



2024-05-13

# General terms & conditions

## Not applicable to leisure boat tickets

These general terms and conditions apply between AB Göta kanalbolag (GK) and You as yourself or through another who enters into an agreement with GK. The agreement may apply to accommodation, transport, purchase of other products and services, or a combination of these, hereinafter referred to as Products.

The cancellation costs and conditions below apply unless otherwise stated in your booking confirmation.

### 1. Responsible organiser

The Responsible Organiser is AB Göta kanalbolag, reg.no: 556197-7587. AB Göta kanalbolag mediates travel services via [www.gotakanal.se](http://www.gotakanal.se)

AB Göta kanalbolag is only an intermediary for bookable products on gotakanal.se. As an intermediary, we ensure that:

- You will receive a written confirmation of your booking.
- You will receive documents and other information in good time.
- You will be informed of all significant changes relating to your booking.

We always strive for the images and descriptions of facilities to be accurate and up-to-date. However, we cannot guarantee that this is always the case, as the hotels/hosts themselves are responsible for product descriptions and images as well as prices and availability. The canal company can therefore not be held responsible for any incorrect, misleading, incorrect or missing product information.

We are not responsible for promises that the hotel/host or their contact person may have made directly to you without our knowledge and that we were not aware of. (If you agreed on something that is not covered by our agreement, make sure to get it in writing and signed by the hotel/host or their representative).

We reserve the right to make changes in the event of legal changes and price changes beyond our control.

### 2. Booking and the Booking Confirmation

The booking confirmation contains important information regarding your booking. You are obligated to review the booking confirmation as soon as it is received. Any inaccuracies must be reported immediately. Statements made by booking staff that are of essential importance to you must be noted in the travel documents if they are to be formally relied upon.

The booking agreement is binding for both you and GK as soon as you receive the booking confirmation.

To book/enter into an agreement with GK, you must be 18 years old. A higher age limit may be required for certain activities/accommodations, see information at the facility. Identification may be required upon arrival at the booked activity/accommodation.

We are not responsible for statements that Lessors/Suppliers or their representatives may have made directly to you.

When booking via customer service by phone +46(0)10-33 23 200 or by email to [destination@gotakanal.se](mailto:destination@gotakanal.se), a service fee of SEK 250 is charged. No service fee is charged when booking online at [www.gotakanal.se](http://www.gotakanal.se)

### 3. When, where and how should I pay?

You pay online according to the conditions at the time of booking and the only payment option is direct payment by card or Swish. To protect and encrypt your credit card information as it passes through our system, we use "Secure Socket Layer" technology - SSL. Bookings can also be made via customer service for a fee.



Once payment has been completed, you will get access to your information in "My pages", where you can see all information, documents and documentation. You will not receive confirmation that payment has reached us, but you will see your payment status on "My pages".

#### **4. If you wish to make changes or additions to your booking**

If you want to make changes to your booking, when possible according to "General booking conditions", this has to be done through our customer service by phone +46(0)10-33 23 200 or by email to [destination@gotakanal.se](mailto:destination@gotakanal.se).

All errands handled by our customer service implies a service fee of SEK 250.

Please note that if you wish to make a change to your booking that increases the price of your cart, there is no service fee.

#### **5. If you wish to cancel**

The cancellation rules below apply when cancellation protection has not been purchased. If you are seeking to cancel a package tour, what is stipulated specifically about package tours applies. Booked tickets for activities, events and similar are binding and cannot be rebooked or refunded.

If you want to cancel, in cases where the conditions allow it, contact customer service orally or in writing by phone: +46(0)10-33 23 200 or email [destination@gotakanal.se](mailto:destination@gotakanal.se)

Note that your cancellation is not valid until you have received a written confirmation from GK. Change of arrival or departure date counts as cancellation.

Fees for cancellation protection, change and service fees are non-refundable.

##### **5.1 Cancellation costs for hotels**

When booking a room, for example a hotel room, or booking camper van/caravan parking that is not included in a package, cancellation must be made no later than 17.00 the day before arrival, in order for a full refund, excluding any fees, to be granted. In case of cancellation later than 17.00 the day before arrival no refund is given.

##### **5.2 Cancellation costs for other accommodation such as cabins/ cottages/ apartments/ B&B/ boarding houses/ hostels/ glamping**

In case of cancellation 22 days or earlier before the booked arrival date, you will be charged 10% of the booking price  
Cancellation 21-0 days before the booked arrival date, you will be charged 100% of the booking price

##### **5.3 Cancellation rules when booking activities and events**

The customer is responsible for checking that the event has not been cancelled or moved. In the event of a cancelled or moved event, the customer should immediately contact the responsible arena/organiser. It is the arena/organiser that is responsible for questions about, for example, the redemption of tickets.

GKAB mediates tickets on behalf of the responsible arena/organiser and is itself only an agent. All questions about or claims due to the events and its implementation must be directed to the arena/organiser.

Activity and event tickets cannot be changed or cancelled. No refund will be made for unused tickets.

###### **5.3.1 Cancellation rules for Day cruises**

Cancellation of day cruises on the Göta canal Is only possible when having bought a cancellation Insurance when booking the tickets and in those cases stated for the cancellation Insurance in section *7 Cancellation Insurance* below.

Altering of your day cruise ticket on the Göta canal can only be made, at the latest, 7 days prior to departure. Altering later than 7 days prior to departure is not allowed/admitted.



If you wish to alter your booking, please contact [destination@gotakanal.se](mailto:destination@gotakanal.se) or call +46 10 33 32 200. Please note that when booking via customer service by phone +46 (0)10- 33 23 2000 or by email to [destination@gotakanal.se](mailto:destination@gotakanal.se), a service fee of SEK 250 is always charged.

#### **5.4 Cancellation rules when booking camper van/caravan parking or campsites**

Camper van/caravan parking or campsites are not cancellable or refundable

#### **6. What applies to package tours**

Package travel means an arrangement that has been designed before an agreement has been made and that consists of several different parts, for example transport or accommodation or any of these services in combination with another tourist service. Accommodation in combination with guiding, sporting events, concerts etc. can therefore constitute a package trip provided that the arrangement lasts more than 24 hours or includes an overnight stay, the tourist service does not form an essential part of the arrangement and is sold or marketed for a common price or different prices that are linked to each other. Simple rental of accommodation such as cabin rental is not a package tour.

The combined travel services offered to you constitute a package tour within the meaning of Directive (EU) 2015/2302. Therefore, you are covered by all EU rights that apply to package travel. AB Göta kanal company will be fully responsible for the travel package as a whole being completed correctly.

GKAB has placed a guarantee with the Kammarkollegiet.

GKAB refers you here for further reading on the Package Travel Act: [Link to the Package Travel Act](#)

##### **6.1 Cancellation fee for complete packages that contain both accommodation and activities, events, etc**

0 days before arrival or earlier, cancellation fee: 100% of the booking price.

##### **6.2 Cancellation costs where you have booked accommodation yourself and booked an activity by adding it to your cart**

When you combine accommodation and activity/event yourself, this counts as a booked package and falls under the conditions for package travel.

0 days before arrival or earlier, cancellation fee: 100% of the booking price.

Package bookings can only be rebooked up to 28 days before departure, after which the booking is closed for changes and non-refundable.

#### **7. Rental boat, Göta kanal Charter**

These terms apply to the rental of a charter boat from Göta Kanal Charter; <https://www.gotakanal.se/sv/media/682>

#### **8. Cancellation protection**

You can purchase cancellation protection under the conditions below. The fee for cancellation protection, change fee and any service fee is not refunded.

Cancellation protection can be taken out for SEK 300 per booking. Cancellation protection can only be taken out at the time of booking and is not refundable. Cancellation protection is not available to groups of more than 9 people in the same booking.

Cancellation protection applies if the following occurs:

- A. Death, illness or accident of a serious nature, affecting you, your spouse, cohabitant, your or their parents, children, siblings or fellow travellers.
- B. Call-up to the armed forces or the civil defence.



C. Other serious events beyond Your control, e.g. extensive fire or flooding in your home, which means that it is not reasonable to request that you travel in accordance with your booking.

In order to claim your cancellation protection, you will need to notify the organiser before arrival. Contact GKAB Customer Service by phone: +46(0)10-33 23 200 or email: [destination@gotakanal.se](mailto:destination@gotakanal.se).

You must be able to prove ailments prohibiting travel with a certificate from a doctor, public authority or insurance company. Certificates that reach GK later than 7 days after the booked arrival date will be disregarded.

## 9. What are your responsibilities?

- You are obligated to review the booking confirmation as soon as it is received. Any inaccuracies must be reported immediately. Statements made by booking staff that are of essential importance to you must be noted in the travel documents if they are to be formally relied upon.
- You must follow rules of order, instructions and regulations that apply to the cabin/apartment, the means of transport, etc. You yourself are responsible for all damages that occur to the property and its inventory, as a result of you or someone else in your party being reckless. You may not use the cabin/apartment for anything other than what was agreed upon at the time of booking (usually leisure purposes) and You may not let more people stay overnight in the cabin/apartment or on the grounds than you stated in the booking. All persons must be stated at the time of booking.
- If complaints regarding disruptive behaviour are received by the lessor, he has the right to immediately evict the tenant if correction is not made immediately after notification. The same rules also apply where there are more people staying than the number of people permitted for the location. As a guest, you are obliged to compensate the lessor for costs caused by the above. Refunds for remaining nights are only made for the nights the lessor can rent out again.
- If you have any complaints about a location, you should contact the host in the first instance so that any ambiguities can be resolved during your stay.
- You must state at the time of booking if you suffer from any type of allergy so that we, as mediators, have the opportunity to find the right location for you. NB! It is also stated in the description for the location that pets / smoking are not allowed. We cannot guarantee that there have been no pets/smoking on the location shortly before you have access to the location.
- For certain types of accommodation, e.g. hostels you must clean before departure unless otherwise agreed. You are responsible for what applies to your booked accommodation. If you fail to meet the cleaning requirements, a fee of at least SEK 1,000 may be charged.
- You are responsible for checking that events have not been cancelled or moved. On behalf of the event supplier, AB Göta channel company redeems tickets. Any service fees are not refunded under any circumstances. The service fee may be included in the ticket price. Postage and any fees are added when tickets are sent home. These are not refunded.
- A purchased ticket to an activity/event is a document of value. Stolen or otherwise lost tickets will not be replaced.
- Unauthorised copying or resale of a purchased ticket for an activity/event is prohibited.

## 10. Faults and Complaints

If all or parts of your booking cannot be delivered according to the booking confirmation, you have the right to cancel the booking. You will then be fully refunded, with deductions for the value of the parts of the booking that you possibly have already taken advantage of.

If you have complaints, they must be brought directly to the supplier of the product, for example the hotel manager/event organiser or the like or their representative as soon as possible. If your problems are not resolved, contact our customer service by phone +46(0)10-33 23 200 or email [destination@gotakanal.se](mailto:destination@gotakanal.se)

The right to complain is lost if you do not notify the supplier on site. If you leave the accommodation, the activity or the event without the supplier having had reasonable time to solve the problem, you lose your right to compensation. Any claims for compensation must be received by customer service in writing no later than 10 days after the end of the trip.

Issues that occur during the stay must be reported immediately. This is primarily done to e.g. the place of accommodation or the proprietor. If you failed to report issues during the rental period/event and thus did not give the accommodation/proprietor the opportunity to correct any deficiencies, you cannot subsequently claim compensation.

## 11. Handling of personal data



When making a booking, you agree that personal data may be processed by GK. The purpose of this is to enable customary guest administration, to ensure that GK has access to reliable personal documentation in the event of an accident, to fulfill the conditions for cancellation protection as well as administration and processing related to any damages.

You provide the personal data yourself in connection with ordering arrangements, creating accounts or other services on the web or by telephone. Please note that providing your personal data is voluntary. In many cases, we cannot provide you with the service and/or product you ordered if you do not provide your personal data.

The data may also be used to inform about insurance and payment services as well as travel-related offers. The guest may also be contacted for market research and for marketing purposes such as newsletters and brochures. When booking online, the customer receives email confirmation and possibly a follow-up email with questions after departure. Our guests' views and responses are of great help to us. Your comments may be published anonymously on the web or in print. As a guest, you can at any time choose to decline the receipt of mail and unsubscribe from newsletters. Read our entire [privacy policy](#) on the Göta Canal website. Read more about GDPR at Datainspektionen - [www.datainspektionen.se](http://www.datainspektionen.se)

## **12. Questions regarding booking**

Questions are directed to GK, by phone +46(0)10 - 33 23 200, or via email: [destination@gotakanal.se](mailto:destination@gotakanal.se)

## **13. Force Majeure**

In the event that the trip/event cannot be carried out due to an obstacle beyond the organiser's control which the organiser could not reasonably be expected to have anticipated when the agreement was concluded and the consequences of which they could not reasonably have avoided or overcome, the organiser is free from liability for damages or other penalties. The same also applies if the trip/event is cancelled because of someone hired by the organiser, directly or indirectly. We reserve the right to make changes in the event of legal changes and price changes beyond our control.

## **14. Dispute**

In the event of a dispute with the organiser, you can turn to the Swedish National Board for Consumer Disputes, or an ordinary court of law.