

## Terms of purchase

### 1. Company information

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Contact address:

Welcome Scandinavia AB  
Idre Stugor  
Gammelbyn Rättsjöberg  
68594 Torsby  
info@welcome-scandinavia.com

### 2. Prices

Each item is stated including VAT in Swedish kronor. In the shopping cart you see the total price including all fees such as VAT, shipping and payments.

#### 3.1 Payment

Payment is made through the selected payment method at checkout. The payment method is provided by Bambora together with partners.

#### 3.2 Card payment

Card payment is accepted by Visa, MasterCard and Maestro. Debit for your debit card takes place immediately.

#### 3.3 Swish payment

Swish payment is accepted at checkout. Read more and get Swish at <https://swish.nu>.

#### 4.3 Damaged goods and complaints

When you start the activity in the booking, it is important that you check that the products are not damaged or faulty. Should the product be faulty or damaged, you are entitled to a replacement product if available, otherwise a full refund.

The tenant is responsible for caring for and using the equipment in the best way. In the event of obvious negligence or theft, the tenant will be liable for compensation for damage or theft that has occurred.

The bikes are delivered with a rental contract.

## 5. Right of withdrawal and open purchase and cancellation rules:

Paid booking is non-refundable. The booking can be moved to any date up to six hours before the start. Rebooking protection is purchased with the booking.

Full refund is given in weather conditions that make the activity unsuitable or dangerous, such as thunder, storm or other weather conditions. Rain, fog or cold is no reason for a refund. In the event of illness, the full amount will be refunded upon presentation of a medical certificate.

You can cancel to us in writing by e-mail or letter. The postmark or date of the email applies to the calculation of the rental costs in case of cancellation.

If you cancel:

- 30 days before the agreed arrival, you must pay 10% of the rent
- 29-22 days before the agreed arrival, you must pay 30% of the rent
- 21-15 days before the agreed arrival, you must pay 50% of the rent
- 14-7 days before the agreed arrival, you must pay 80% of the rent
- 6 or less days before the agreed arrival or in case of no-show, you must pay 90% of the rent.

## 6. Personal data processing

In order to receive, handle and deliver your order, IDRE STUGOR - Welcome Scandinavia ABatt will process your personal data. All our processing of personal data takes place in accordance with current personal data legislation. You can read more about how we process your personal data under Appendix 1, Personal data processing.

## 7. Contact & Customer Service

Contact IDRE STUGOR - Welcome Scandinavia AB by e-mail: [info@idre-stugor.se](mailto:info@idre-stugor.se)

Always enter your booking number.

## 8. Cookies

A cookie is a text file that is sent from a web page to your computer where it is stored either in memory (session cookies) or as a small text file (text-based cookies). Cookies are used to store e.g. login information or your shopping cart when browsing various websites. If your browser is set to not accept cookies, you will not be able to place an order on our site. You can easily change this under settings in your browser. Please note that we do not use cookies to store personal information about you

## 10.1 Force Majeure

Force Majeure such as war, extensive labor dispute, blockade, fire, environmental disaster, serious spread of infection or other extent beyond the control of a party and which prevent a party from

fulfilling its obligations and release a party from it. Such exemption applies provided that the business cannot be conducted under these conditions either. The other party shall be notified immediately of the circumstances which may apply this provision

## 10.2 Change of contract terms

After the customer has completed a purchase, the Sales Company does not have the right to change the terms of the current purchase unless otherwise agreed.

## 10.3 Disputes & Laws

Swedish law shall apply to all purchases in accordance with these terms and conditions. Disputes concerning purchases in accordance with these terms and conditions shall be tried exclusively by a Swedish general court.

## Appendix 1, Personal data processing

Idre Stugor - Welcome Scandinavia AB, org. no. 5566846571, comp.org.nr. SE556684657101, processes personal data in connection with the trade at [www.ide-stugor.se](http://www.ide-stugor.se) and is responsible for personal data for the processing. Personal data is processed in order for IDRE STUGOR - Welcome Scandinavia AB to be able to provide its services, mainly for the following purposes ("Purposes"):

- To create and maintain your personal account
- To receive and process your orders and send your goods to you.
- To handle any returns.
- To send you SMS notifications about booking status
- To answer your questions and inform you about new or changed services.
- To send marketing offers such as newsletters and directories.
- To send you surveys that give you the opportunity to influence IDRE STUGOR - Welcome Scandinavia Abs' offers and services.

The data processed are the data you enter, e.g. when you place orders, contact customer service or the like. The information you enter includes e.g. contact information, delivery address and ordered goods ("Personal data"). The personal information is necessary for IDRE STUGOR - Welcome Scandinavia AB to be able to achieve the Purposes. Some information may also be obtained from public records or from other publicly available sources.

The main legal basis for the treatment is that the treatment is necessary for IDRE STUGOR - Welcome Scandinavia AB to be able to fulfill its obligations to its customers. Some treatments are also based on IDRE STUGOR - Welcome Scandinavia AB's legitimate interest in being able to conduct its business in an efficient and safe manner and on IDRE STUGOR - Welcome Scandinavia AB's obligation to comply with legal obligations. The personal information may be shared with authorities and other

parties that IDRE STUGOR - Welcome Scandinavia AB uses to achieve the Purposes, e.g. for delivery. These actors may be based in countries outside the EU / EEA. If the European Commission does not consider that the country ensures an adequate level of protection, the transfer to the third party will be supported by the Commission's standard contractual clauses for the transfer of personal data to a country outside the EU / EEA, see Articles 45-46 of Regulation 2016/679 ("GDPR"). These standard clauses are accessible here: <http://ec.europa.eu/justice/data-protection/international-transfers/transfer/>. The processing of Personal Data will continue for as long as it is required to fulfill the Purposes or as long as IDRE STUGOR - Welcome Scandinavia AB is obliged to do so. The Personal Data is then deleted.

If you have any questions about the processing of Personal Data, you can contact IDRE STUGOR - Welcome Scandinavia AB via [info@welcome-scandinavia.com](mailto:info@welcome-scandinavia.com). You can also use this address if you want to exercise any of the rights you have under the GDPR as registered. Please note that the rights under the GDPR are not absolute and that invoking a right therefore does not necessarily lead to an action.

Your rights under the GDPR include the following:

- Right of access - According to Article 15 GDPR, you have the right to access the Personal Data and to be informed about the processing. That information is contained in this document.
- Right to rectification - According to Article 16 of the GDPR, you have the right to have incorrect personal data concerning you rectified without undue delay. Taking into account the purpose of the processing, you also have the right to supplement incomplete personal data.
- Right of deletion ("the right to be forgotten") - In certain circumstances, you have the right to have your Personal Data deleted pursuant to Article 17 of the GDPR.
- Right to restrict use - In certain circumstances, you have the right under Article 18 GDPR to restrict the processing of Personal Data.
- Right to data portability - According to Article 20 GDPR, you have the right to obtain the Personal Data in a structured, commonly used and machine-readable format. You also have the right to transfer this information to another personal data controller.
- Right to object - According to Article 21 GDPR, you have the right to object to certain processing of the Personal Data, for example such processing based on IDRE STUGOR - Welcome Scandinavia AB entitled interests.
- Finally, you also have the right to submit a complaint to Datainspektionen, which can be contacted via [datainspektionen@datainspektionen.se](mailto:datainspektionen@datainspektionen.se) or 08-657 61 00.