

Booking terms and conditions

Tourist activities on Gotska Sandön are organized by the Gotland County Administrative Board in cooperation with Sandöresor, auxiliary company of Riksfärdtjänsten Sverige AB.

Rules of conduct

Gotska Sandön is a national park and in order to stay on Gotska Sandön the traveler must respect the Laws and Regulations applicable to such. Passengers must also follow the instructions given by the park officials and other staff who are stationed on the island.

Confirmation

It is the responsibility of the purchaser to check the confirmation as soon as it is received. Any errors in it must be reported to Sandöresor without delay.

Payment

Within 10 days after the booking, a deposit of 10% of the bookings total price must be paid, however, a minimum of 500 SEK. Final payment must be made at the latest 30 days before departure.

If the deposit is not paid within 10 days, the reservation is canceled. If the final payment is not made within the specified time, this will be considered as a cancellation.

If the booking is made later than 30 days before departure, then the reservation must be paid in full immediately. Full payment must reach Sandöresor before departure date. Otherwise, the reservation is considered invalid.

Changes in bookings

A change in a reservation is considered as a cancellation followed by a new booking. It is, however, allowed to replace a traveler with another person up to the last working day before the departure date. If children are replaced by adults an additional cost will be charged.

Cancellation

If cancellation takes place at the latest 30 days before departure the traveler will be refunded the paid amount minus the stipulated deposit. Cancellations that take place later are not refundable.

Has a cancellation insurance been bought, the traveler can cancel his/hers reservation up to the time of departure, with the result that the refund is of the paid amount, cost of cancellation insurance excluded. For this repayment to take place it is required that any of the following circumstances exist and was not known at the time of booking:

- Death, illness or serious accident that affects the traveler, husband/wife, partner, children or parents.
- Event that affects traveler, that is out of his control and which are of such a serious nature that he/she cannot reasonably commit to the booking, e.g. extensive fire or flood in their home or dwelling.
- Any of the above cases that might influence fellow passengers on the same reservation, so that they have been forced to cancel their trip.



A certificate from a doctor, police or insurance company proving the incident must be supplied to Sandöresor at the latest two weeks after the cancellation date. Refunds can then take place.

Deferred or canceled trip

Sandöresor may be forced to postpone or cancel the boat trip depending on circumstances over which Sandöresor does not have control. Examples of such circumstances are; unfavorable weather, technical failure of the vessel or official decree. Assessment of the weather situation is normally done by the captain of the vessel only shortly before departure.

In case Sandöresor is compelled to postpone the departure a day or more, passengers are offered to select one of the following options:

- If there is room on the next departure to the same destination you are allowed to take that instead. If it means that the length of the travel will be shorter, Sandöresor will repay for the accommodation you not will use.
- Rebook to a later time in the same season.
- Cancel the trip entirely, and receive a full refund.

Costs incurred for travelers on account of deferred or canceled trip are not compensated by Sandöresor.

Extended stay

Travelers who started their journey, and who still are on Gotska Sandön, can extend their stay subject to availability. In such a case, the additional cost will be charged for accommodation as well as a fee per person.

Physical state

On Gotska Sandön there is no harbor available. This means that either the boat will dock at the beach or the passengers will disembark to the beach onto rubber boats. Travelers must have sufficient physical capacity to cope with this.

Since there is no port, the boat docks at the island in a suitable place on the island's leeward side. This may mean that the traveler must walk up to ten kilometers on sandy paths in a partly hilly terrain to reach the campsite. Travelers must have sufficient physical capacity to cope with these walks. However, all baggage is transported by the park staff.

Other

The travelers are responsible for all of their belongings. For example, the traveler should check for themselves that their luggage is actually loaded on and off the boat. Sandöresor does not compensate for lost belongings.

On Gotska Sandön there are no healthcare resources.

Personal travel insurance is not included in the reservation. Sandöresor is not responsible for any costs associated with illness or accidents such as e.g. costs for transport to hospital.

Comments

Any comments or remarks should without delay be presented in writing to Sandöresor, Västermarksgatan 34, 632 17 Eskilstuna.