

TERMS OF RESERVATION AND CANCELLATION IN COTTAGE ACCOMMODATION

To make your holiday a successful one in all aspects, please study our terms of reservation and cancellation below.

1. Lomavinkki Oy (Koskonselkä Holiday village) applies the terms below to ordering, reserving and cancelling accommodation services. These terms are binding on both parties once the customer has paid the advance payment mentioned in these terms, or the complete rental payment.
2. Advance payment and final payment are to be paid by the due dates noted on the invoice. The final payment is to be paid four (4) weeks prior to the beginning of the accommodation. In last minute reservations (less than 28 days to the beginning of the accommodation) all payments are due immediately.

Should the customer be forced to cancel their reservation, THEY MUST IMMEDIATELY NOTIFY LOMAVINKKI OY OF THE CANCELLATION, by e-mail or mail. Leaving the advance of final payment unpaid does not mean cancellation, and does not exempt the customer from these terms of cancellation. A reservation can be cancelled without cost before the due date of the advance payment.

3. Should the customer cancel their reservation 28 days prior to the beginning of stay at the minimum, the payment made will be returned less cancellation expense EUR 30 + EUR 15 service charge. Should the cancellation take place later, complete rental payment will be charged. However, should the holiday apartment be re-rented for the same period of time, the rental payment will be refunded as above.

In the case of cancellation taking place later than 28 days prior to the beginning of stay due to a serious illness or death of the customer or a person living in the same household with the customer, the rental payment – 10% and service charge of EUR 15 will be refunded. Medical certificate will need to be delivered to Lomavinkki Oy. Should the cancellation take place later than 48 hours prior to the beginning of the reservation dates or during the reservation dates, any payment made by the customer will not be refunded. In any case we strongly recommend our customers obtain travel insurance.

In the event of force majeure Lomavinkki Oy has the right to cancel the reservation. In this case the customer will be fully refunded.

4. The reservation is considered confirmed when the customer has paid the advance payment (30% of the full rental payment) by the due date. Should the reservation be made later than four (4) weeks prior to the beginning of stay, no advance payment will be charged separately.
5. Service charge of EUR 3 will be added to the invoice. Service charge will not be added to internet reservations.
6. The customer making the reservation needs to be over 18 years old. Minors accommodating without their guardian will need to send a letter of commitment from their guardian to Lomavinkki Oy prior to beginning of stay.
7. CHECK-IN IS AT 4 PM ON THE DAY OF ARRIVAL, CHECK-OUT IS AT 12 NOON ON DAY OF DEPARTURE.

8. The customer is liable for any damages they cause to the premises and property. The customer is responsible for cleaning up the apartment during and after stay. If customer has paid final-cleaning and if the condition of apartment should require cleaning more thorough than normal, the customer is liable for the extra cost. Also linen will be delivered on order.

Customer is responsible for lost keys of the holiday apartment. Customer is charged for replacing locks and keys.

9. PETS ARE FORBIDDEN in some of the holiday apartments. The customer will need to check whether this rule applies to their rental apartment. Should the customer, despite the rule, bring a pet to the apartment, they are liable to pay allergy cleaning costs.

Pets are allowed in some apartments for a pet fee (EUR 20). Should customer fail to inform of the pet beforehand, the pet fee will be charged threefold in arrear.

10. The number of people using the premises is not to exceed the number agreed on beforehand.
11. All comments and complaints concerning the equipment and condition of the accommodation need to be directed to the reception immediately. Complaints made afterwards will not be taken into account.
12. The customer commits to study the instructions book in the apartment and follow its directions. Actions against the instructions cause danger to the premises and liability for damages to the customer.
13. Any items left in apartments are kept for fourteen days. When requested, the property will be sent cash on delivery: the customer pays for all dispatch costs as well as service fee of EUR 10.