

ACCOMODATION TERMS AND CONDITIONS

General terms and conditions

Private accommodation service providers (hereafter referred to as owners) advertising their holiday homes through internet shop are bound by the following terms and conditions. These terms and conditions bind both parties as soon as the client has paid the owner for a booking made through internet shop.

Making a booking

The client will receive a booking confirmation by email, confirming the holiday home owner's details and all other booking details. A booking is confirmed as soon as the client has paid the booking online by credit card or by other means of electronic payment, or the client has received an invoice and paid a 30% deposit or paid it in full. The deposit and balancing payment must be paid by the due dates indicated in the invoice. Payment of the total fee must be made no later than six (6) weeks before the start of the booking. Late bookings (less than 35 days before the start of the booking) will be charged at the full price.

Cancellations

Should a client wish to cancel a booking, they must immediately contact the owner either by email or telephone. Neglecting to pay the deposit or the balancing payment will not be regarded as a cancellation of the booking, and does not free the client from these terms and conditions. A booking may be cancelled free of charge before the date that the deposit is due. Should the client wish to cancel a booking at least 35 days before the start of their holiday, all payments less a cancellation fee (-10% of the total) or €70, whichever is greater, will be refunded. Should the client wish to make a later cancellation, the full fee will be charged. For all bookings worth over €1,000.00, the cancellation period is two (2) months before the start of the stay. Should the client wish to make a later cancellation, a cancellation fee of 20% will be charged. Should the holiday be cancelled later than 35 days before the start of the holiday due to serious illness or death in the family, all payments less a cancellation fee (-15% of the total) and an administration fee of €20 will be refunded. In such a case, the owner would request a medical report/doctor's statement.

Should the client neglect to pay the sums agreed and by the due dates agreed, the booking may be cancelled without notice. In case of Force Majeure, the owner is entitled to cancel the booking, and the client will be entitled to a full refund of all payments. The owner is not responsible for any inconvenience suffered by the client due to Force Majeure (natural phenomenon, electricity outage, etc.) that is not caused by the owner or the owner was not reasonably able to prevent.

Stay in the holiday home

The client will receive the keys to the holiday home as detailed in their booking confirmation. The owner / caretaker / key service may ask for a €130 deposit for the keys. Should the client neglect to return the keys, or it is reasonable to assume that the client has lost the keys, the client will be charged for the real cost of changing locks at the holiday home, less the deposit.

The client will be responsible for the cleaning during and at the end of their holiday, unless they have paid in advance for end cleaning, or end cleaning is included in the price. If at the end of the booking no cleaning has been done, or it has been done to a less than satisfactory level and the owner of the holiday home must undertake further cleaning before the next client's arrival, the owner is entitled to charge a cleaning fee of minimum €150.

The maximum number of people allowed at the premises is the number of beds as advertised, or as has been agreed with the client at the time of booking. The use of a tent or a caravan on the site of the property is not allowed without the owner's consent. Pets are not allowed at the property, unless otherwise stated in the advertising material. Smoking is prohibited in all indoor areas. The client is responsible for any damage caused to the property or its equipment and appliances, and must compensate the owner directly.

Complaints

Any comments or complaints regarding equipment in the holiday home or the state of the property must be reported immediately and directly to the owner. No action will be taken on any complaints made after the stay. The client must familiarise themselves with the instructions manual at the holiday home and follow any rules and instructions provided. Non-compliance may put the client and property in danger and the client would be responsible to cover any damage caused. Finnish Law will be applied in all unclear cases.