

# riekko lodge

## RIEKKO LODGE BOOKING TERMS

These terms apply to accommodation bookings made by individual consumer customers, unless a specific agreement has been made. These terms do not apply to group bookings made by individual consumers (more than 2 accommodation units). Riekko Lodge reserves the right to apply different terms and pricing to such bookings.

These terms also apply to bookings made via Riekko Lodge's website. The person making the booking must be an adult (at least 18 years old) and legally competent.

Riekko Lodge reserves the right to modify the terms listed below in special circumstances such as high seasons, events, or services additional to the accommodation.

### Booking and Payment

When making a booking, you must provide your name, address, arrival and departure times, and payment method. The booking becomes binding once it is confirmed verbally, in writing, or via email.

Reservations made online must be settled at the time of booking, either in full or in part, by credit card or through online banking, in accordance with the payment terms applicable to the dates of stay. Riekko Lodge accepts no responsibility for unsuccessful reservations. Should the Guest fail to receive a booking confirmation and payment receipt at the email address provided, the Guest is required to contact the Sales Department without delay at [sales@riekkolodge.com](mailto:sales@riekkolodge.com). Where a reservation has only been partially prepaid, the outstanding balance will be invoiced to the Guest in accordance with the payment terms applicable to the dates of stay.

### *Payments for online reservations*

Payments may be made with Visa, Visa Electron, MasterCard, American Express, and Diners Club cards. Guests wishing to pay by advance invoice are requested to contact Riekko Lodge at [sales@riekkolodge.com](mailto:sales@riekkolodge.com). All rights to price adjustments are reserved. Value-added tax (VAT) is included in all prices, and rates can be adjusted if the applicable legislation changes.

### Cancellation and payment terms for individual reservations

All cancellations must be made in writing to Riekko Lodge at [sales@riekkolodge.com](mailto:sales@riekkolodge.com).

If the Guest cancels within the free cancellation period applicable to the dates of stay, any advance payments made will be refunded, less a cancellation fee of €50. For cancellations made after the free cancellation period, a cancellation fee of 100% of the reservation value will apply.

A cancellation is deemed effective at the time Riekko Lodge receives written notice. Cancellations must be made prior to the commencement of the stay. If the Guest requests a change of dates, this will be considered a cancellation of the original reservation and a new booking. Guests are strongly advised to obtain travel insurance to cover unexpected circumstances.

The final date for free cancellation varies according to the period of stay. An advance payment is required at the time of booking, with the balance due in accordance with the conditions outlined below. Where the time of booking is less than 60 / 30 / 14 / 7 days prior to arrival, the reservation must be paid in full at the time of booking.

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## *Specific Cancellation and Payment Terms by Season*

- **1 – 19 December 2025**

Free cancellation up to 30 days prior to arrival. For later cancellations, 100% of the reservation value will be charged. At the time of booking, a 30% advance payment is required, with the balance due 30 days prior to arrival.

- **20 December 2025 – 2 January 2026 and 14 February – 7 March 2026**

Free cancellation up to 60 days prior to arrival. For later cancellations, 100% of the reservation value will be charged. At the time of booking, a 40% advance payment is required, with the balance due 60 days prior to arrival.

- **3 January – 2 May 2026 (excluding 14 February – 7 March 2026)**

Free cancellation up to 30 days prior to arrival. For later cancellations, 100% of the reservation value will be charged. At the time of booking, a 30% advance payment is required, with the balance due 30 days prior to arrival.

- **3 May – 3 September 2026**

Free cancellation up to 7 days prior to arrival. For later cancellations, 100% of the reservation value will be charged. At the time of booking, a 30% advance payment is required, with the balance due 7 days prior to arrival.

- **4 – 27 September 2026**

Free cancellation up to 14 days prior to arrival. For later cancellations, 100% of the reservation value will be charged. At the time of booking, a 30% advance payment is required, with the balance due 14 days prior to arrival.

## ***Riekko Lodge's Right to Cancel***

Riekko Lodge reserves the right to cancel bookings due to force majeure or other circumstances beyond its control (e.g., fire or water damage). In such cases, Riekko Lodge will inform the Guest immediately and refund the full amount paid. If payments are not made on time, Riekko Lodge may cancel the booking.

## **Accommodation**

The accommodation unit is available from 16:00 on the day of arrival. On the day of departure, the accommodation unit must be vacated by 11:00. Early arrival or late departure must be arranged in advance.

The accommodation price includes breakfast, bed linen, towels, kitchen and dining utensils, and final cleaning. Other services are charged separately.

## **Pets**

Pets are only allowed in specific accommodation units. You must notify Riekko Lodge at the time of booking if bringing a pet to ensure availability of a pet-friendly unit.

Pet fee: €50 for 1–2 pets per unit per stay. For more than 2 pets: €100 per unit per stay.

If pets are brought without payment, Riekko Lodge will charge triple the pet fee afterward. Guests are responsible for cleaning up after their pets on the premises.

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## Damages and Smoking

Guests are responsible for any damage caused by themselves or their visitors, either intentionally or through negligence (including smoking indoors). This includes damage to the accommodation unit, furnishings, equipment, other guests, or their property. Liability follows general principles of compensation law.

Smoking inside the accommodation units is strongly forbidden. If smoking indoors incurs, a fee of minimum of €500 will be charged.

Guests must report any damage to Riekko Lodge staff. At check-in, staff will instruct guests to always contact them if unsure how any accommodation unit's equipment works.

## Termination of Agreement Due to Disturbance or Violence

If the Guest causes continuous disturbance or poses a danger to themselves or others, and does not follow staff instructions, Riekko Lodge may terminate the agreement and remove the Guest from the premises. The Guest is responsible for all resulting costs.

## Number of Guests

The accommodation unit must not be used by more people than its stated capacity. It is prohibited to accommodate additional guests in caravans or similar on Riekko Lodge property.

## Collection of Personal Data

Riekko Lodge (Willow Grouse Oy) collects necessary personal data to process the booking and verify identity. Detailed information is available on our website.

## Complaints and Dispute Resolution

If the Guest has complaints about the booking or villa condition, they must report them immediately to Riekko Lodge staff so that the issue can be resolved quickly. If unresolved, the Guest may submit a written complaint within one week after the booking ends.

If the Guest fails to report issues during the stay, they forfeit the right to any compensation. If an agreement cannot be reached, the Guest may bring the dispute to the Finnish Consumer Disputes Board.

Riekko Lodge is not liable for disturbances or costs caused by: natural conditions, insects or wild animals, sudden weather changes, construction on neighboring properties, problems caused by third parties (e.g., outages in water, electricity, or TV networks).

## Governing Law and Jurisdiction

These terms and related disputes are governed by Finnish law, excluding its choice of law provisions that would lead to the application of any law other than Finnish law.

Parties shall aim to resolve disputes through negotiation. If no agreement is reached, disputes will be handled in the district court of Riekko Lodge's registered domicile.