

INARI-SAARISELKÄ KESKUSVUOKRAAMO / MAJOITUS KUUKKELI'S TERMS AND CONDITIONS.

BOOKING POLICIES FOR PRIVATE INDIVIDUALS AND COMPANIES.

Majoitus Kuukkeli Holiday Apartments complies with the following conditions when ordering, booking and canceling accommodation services. These terms become binding on both parties when the customer has made a reservation.

- The booker must be over the age of 18 and fully authorized to make booking.
- Travel agency bookings please follow the general terms and conditions for travel agency bookings.

BOOKING AND PAYMENT

The reservation is confirmed when the deposit of 30% of the reservation value and booking fee have been paid by the due date. Pre+booking invoice and final invoice are sent at the same time. The final invoice must be paid no later than 6 weeks before the start of the holiday. At the same time, the booker will also be sent a booking confirmation and a description of the destination, with instructions on receiving and handing over the keys. Non-payment of reservation is not an automatic cancellation! Majoitus Kuukkeli holiday apartment reserves the right to cancel the reservation if the payment has not been made by the due date.

PAYMENT METHOD SUPPLEMENT

A payment method surcharge may be charged for all card payments.

DISCLOSURE OF CREDIT CARD INFORMATION

Majoitus Kuukkeli Holiday Apartments (if desired) collects credit card information from its customers as collateral for possible additional costs (e.g. non-cancellation of the reservation by the customer, so-called no-show customer, additional cleaning, property damages). Card information will not be disclosed to outside parties or used for any other purpose.

RIGHT TO PRICE CHANGES

Majoitus Kuukkeli Holiday Apartments reserves the right to change apartment rates before the booking is confirmed.

CANCELLATION POLICY

The conditions of the cancellation of the booking is considered to have taken place at the moment the written confirmation of the cancellation has been received at the Majoitus Kuukkeli and/or Inari- Saariselkä Vuokrahuoneistot Oy and the cancellation has been confirmed as received.

If a customer cancels their reservation

- at least 30 days before the start of the rental period, the entire payment will be returned minus the deposit payment and booking fee.
- 0-30 days before the start of the rental period, the entire payment and booking fee will be charged.

If the customer changes the vacation destination or the time of the vacation, it is considered a cancellation of the previous booking and a new reservation booking will be applied. If a member of the travelling party are unable to travel the right to cancel the reservation or receive a refund for the reservation fee is not applicable.

Check your travel insurance cover in case of trip cancellation.

MAJOITUS KUUKKELI HOLIDAY APARTMENT'S RIGHT TO CANCEL THE RESERVATION

Majoitus Kuukkeli Holiday Apartments has the right to cancel the reservation in case of force majeure. In this case, the customer has the right to get the reservation fully refunded. If the deposit /pre-payment has not been paid by the due date, Majoitus Kuukkeli has the right to cancel the reservation. In cases where false information during reservation procedure is given or any acts of an illegal nature regarding the booking, Majoitus Kuukkeli has right to cancel reservation

KEY SERVICE

Information about the key service is in a separate attachment and/or in the item's product description.

For lost keys, we charge the actual costs and delivery costs (at least 80 euros).

STAY AT THE RESORT:

The holiday destination is available to the customer from 3pm-4pm on the day of arrival until 12noon -1pm on the day of departure, depending on the accommodation.

- The customer is expected to treat the place he/she is renting with respect.
- In the description of the accommodation, it can be stated separately if linen (sheets and towels) and final cleaning and the inclusion of firewood are not included in the accommodation price (per apartment/cottage). Check the destination description in your booking confirmation.
- If the accommodation requires additional cleaning, the Majoitus Kuukkeli Holiday Apartments/caretaker has the right to charge an additional cleaning fee.
- If final after-stay cleaning is not included in the accommodation price and the customer has not done the cleaning properly, the Majoitus Kuukkeli Holiday Apartments/guardian has the right to double the after-stay cleaning fee.

NUMBER OF PEOPLE

When making a reservation, please indicate the number of people staying based on general safety regulations. The holiday destination may not be used by more people than stated in the reservation and/or invoice. Majoitus Kuukkeli has the right to charge an additional fee if this is abused.

It is forbidden to use a tent or a caravan/car on the site of the resort without a permit.

Smoking is prohibited inside all accommodation facilities. If it is found that smoking has taken place in the accommodation, we will charge extra cleaning costs, min. 300 euros.

Pets may only be brought to places where it is allowed and the host/tenant is obliged to advise of a pet in advance when booking. There is an additional fee for a pet per apartment. Pet waste must be removed from nature and disposed of accordingly..

DAMAGES

Upon departure, the guest has the obligation to check that the windows of the apartment are closed and the doors are locked.

The person staying/booking the apartment is obliged to compensate the damage caused to the accommodation building or its furniture in full.

The guardian is responsible for damage caused by minors. If the emergency room has to provide services at night for a reason caused by the person staying (e.g. lost keys), an hourly work allowance of 50 euros/hour (incl. VAT) will be charged, and 100 euros/hour (incl. VAT) on Sundays and public holidays. In order to compensate for the guest's own damages, we recommend taking out personal travel insurance.

TERMINATION OF THE LEASE DUE TO A DISTURBANCE OR DANGEROUS SITUATION

If, despite the notice given by the owner/landlord/landlord's representative, the tenant does not stop causing disturbance or danger to those in the same or neighboring properties, the owner/landlord/landlord's representative has the right to terminate the lease immediately. The expenses caused by all the above-mentioned measures will be invoiced to the booker and the rent will not be refunded.

COMPLAINTS

All comments and complaints related to the accommodation facility's equipment and condition must be addressed immediately after they arise directly to the caretaker, whose information can be found in the accommodation facility's cabin book.

Although the broker is not responsible for defects in the utilities condition, it is a good idea to bring them to the Majoitus Kuukkeli Holiday Apartments as well for information, phone +35844-3636972. Complaints made afterwards will not be taken into account.

LOST ITEMS

Lost property or left belongings can be returned. We charge a separate handling fee, as a rule 20 euros + delivery costs. Found goods will only be returned if paid for by the recipient. We store lost property or left belongings for 3 months. Found goods of low value are not stored.

APPLICABLE LAW AND PLACE OF JURISDICTION

The contracting parties strive to resolve disputes arising from the contract through mutual negotiations. If negotiations fail to the agreement, disputes are resolved in the Rovaniemi district court. Finnish law applies to the contract. Majoitus Kuukkeli is not responsible for changes beyond our control that have appeared after the publication of these terms and conditions. Majoitus Kuukkeli reserves the right to make changes.