry standards. Any problems or issues caused by systems beyond Friluftsförbundets control are out of Friluftsförbundets responsibility.

Upon arrival, all guests must fill in a hotel ledger in accordance with the recommendations for Swedish hotel industry. All guests are required to comply with all internal rules set for the facility and must be aware of that cleaning is not included in the price. All residents must therefore clean their own rooms by following the checklist provided in all rooms. Cleaning equipment and supplies are available in common storages. During check-out, cleaning and other practical issues will be gone through together with the head of the facility. If cleaning is found to be inadequate or missed, it must be redone. If neglected, the guest will be charged with 800 SEK. Loss of a key to your room will result in a fee of 500 SEK.

Safety and valuables

The guest is obliged to follow the safety instructions that apply to the facility. Negligence may involve liability for damage caused. Smoking can only take place outdoors. Friluftsförbundet cannot take responsibility for valuables stored in the rooms.

Season

Our pricing is differentiated in low- middle- and high over the season. The dates for this vary slightly from one year to another. For the current price per room, please go through the booking on our web-based booking system.

Reservation

The guests are responsible for their own room reservations and specified personal data. All room reservations are done online (see General above). Room reservations are only valid upon a registered payment. Unless otherwise agreed, the person who makes the reservation must stay at the facility and is fully responsible for all accompanying persons to comply with our set of regulations. The number of residents may not exceed the number of beds in a room and all accommodated must be paid for. You may not transfer the reservation to someone else without Friluftsförbundets consent.

Reservations may only be made per room and not per bed. When processing the reservation, all rooms available will be shown for the specified period. If rooms are not shown to be available, try to divide the period in smaller bits – and see if rooms become available. If they do, one can reserve different rooms for different parts of the full period. Unless otherwise agreed, check-in can occur after 14.00 on the day of arrival and check-out no later than 10:30 on the day of departure. In total, 68 beds are available at Katterjokk Tourist station. If you are interested in renting the entire facility for i.e. larger groups, please contact us via e-mail to info@katterjokk.se.



Payment

All payments are made as the last step in our online room reservation system. Payments are made via an encrypted security system according to industry standards through PayPal payment solution. PayPal support a dedicated PayPal-account and also the most commonly used credit cards. Upon agreement, payments for business/group reservations can be made via an invoice procedure.

Prices and discounts

Our pricing is differentiated to follow the low- middle- and high season. The dates for this vary slightly from one year to another. For the current price per room, please go through a booking in our web-based booking system.

We have a discount for smaller children, and we charge extra for weekends, bed linen and the use of car engine pre-heaters. All available options will appear as you carry on with your booking in our web-based booking system.

Members of Friluftsrämjandet in Kiruna, gets a 10% discount on regular prices. The membership discount will be obtained by using a valid promotion code in the online booking system and specifying all membership numbers when booking. Any discount requires a valid code at the time for the booking. No discounts are paid in hindsight.

Cancellation

A reservation is considered completed on the date and time when it is booked in the online booking system. For all valid reservations, a confirmation email is sent to the registered email address, and the fee is withdrawn from the verified account. Cancellation is always treated per room. For cancellations, repayment is done according to the rules described below. Friluftsrämjandet always require a booking fee of 4% of the total value but not less than 300SEK/room.

- If the cancellation is made before 1 month before the day of arrival, the full amount minus the booking fee will be refunded.
- If the cancellation is made after 1 month but before 2 weeks before the day of arrival, 75% of the amount will be refunded.
- If the cancellation is made after 2 weeks but before 1 week before the day of arrival, 50% of the amount will be refunded.
- If the cancellation is made after 1 week before the day of arrival, no refund will occur.

Unfortunately, our simplified online booking system does not support a cancellation procedure. Therefore, any cancellations have to be made by e-mail to info@katterjokk.se. The date when the e-mail arrives is considered as the cancellation day. Friluftsrämjandet will then transfer your money back into the account you provided. This transaction takes approximately 1-2 banking days. Friluftsrämjandet can not affect any delays in transactions after Friluftsrämjandet has released the return payment. If you have a valid medical certificate attesting acute illness or an equivalent condition, the whole amount will be refunded except the booking fee.

Booking change

Our simplified online booking system does not support changes in your reservation. Any changes will terminate the ongoing reservation and add a new reservation. If you want to change a reservation in another way, you must contact the staff via email info@katterjokk.se, or telephone +46 (0)730 360 595.

**Invoicing**

An invoice procedure may only occur in special cases. Please contact us via email to info@katterjokk.se or by phone for details and agreements. Nonpayment in time will cause a termination of the reservation.

Check in

Upon arrival its important to immediately announce your arrival directly to the staff either in person or by phone or text message, or if you are without phone, by filling in a check in-list and leave it in the reception letterbox.

Responsibility

Accommodation on the facility and stay in the area are at your own risk. Friluftsförbundet takes no responsibility for valuables, equipment, vehicles etc. Friluftsförbundet cannot be held responsible for accidents or incidents caused by reasons beyond Friluftsförbundets control, nor for any costs or damages for third parties.

Friluftsförbundet has the right to close parts or the entire facility if any unforeseen event occurs. Friluftsförbundet cannot be held responsible for weather, accidents or events due to reasons beyond Friluftsförbundets control, nor for any additional costs incurred or damages and costs to third parties. Friluftsförbundet is responsible to notify the booker within the fastest possible time if their booking cannot be used. Other time can then be offered if possible, but if a booking cannot be used due to what is mentioned above, friluftsförbundet can never be made liable for more than the booking fee paid for the accommodation at Katterjokk Tourist Station.

Duty of protection - Anyone who knows or has reason to suspect that he is carrying an infectious disease is obliged to take the necessary measures to protect others against the risk of infection.

As a guest at Katterjokk Tourist Station, this means that you cannot come to the resort if you suspect infection, and that you have an immediate notice obligation to the head of the hostel in case of symptoms of infectious disease. Affected guest and its company who live in the same room must inform the head of the hostel and then isolate themselves in the room and prepare to leave the tourist station as soon as possible. In case of serious medical condition, SOS alarm will be called.

Questions

If you have any special requests regarding booking or questions, please contact us via info@katterjokk.se or by telephone.

Other

Friluftsförbundet has the right to change the booking rules whenever there is a need for this. However, reservations are always made against the applicable booking rules at the time of the booking.