

The terms and conditions below apply to reservations made through the Arctic Design Villa Levi sales service. The Arctic Design Villa sales service is managed by Tuftebakken Oy (163 5595-7), which acts as the responsible accommodation service seller for reservations made through the sales service. Later in the booking terms and conditions, Tuftebakken Oy is referred to as Arctic Design Villa.

PAYMENT TERMS

The payment terms below apply unless otherwise agreed in writing when booking.

To confirm the reservation, the customer must pay 30% of the rental price (reservation fee) at the time of booking. The reservation is only confirmed when the reservation fee has been paid in full. When Arctic Design Villa has received the reservation fee, the reservation is confirmed to the customer in writing. The final payment (the remaining 70% of all rental costs) must be paid no later than 60 days before the customer's arrival at the accommodation. If the reservation is made less than 60 days before arrival, the full rental price must be paid at the time of booking. By paying the reservation fee, the customer accepts these terms and conditions.

PAYMENT METHOD

Payments can be made by bank transfer to Tuftebakken Oy's account or alternatively by debit or credit card (Visa, Mastercard). The customer is obliged to pay any costs for different payment methods. Online payments are made through Paytrail Oy's payment institution, which is supervised by the Financial Supervisory Authority. All payments must be in euros.

CANCELLATION POLICY

The cancellation policy below applies unless otherwise agreed in writing when booking.

All cancellations made by the customer must be made in writing (by email) and sent to Arctic Design Villa. The cancellation date is the date on which Arctic Design Villa receives the email of the cancellation.

If the cancellation occurs earlier than 60 days before arrival and 70% of the reservation is still unpaid, the customer does not have to pay the final payment (the remaining 70% of the rental costs). If the cancellation occurs earlier than 60 days before arrival and the final payment has already been submitted, Arctic Design Villa is obliged to refund this 70% payment. The reservation fee paid in connection with the advance reservation is non-refundable. If the cancellation occurs less than 60 days before arrival, the customer will not be refunded the payment made. Arctic Design Villa is not obliged to refund any additional costs incurred by the payment method.

The cancellation policy applies to all cases, including cases where a family member of the customer becomes seriously ill, has an accident or dies. Arctic Design Villa recommends that all customers ensure that they have appropriate travel insurance that covers the entire travel party in the event of sudden accidents and also compensates for trip cancellation. Insurance and its cancellation insurance are not available or can be purchased through Arctic Design Villa.

CHANGES TO THE BOOKING TIME

Changes to the booking time after the reservation has been confirmed are possible with the approval of the owner and Mökkivuokra and within the scope of the booking situation. In the

event of changes to the booking time, the payment and cancellation terms remain the same as the original time, unless otherwise agreed in writing. Changes to the time may also change the rental price, this is determined according to the price table set by Arctic Design Villa.

ARCTIC DESIGN VILLA'S RIGHT TO CANCELLATION

Arctic Design Villa has the right to cancel a customer's reservation in the event of force majeure. Arctic Design Villa also has the right to cancel a reservation without separate notice if the customer does not pay the reservation fee or the final payment by the agreed due date. If the reservation has to be canceled due to the customer's disruptive behavior during the stay, the customer will not be refunded.

If the cancellation is made by Arctic Design Villa, other than in a force majeure situation, Arctic Design Villa is obliged to refund 100% of all payments made by the customer to Arctic Design Villa. Arctic Design Villa is not obliged to provide financial compensation in addition to the payments made to Arctic Design Villa.

LIABILITY, DAMAGE AND FORCE MAJEURE

If the customer damages the property during the rental period, the customer is obliged to compensate Arctic Design Villa for the damage in full. The rules and instructions given by Arctic Design Villa must be followed during the rental period. Any violations may lead to claims for compensation. Arctic Design Villa has the right to demand the necessary amount to restore the property to its original condition.

Arctic Design Villa is not liable for damages caused by force majeure or exceptional circumstances that are beyond the control of Arctic Design Villa. Such force majeure may include, for example, official regulations, airspace restrictions, military actions, civil disturbances, health threats at the travel destination such as serious illness or natural disasters or other adverse weather conditions and natural phenomena. Arctic Design Villa cannot be held responsible for any malfunctions of mechanical equipment such as pumps, boilers, swimming pool filtration systems, internet connections, and public utilities such as water, gas and electricity.

All valuables left on the property are the responsibility of the guest. Arctic Design Villa is not responsible for their loss.

USE OF THE PROPERTY

Only the persons whose names appear on the booking form are entitled to use the property. The maximum permitted number, including all children, must not be exceeded unless agreed upon prior to booking. The owner has the right to terminate the rental without prior notice and without refund if the maximum number of persons is exceeded.

If the client intends to use the property for any commercial use, such as photography or other filming, or for private events such as weddings, wedding receptions, large parties or meetings, this must be clearly stated before booking. Such use must always be agreed separately in advance.

The client must ensure that the property, as well as all goods and equipment, are treated with care and that they are returned in the same condition as they were originally found. Any damage or breakage must be reported to Arctic Design Villa as soon as possible. The client is responsible for the property and any loss or damage to its contents. Arctic Design Villa reserves the right to charge the customer for such loss, breakage or damage. Customers use the hot tub at their own risk. Children must be supervised at all times. Arctic Design Villa is not responsible for the use of the pools.

The guest must comply with the arrival and departure times as stated in the arrival instructions. For other arrival or departure times, the tenant must contact Arctic Design Villa in advance as early as possible. Any costs arising from any deviating arrival or departure times are the responsibility of the guest.

Pets are not allowed.

Arctic Design Villa or its representative must be given reasonable access to the property to carry out urgent maintenance and/or inspections.

INFORMATION

The prices published on the Arctic Design Villa website are subject to change, and may also contain technical errors and obvious typographical errors.

While Arctic Design Villa makes every effort to ensure that the villa descriptions are accurate, Arctic Design Villa cannot be held responsible for any errors in their content. The guest must accept that there may be minor differences between the photograph/illustration/text used and the actual property. Arctic Design Villa reserves the right to make necessary changes to the property specification in light of operational requirements. Due to continuous development, Arctic Design Villa reserves the right to change the furniture, equipment, amenities, facilities or any part of the operation mentioned or previously available without prior notice.

ACCOMMODATION AND SURROUNDINGS

Arctic Design Villa is located in Finnish Lapland, where guests may encounter flora and fauna such as reindeer, mosquitoes, wasps, ants, etc.

Construction or road works and the resulting noise may be ongoing at any time of the year on the nearby property or land. This is not under the control of Arctic Design Villa, and it is not responsible for any construction or road works that occur nearby. If such a situation is known, Arctic Design Villa will endeavour to inform its guests of any events, but works may occur at any time, even without prior notice.

COMPLAINTS

If there are any problems with the property, the customer must submit all complaints to the Arctic Design Villa contact person as soon as they are noticed, so that Arctic Design Villa has sufficient time and opportunity to resolve the problem.

Arctic Design Villa will, within its capabilities, strive to resolve the problem to the customer's satisfaction. The customer must always give Arctic Design Villa the opportunity to propose a suitable solution to the complaint. If the complaint is not resolved satisfactorily, the customer

must submit a complaint in writing to Arctic Design Villa with as much accuracy and detail as possible.

Complaints notified and received more than 48 hours after the end of the rental period will not be taken into account, and Arctic Design Villa will not accept such claims or complaints. If the customer leaves the property before the departure date without informing Arctic Design Villa of the problems, the customer is not entitled to compensation.

APPLICABLE LAW

These booking terms and conditions shall be governed by and construed in accordance with the laws of Finland. In the event of a dispute arising out of or in connection with the terms and conditions of this agreement, the customer shall be subject to arbitration.

By making the initial payment to confirm the booking, the customer fully accepts these booking terms and conditions.