

# Booking Terms and conditions

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The booking starts at 4pm on the first day of your stay and ends at 11am on the last day of your stay, when the rooms must be vacated.

## Kuerkaltio Holiday Village General Terms and Conditions

Kiinteistö Oy Kuerkaltio, Kuerkaltio Holiday Village, hereinafter called "the Sales Organisation", will adhere to the following terms and conditions in the ordering and booking of accommodation and other services, and in the cancelling of already provided services. Both parties will be bound by these terms from the moment the customer has paid the deposit stated in these terms, or made another verifiable agreement on the payment of the holiday apartment.

### Booking and payment

The booking is confirmed, when the customer has paid the deposit 25 % of the value of the booking and the service fee EUR10 by the due date. If the booking is made later than eight (8) weeks before the start of the stay, there will be no separate deposit. The due date for the total amount payable will be six (6) weeks before the start of the stay. If the balance has not been paid by the due date, the booking will be treated as cancelled. The contact information of the person with the key / the property manager is found in the invoice.

For groups, the booking terms and conditions will be delivered separately. The person making the booking must be at least 18 years old. Written agreements from guardians are required from persons under the age of 18 who are staying at Kuerkaltio Holiday Village unaccompanied by their guardians. These documents must be delivered to Kuerkaltio Holiday Village before the start of the stay. On arrival to the holiday destination, the customer must be prepared to present proof of a valid booking, either a receipt or a booking confirmation.

In accordance with the Government Act of 1 OCT 2006, everyone must register and fill in a registration form.

The Sales Organisation will be responsible for that the customer will receive the services agreed upon in his or her contract. The customer can order other services at the holiday destination and pay for them at the holiday destination.

### Cancellations

In case you wish to cancel your booking, a written notification must always be given to the Sales Organisation.

If a confirmed booking is cancelled:

more than 60 days prior to the first day of your stay, cancellation fee is 35 €.

- more than 30 days prior to the first day of your stay, a cancellation fee of 30 % of an already billed booking will be charged

- later than 30 days prior to the first day of your stay, the total cost of the booking will be charged.

The cancellation must be delivered in writing to the Kuerkaltio Holiday Village address, or by email to [infon.hoitaja@kuerkaltio.fi](mailto:infon.hoitaja@kuerkaltio.fi).

Your booking will be cancelled with effect from the moment the Sales Organisation has received your email or written notification.

If the booking is cancelled after the first day of your stay, the cost of the booking will not be refunded.

## **Insurances**

In case of possible exceptional situations or cases, we recommend travel insurance to our customers. The Holiday Village is not obligated to accept cancellations without charging a cancellation fee, even if a medical certificate or other such document is presented.

For Covid-19 virus it is not obligated to accept cancellations without charging a cancellation fee,

## **The right of the Sales Organisation to cancel a booking**

In case of force majeure, the holiday apartment owner may cancel the booking via the Sales Organisation. In such case the Sales Organisation must let the customer know about the cancellation as soon as possible. The customer has the right to be refunded the moneys he or she has paid to the Sales Organisation. If the deposit or the balance has not been paid by the due date, the booking is cancelled.

## **Delivery of keys**

The keys to the holiday apartment will be delivered to the customer at a previously appointed time. If you arrive later than at 4pm, please arrange for the key delivery in advance with the key service / owner / property manager. The contact information of the key service / property manager is found in your invoice.

The charge for a lost key is €300 for the reserialisation and also the current price of four new keys. The charge includes reserialisation as well as the locksmith's fees.

## **Your stay at the holiday destination**

The holiday apartment is available to the customer from 4pm on the first day of stay. The apartment rent includes bed linen, basic tableware and kitchenware, water and electricity, toilet- and kitchen paper. The final cleaning, linen and towels are included in the price of a booking that lasts one week or longer.

Pets are not permitted in our apartments, unless bringing a pet has been agreed upon when the booking was made. Only some apartments are pet-friendly. The charge for pets is €50 per booking. If you bring a pet to the holiday apartment without permission, we will charge a cleaning fee which is EUR258 per apartment in terraced house and EUR296 per apartment in semi-detached cottage.

There are travel cots, high chairs, a potty and a child's sled that can be booked (also in advance). The laundry fee EUR4 per load can be paid at the info desk, where you will also get the key. The price includes washing detergent and fabric softener. During the info desk opening hours there is a computer available for the customers. A washing machine is not available in all apartments.

Wax room for skis is located at the barbeque hut. The barbeque hut is available for the customers all year round.

We charge a separate fee of €20 per week for mobile home heating.

The Sales Organisation is responsible for the cleaning of the holiday apartment. The customer is liable for any damages he or she causes to the apartment or its contents.

The use of a tent, caravan or mobile home on the site without permission from Kuerkaltio is forbidden.

### **Maximum occupancy**

The maximum number of people permitted in the holiday apartment is mentioned in your bill, and this number cannot be exceeded. If you have rented bed linen, you may only use one set per person. You will be billed for the use of extra sets.

### **Complaints**

If you have any complaints regarding the equipment or condition of your holiday apartment, please notify the property manager immediately when the cause of complaint is revealed. If the matter is not resolved, the complaint must be sent to the Sales Organisation within 2 weeks from the end of your booking. If the complaint between the customer and Kuerkaltio Holiday Village cannot be resolved, the customer may take the matter to the Customer Dispute Board.

Kiinteistö Oy Kuerkaltio

KUERKALTIO HOLIDAY VILLAGE