

## TERMS AND CONDITIONS

Studentbostäder I Växjö AB is a limited liability company registered in Sweden with Corporate 556574-5089. Easy Livin' apartment hotel is part of the Studentbostäder i Växjö AB and hereafter referred to as "Easy Livin' or 'we'.

Easy Livin' apartment hotel reserves the right to change, modify or update these terms and conditions at any time.

By making a reservation, you acknowledge and recognize you or the person on whose behalf you book ("customer" or "you") that you have read, understood and accepted the terms and conditions set forth below.

Easy Livin' is an unmanned hotel and communication between the guest and staff is through phone and email.

### **ARRIVAL AND DEPARTURE**

Check-in from 3 PM

Check-out until 10 AM

Easy Livin' apartment hotel reserve the right to charge a fee for late check-out if the check-out time is not respected.

### **RESERVATION**

The booking is confirmed when you have received a booking confirmation email from Easy Livin' apartment hotel, Booking or Expedia (Hotels). If you have not received a booking confirmation within 24 hours after you complete your booking, please contact Easy Livin' apartment hotel. Please note that booking is not guaranteed until you have received a confirmation from Easy Livin' apartment hotel.

In the highly unlikely event that we cannot provide the booked accommodation, we will do our best to find a suitable alternative accommodation. In such a case, you have the right to either accept the change or to cancel and get a refund of your payment.

### **PAYMENT**

Please note that we can only accept digital payment methods, such as payment through bank card or virtual cards from a booking platform. An invoice can be used as a payment in special cases where this has been agreed upon by Easy Livin' apartment hotel and the customer and the payment is made in advance.

Payment to bank account or credit cards through Stripe online (a secure payment platform). For longer stays, monthly payments can be accepted if agreed upon. Contact Easy Livin' apartment hotel for more information.

### **MODIFICATION OF BOOKING**

Amendment of an existing booking will be considered a cancellation in connection with a new reservation. Requests for extension of stay will be granted provided that there is an available apartment.

### **CANCELLATIONS**

In the event that you wish to cancel your booking:

No refund will be made for unused portions of your stay or for non-arrivals without a cancellation in advance that follows your chosen cancellation policy. The cancellation policy is specified upon making the reservation and can vary depending on the booking platform. If you book using a discount code through our website with non-refundable booking, your reservation is not refundable if cancelled. If you book directly through our website without a discount, you may cancel your stay free of charge up until 24 hours before check-in. If the guest wants to get a full refund in the event of a cancellation, it is up to the guest to make sure they book with a refundable cancellation option.

Please observe that, in the event of a cancellation, the guest is responsible for any banking fees associated with the transfers.

## **CUSTOMER'S OBLIGATIONS**

Please respect your neighbors, noise should be kept at a reasonable at the hotel area and inside the apartment at all hours. Between 10pm to 10am, there is quiet time meaning the volume should be as low as possible in respect of other guests. When complaints from neighbors due to excessive noise or disturbing the behavior of the customer or the people who follow them, the Easy Livin' apartment hotel reserves the right to cancel the rental of the apartment and ask the customer to immediately vacate the premises, without refund of any amounts paid.

If the emergency disturbance number is called for a disturbance in our area, the guest responsible for the disturbance will be invoiced 2,500 SEK for the call.

Observe that the emergency disturbance hotline is only for disturbances in our area. If the disturbance occurs elsewhere and the disturbance hotline were called, the person who called the emergency disturbance hotline will be invoiced 2,500 SEK.

The number of guests staying in the apartment may not exceed the number that is mentioned in the booking confirmation, children under two years is an exception. Visitors are not allowed to stay overnight if they are not included in the reservation.

Pets are not allowed to stay in the apartment and this information is available on all booking sites for the hotel. This is to keep the hotel as allergy friendly as possible and limit the amount of wear on the apartments. If a guest brings a pet without letting us know, we reserve the right to charge the guest based on the required measures after check-out, such as extra cleaning or damage on furniture or textiles.

The apartment and its equipment must be kept in good condition throughout the rental period. All existing problems, damages to apartment or its equipment must be reported to the Easy Livin' apartment immediately on arrival, otherwise it will be assumed that the damage occurred during your stay. Damage caused by you or a person staying with or visiting you must be reported to the Easy Livin' apartment hotel before departure. The customer will be responsible for such damage and Easy Livin' apartment hotel is authorized to charge the cost of repairing damage to the payment method used for the booking, or by invoicing.

No illegal or commercial activities are allowed in the apartment and will result in the immediate revocation of the apartment without refund of any amount paid. Smoking is strictly prohibited in the apartment. The customer will be responsible for the cost of decontamination. Help us to become more environmentally friendly by saving energy. If you leave the apartment for a while, make sure that all lights extinguished and heating is set to minimum or off.

All garbage should be removed from the apartment and deposited at designated places. Glass, cardboard and paper should be placed in separate container where it is required.

When using the oven or microwave, it is important to start the kitchen fan to avoid the fire alarm from starting. The cost of the fire brigade coming will be paid for by the guest responsible for setting the alarm off if an assessment is made that the kitchen fan is not used properly. The assessment is made by the fire brigade. If the alarm goes off, it will also go off in all apartments at the hotel. If the fire alarm is taken down and the fire brigade cannot determine which apartment has caused the alarms will result in all guests that have taken down or covered the alarm to split the invoice for the fire alarm cost.

If you have lost the key and don't find it, you will be debited or invoiced for a complete lock change due to safety reasons.

## **EASY LIVIN' APARTMENT HOTEL OBLIGATIONS**

Easy Livin' apartment hotel will do its best to keep all the rented premises in good condition. Regardless of this, if a problem occurs during your stay, please report it to Easy Livin' apartment immediately and it will be fixed as soon as possible. Easy Livin' apartment hotel will not take responsibility for any technical problems, electricity or water outages nor for any interference caused by noise from the surrounding area of the property. Easy Livin' apartment hotel, after being informed of the problem, will try to resolve it within reasonable time. If this proves not to be possible and the problem continues to seriously affect your stay, Easy Livin' apartment hotel can help you find alternative accommodation, depending on the availability of such. In the event that any alternative accommodation cannot be provided, the customer can cancel their reservation and get a refund for the time when the apartment was not used. This is only done if another apartment or alternative accommodation cannot be arranged and depending on the seriousness of the problem.

## **KEY COLLECTION AND ID CONTROL**

The instructions for key collection will be given in check-in information and instructions sent out via e-mail and SMS/text message to the contact information provided by the guest upon making the reservation.

Please note that in order to send out the check-in information, Easy Livin' hotel need to have ID confirmed the guest and the ID card or passport needs to be in the same name as the bank card connected to the reservation. If the guest cannot provide this or any other information required, it may result in your reservation being cancelled without a refund.

If the payment card used to book the apartment is invalid or any document presented is in any way falsified or tampered with, the booking may be cancelled without a refund.

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### **RIGHT TO ACCESS THE APARTMENT**

We reserve the right to enter the apartment at any reasonable time on reasonable grounds. This includes the need to making unforeseen (internal and external) remedial repairs. We inform about such requirements and will do our best to limit the hours of access 9am to 5pm if possible and will always give a reasonable notice before entering.

### **CLEANING**

The final cleaning for when you have checked out is provided by Easy Livin'. Extra cleaning can be arranged on request at an additional cost. Your booked apartment will be cleaned prior to your arrival. If the apartment is not properly cleaned when you arrive, please contact Easy Livin' immediately so this can be resolved. You do not need to clean the apartment before departure, but you must leave the apartment in the condition you found it in when you arrived. That means kitchenware must be washed and the dishwasher emptied, any stains must be removed and all furniture must be in their original position. The refrigerator should be completely emptied and all the garbage disposed of in the garbage facility on the hotel area. Failure to follow the above rules can result in additional cleaning fees.

### **PRIVACY POLICY**

Easy Livin' apartment hotel treats customer information with the utmost respect and confidentiality and follow the advice established by law. Your personal information will not be given to any third party for marketing or promotional purposes.

### **FORCE MAJEURE**

Easy Livin' apartment hotel is not liable and will not pay compensation for loss, damage or expense incurred as a result of our, or our suppliers, inability to provide a service due to war, threat of war, riots, civil disobedience or strife, industrial dispute, terrorist activity, natural or industrial disaster, fire, adverse weather conditions, closure of airports or ports or any unforeseen or unavoidable events beyond its control.

### **COPYRIGHT**

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### **REPLACEMENT**

Customer agrees to reimburse Easy Livin' apartment hotel on the full amount of all claims, debts, liabilities, demands, damages, losses, repayments, fines, expenses (including legal costs) and all other sums of any kind incurred or suffered result of a breach of this agreement or otherwise illegal or negligent behavior in relation to the customer, people who live with them or their guests.

If the booking is made in the name of, or on behalf of, a company or a company employee, these activities shall be obliged to indemnify Easy Livin' apartment hotel. This reimbursement provision shall survive and remain in full force upon completion of the stay.

### **DISPUTES**

All disputes between Easy Livin' apartment hotel and the customer arising from the above terms and conditions shall be settled in accordance with arbitration in the Arbitration Institute of the Stockholm Chamber of Commerce by one arbitrator appointed in accordance with these rules.

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